

## Employers newsletter – October 2018

### 1: Sharing Our Performance

We are making good progress against our plan for recovery of Awards with significant improvements seen in the volume of Awards tasks undertaken this period.

We will continue to update you on a fortnightly basis on our progress against this plan and have provided the current position for you below.

First awards waiting to process	Position 17 <sup>th</sup> August	Position 26 <sup>th</sup> August	Position 14 <sup>th</sup> Sept	Current Position
30/07/18 – 05/08/18	520	353	15	14
06/08/18 – 12/08/18	624	431	135	100
13/08/18 – 15/08/18	N/A	310	258	221
16/08/18 (Peak Day)	N/A	690	493	446
17/08/18 – 19/08/18	N/A	317	273	233
20/08/18 – 26/08/18	N/A	618	584	476
27/08/18 – 28/08/18	N/A	N/A	171	146
29/08/18 – 31/08/18	N/A	N/A	245	221
01/09/18 – 09/09/18	N/A	N/A	626	486

We receive applications daily and have approximately 10500 on hand; All applications are being dealt with in line with our recovery plan.

Calls through to our Contact Centre are now being dealt with within our KPIs.

Recovery plan – activities continue.

- Resources are focused on first awards as a priority
- Additional hours are being worked to maximise daily clearance.
- Reviews are taking place to ensure processes are as efficient as possible.
- Training for 10 new Pensions Administrators is progressing well
- Training for staff who will be responsible for semi-automated aspects of the awards process has gone well, with these newly trained team members now assisting with awards processing.
- Cross skilling of awards team members continues to further increase their knowledge.

### 2: Pensions Online Downtime

Pensions Online (POL) will be unavailable between the following times:

- 6pm on Friday 12 October 2018 and 7am on Monday 13 October 2018

- 6pm on Friday 26 October 2018 and 7am on Monday 29 October 2018

Please note that at times we may need to take POL offline at short notice. Updates will be provided on our website when possible.

We apologise for any inconvenience this may cause you.

### **3: Employers who submit NHS Pension Scheme contributions via Pensions Online or Financial Information Collection**

#### **Employers who submit NHS Pension Scheme contributions via [Pensions Online](#) (POL) or Financial Information Collection (FIC)**

The deadline for submission of data into POL and FIC will change from 3pm to 1pm with effect from Monday 8 October.

This change has been made to allow for additional processing time as we roll out our new FIC system to a wider number of employers. It's intended that FIC will replace POL for the submission of contribution payment information during 2019.

Further information on FIC will be provided in forthcoming Employer Newsletters.

Please follow the link below for the most recent contribution submission schedule for [2018-19](#) providing the latest submission date to ensure the contributions are received by the Scheme by the regulatory deadline.

### **4: Annual Allowance and Scheme Pays Elections**

Whilst dealing with [Scheme Pays applications](#) we are finding that some applications have signatures that differ from the signature held on the member's pension record.

Given the financial implications we must ensure that we are in receipt of correctly completed applications to avoid the risk of potential dispute in the future. If the signature does not match the one already held on the pension record, we will reject the Scheme Pays Election and will consult with employers for confirmation of the member's correct signature. The member will be required to complete a new Scheme Pays Election for consideration.

Member's should be reminded of the Scheme Pays Election deadlines confirmed by HMRC. Further information about these deadlines can be found on [NHS Pensions](#) and [HMRC's websites](#).

### **5: Annual Survey 2018**

NHS Pensions annual employers' survey is due to be sent to all main EA contacts in October 2018 and will remain open for three weeks. This is your opportunity to share your thoughts and opinions on services provided by NHS Pensions. This feedback allows us to assess our existing processes and look at ways we can continuously improve. We ask that as many employers respond as

possible to provide us with a representative view of how different types and sizes of employers rate our service.

The annual employers' survey asks questions about:

- Query handling
- Satisfaction when contacting NHS Pensions
- NHS Pensions website
- Annual Benefit Statements
- Stakeholder Engagement Team and events

The Stakeholder Engagement Team values your comments and we would ask that you take this opportunity to share your thoughts and opinions on the service provided.

## **6: Final Pay Control and the 2018 Agenda for Change pay revision**

NHS Pensions has been informed by the Department of Health and Social Care that any Final Pay Control charge from pay increases solely in respect of the recent Agenda for Change (AfC) pay changes from 1 April 2018 will be reviewed and application of the Final Pay Control regulation has been paused in these circumstances.

Please be aware any member who is:

- not paid on an AfC pay scale; or
- who is on an AfC pay scale but who receives an increase that is not related to the 2018 pay changes e.g. promotion, change of role or work pattern etc.
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then the Final Pay Control regulation and the possibility of a charge still apply.

To aid administration for those members who retired on or after 1 April 2018 where a charge has been levied, employers must confirm to NHS Pensions that the member has only received an AfC pay increase due to the pay deal from 1 April 2018 and has not had their pay increased due to any other reason e.g. promotion, change of role or work pattern etc. Employers must also confirm the pay scale the member has changed from and to the scale they have moved. This information must be e-mailed to the FPC Team [nhsbsa.fpc@nhs.net](mailto:nhsbsa.fpc@nhs.net).

