

## NHS Pensions Employers Newsletter – September 2018

### 1. Sharing our performance update

We are continuing to experience delays in the payment of first awards. We have a recovery plan in place now that includes a number of assumptions and gives us incremental improvements. We are still working to firm up a forecasted recovery date which will be shared in our next update on 14 September. The current position is shown below:

**Total awards processed 16 August to 24 August = 1252**

First awards waiting to process	End of July	Position 17 August	Current Position
17/07/18 – 22/07/18	788	297	20
23/07/18 – 29/07/18	659	410	133
30/07/18 – 05/08/18	N/A	520	353
06/08/18 – 12/08/18	N/A	624	431
13/08/18 – 15/08/18	N/A	N/A	310
16/08/18 (Peak Day)	N/A	N/A	690
17/08/18 – 19/08/18	N/A	N/A	317
20/08/18 – 26/08/18	N/A	N/A	618

We have 11,500 Pension applications currently on hand of which approximately 2,000 are classed as late claims. The current position means that whilst some cases are being dealt with on time, the majority are likely to be delayed by up to 21 days. Interest will be paid to members where the 30 day target is missed.

We are currently working on a tool that will enable employers and members to look up their estimated process time. More information will follow on this as we progress with the development.

The volume of calls coming into the Contact Centre has decreased and we have seen an improvement in wait time over the last couple of weeks across all four lines. We have updated messages on the lines to keep people informed.

Recovery plan – Current activities.

- Resources continued to be focused on first awards.
- Additional hours are being worked to maximise daily clearance.
- Reviews are taking place to ensure that processes are as efficient as possible to reduce waste.

- Implemented process changes that have increased productivity across system awards. Ten new Pensions Administrators starting in September.
- 30 new staff have been trained in the Contact Centre.
- Cross skilling of awards staff to further increase their knowledge on various processes.
- A fast track process for members suffering hardship has been implemented from the Contact Centre.
- An employer checklist is to be created to assist employers when submitting an AW8 to reduce the need for us to contact you later.

We will continue to provide updates on a fortnightly basis. Thank you for your continued support and patience.

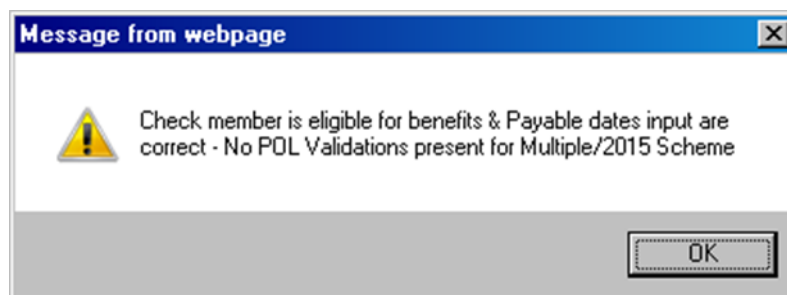
## AW8 POL Validations

We brought Pensions Online (POL) down at very short notice between 1pm – 5pm Friday 31 August to implement some system fixes and enhancements. Some of the deliverables that employers will have seen from this release are as follows:

- Improved some validation to the POL AW8 to help employers when they submit the form.
- Implementation of an enhancement to the E Form ADP4 to provide employers with more information on their members to include special class/MHO status/TV In etc. This was a successful output from the SID Board.

For members who have membership in one single section/scheme only, pre-existing POL validations have been switched on. The payable date of benefits will also be pre populated with the day after the members last day of service.

For members who have membership in more than one section/scheme, the warning message shown below will be produced asking that the eligibility and payable date is checked at submission.



Please ensure that you have read the AW8 POL Guide and are up to date with when retirement applications forms can be submitted online and when supplementary sheets should be completed.

## 2. Total Rewards Statements/Annual Benefits Statements

The annual refresh is now complete and the updated statements were made available on 22 August 2018. Please notify your employee's that the statements are now ready to view.

You can find the [Employers Toolkit](#) on our website to help spread the word about the updated statements.

### 3. A new way to access Annual Benefits Statements

NHS Pension members who specifically access their Annual Benefits Statement using Government Gateway will begin to see a gradual change encouraging them to register on [GOV.UK Verify](#), in order to gain access to their statement in future.

The Verify authentication service has been tested to a selected audience since early July, with over 4000 sessions tracked. The service is due to go into public beta (end of August 2018) with all members being able to access their statement by using the GOV.UK Verify. Government Gateway access will still be available until later this year and will be gradually phased out with further updates to follow.

Members can use the new service by [following this link](#).

Members will be asked to register for a Verify ID the first time they connect but will only have to do this once.

Supporting materials to help share this information will be made available via the [NHS Employers Hub](#) from 31 August 2018.



### 4. FIC

The new digital service for employers to send their monthly pensions contribution figures has passed the Government Digital Services (GDS) public beta assessment, meaning it can now be made available to a wider audience of employers.

The new service, called 'Make payments to the NHS Pension Scheme' (also referred to as 'FIC') is available to all employers, although there are some pre-requisites such as ensuring a direct debit facility is in place.

This will be gradually rolled out to all employers in the coming months however if you would like to use this sooner. Please email the finance department in NHS Pensions with FIC Payments and the EA Code in the subject line to [nhsbsa.pensionsfinance@nhs.net](mailto:nhsbsa.pensionsfinance@nhs.net)

## 5. Ask Us Most Viewed

Employer		Member		TRS	
How can I calculate the notional whole time salary for a part time staff member?	125	Where can I find my SD number?	2166	How can I access my Total Reward Statement?	1569
Ethnicity codes	114	How can I get an estimate of my NHS pension benefits?	980	How often is my Total Reward Statement/Annual Benefit Statement updated?	200
How does an employer pay their pension contributions to NHS Pensions?	99	What are the reduction factors for Actuarially Reduced Early Retirement in the 1995 section?	929	Does my Total Reward Statement update annually if I am no longer working for the NHS?	137
When would it be necessary for me to post a retirement benefit claim form (AW8) to NHS Pensions?	98	What is a deferred benefits claim form (AW8P) and when should it be completed?	740	How is my 1995 Section pension revalued each year on my Total Reward Statement/Annual Benefit Statement?	121
What are final pay controls?	79	Can I return to NHS work after retiring from the 1995 section of the Scheme?	656	What if I have forgotten my Government Gateway login details?	115
What should I do if I have paid the incorrect amount of contributions to NHS Pensions?	76	How will my NHS Pension be paid?	401	What is a Total Reward Statement?	104
What are the joiner and leaver forms?	71	Where can I obtain advice relating to my NHS Pension?	399	What is the Hypothetical Annuity Cost?	88
Do I need to submit the SD55 and SD55T when	69	How do I claim a refund of my NHS Pension	345	What is an Annual Benefit Statement (ABS)?	84

a member is retiring?		contributions?			
How can I gain access to Pensions Online (POL)?	62	How long does a pension award take to process?	334	Why don't I have a pension estimate on my Total Reward Statement?	77
How can I apply for Mental Health Officer (MHO) status?	61	How do I opt out of the NHS Pension Scheme?	317	Can I view a Total Reward Statement from a previous year?	59