## **7: Final Pay Control and deferred members**

Where a member leaves NHS employment on or after 1 April 2014 and their benefits are deferred, the member's deferred benefits will be checked to see if they exceed the Final Pay Control limits when their benefits are either:

- Transferred to another pension scheme or;
- When the benefits are put into payment at retirement.

Where a Final Pay Control charge is payable on the deferred benefits, then an invoice will be raised with the member's former employer, or where appropriate the successor authority. This will apply to all NHS employers including Trusts, CCG's, GP Practices etc.

It is not possible for NHS Pensions to check a member's deferred benefits for a Final Pay Control charge prior to payment as the benefits to be paid will not be known.

**Important:** the Final Pay Control regulation applies to 1995 Section members and 2015 Scheme transition members who retain a Final Salary Link for their 1995 Section benefits.

## 8: Non-receipt of essential member data

We are in the process of conducting a review due to non-receipt of essential member data, in particular year end updates.

We will work closely with employers during this exercise and there will be an initial contact with the Finance Director or senior GP at the organisation about non-receipt of the year-end updates.

The communication will confirm the number of Officer and Practice Staff members where we have not received data up to 31 March 2018 and a list of the members affected.

It is important to note that we have published several articles in past Employer Newsletters over a number of years confirming the legislative requirement for employers to ensure that member records are updated on time and in line with the Scheme Regulations.

The **October 2013 Newsletter** confirmed the following:

*“Failure to provide annual updates for your members means that you are in breach of both NHS Pension Scheme Regulations and HM Revenue and Customs (HMRC) Legislative requirements”*

Employers who are not on ESR but who have [access to Pensions Online \(POL\)](#) must submit updates through this facility. Front end validations can highlight issues and help prevent the update going into error, improving your updated records and preventing the need for corrective action. Employers can view their non-updated records via the ADP4 and Non Updated records facility on Pensions Online in order to understand which records need updating.

Employers who do not have access to Pensions Online can obtain information about their member update status by emailing [nhsbsa.datamanagement@nhs.net](mailto:nhsbsa.datamanagement@nhs.net) to request an up to date member list. Once the members have been identified please complete the annual update spreadsheet, which can be obtained via e-mail from [nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

Having accurate and updated records is extremely important and necessary for us to provide Annual Allowance statements and up to date Total Reward Statements (TRS)/Annual Benefit Statements (ABS). TRS/ABS provides members with a greater transparency in respect of their pensionable membership.

Pension data regarding Practitioners and non-GP Providers for the year 2016/17 was required by 30 April 2018.

## 9: Pensions Employers & Stakeholder Engagement Email Accounts

In order to prevent double handling and potential delays, please only direct each query into the one relevant account. Please do not send emails to multiple accounts.

[nhsbsa.pensionemployers@nhs.net](mailto:nhsbsa.pensionemployers@nhs.net)

- All general employer queries and case progress updates
- Any supporting documentation/information relating to a request

[nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

- Meetings and forums
- Educational needs
- Escalation issues
- Website and Ask Us information

Where possible please send attachments as PDF's, as this avoids the need for us to print and allows quick uploads to our systems.

There are a number of other accounts we use to request information from employers. These accounts should only be used to respond with the requested information and not to generate new queries.

Please do not send emails to personal or multiple email accounts as they may not be dealt with in the appropriate time frames.

Any emails received from employers into incorrect email accounts will be deleted. An auto response message will prompt you to resend the email to the relevant account.

## 10: Ask Us Articles

Employer		Member		TRS	
How does an employer pay their pension contributions to NHS Pensions?	119	Where can I find my SD number?	2846	Why don't I have a pension estimate on my Total Reward Statement?	1567
When would it be necessary for me to post a retirement benefit claim form (AW8) to NHS Pensions?	100	How can I get an estimate of my NHS pension benefits?	1407	How is my 1995 Section pension revalued each year on my Total Reward Statement/Annual Benefit Statement?	1454
How can I calculate the notional whole time salary for a part time staff member?	88	What are the reduction factors for Actuarially Reduced Early Retirement in the 1995 section?	1346	How can I access my Total Reward Statement?	1343
What should I do if I have paid the incorrect amount of contributions to NHS	86	Can I return to NHS work after retiring from the 1995 section of the	973	What if I have forgotten my Government Gateway login details?	332

Pensions?		Scheme?			
Can NHS Pensions tell me which employees I should auto-enrol into the NHS Pension Scheme?	86	Where can I obtain advice relating to my NHS Pension?	661	How often is my Total Reward Statement/Annual Benefit Statement updated?	254
What are the joiner and leaver forms?	67	What is a deferred benefits claim form (AW8P) and when should it be completed?	596	Does my Total Reward Statement update annually if I am no longer working for the NHS?	119
Ethnicity codes	65	How will my NHS Pension be paid?	481	What is the Hypothetical Annuity Cost?	113
What is my EA code?	60	How long does a pension award take to process?	455	What is a Annual Benefit Statement (ABS)?	109
Do I need to submit the SD55 and SD55T when a member is retiring?	56	How can I calculate a Total Pensionable Pay figure (1995 Section only)?	380	How is my 2015 Scheme pension revalued each year on my Total Reward Statement/Annual Benefit Statement?	98
What are final pay controls?	56	Can I take Actuarially Reduced Early Retirement?	380	What is a Total Reward Statement?	90