

## **NHS Pensions Employers Newsletter – February 2019**

### **1: Sharing Our Performance**

We are continuing to maintain performance in the payment of first pension applications with a total of 5177 applications paid in January so far (30<sup>th</sup> January).

The total applications on hand currently stand at 4699, slightly less than the same time last month. This is particularly good as it shows we are managing to maintain stability as we are start to see an increase in applications due to our next peak processing period for members retiring at the end of March.

During January, of the 5177 pension applications processed, 95.81% were processed early or on time. We are just finalising our Phase 2 plan and full details of our plans for this will be shared in next month's update.

We have 639 applications in the 4699 mentioned above that are for retirements after April 2019. We are currently unable to process these as we are waiting for the updated Pensions Increase factors from the Government Actuary's Department. This happens every year and is expected soon at which time normal processing of these particular applications will resume. We are not anticipating any delay.

We are making progress with our revised awards (AW171) plan and are nearer to being able to provide you with more details including volumes and timescales. We have to include an element of assumptions into our plans, to cater for the volumes of AW171 revised award forms that we have not received yet, as a result of the pay award last year. The Compendia functionality remains in development but is still on plan to be delivered in the March system release. In the meantime we will continue to process on demand urgent cases.

Calls coming through the Contact Centre have fully stabilised as payments have improved. All four lines continue to be reported as within tolerance.

We have no scheduled plans to bring POL down during February at this time. However if we do need to bring it down at short notice for urgent maintenance we will advise you as much as we can in advance via the POL homepage.

## 2: GDPR

NHS Business Services Authority has recently produced a GDPR roles and responsibility document for employers.

The guide can be found in the Technical Guidance section of the Employer Hub.

<https://www.nhsbsa.nhs.uk/employer-hub/technical-guidance>

This document clearly sets out the roles and responsibilities of the NHS Business Services Authority (NHSBSA) under Data Protection Legislation as it relates to both the NHS Pension Schemes and the NHS Injury Benefit Scheme.

Any subsequent questions can be forwarded directly to the Stakeholder Engagement Team at [nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

## 3: Making Contribution Payments to the NHS Pensions Scheme – MCP

As part of its ongoing programme of digitisation work, we have developed a service for all employers to submit monthly contribution information digitally. You may have initially heard of it under the name of 'FIC' – Financial Information Collection.

The service has been in a Beta phase (pilot phase) with a small group of employers for around a year. This has allowed the development team to listen to user feedback, refine and improve the service – including its name - and introduce more functionality such as the ability for organisations to upload information for multiple EA codes.

The service is now ready to be used by all employers and will replace the GP1 and RFT1 functionality in Pensions Online.

The rollout will take place in phases over the course of early 2019. The Stakeholder Engagement Team at NHS Pensions will shortly begin contacting employers to ask them a few preliminary questions, so that we can begin the on-boarding process.

Following this employers will receive details of how to on-board, and guidance on the new service.

We will keep you informed of progress in the Employer Newsletter over the coming months.

## 4. Revised Retirement Factors

The Government Actuary's Department recently completed a general review of actuarial factors applicable to the NHS Pension Scheme. As a result new factors will apply in both the 1995/2008 Scheme and 2015 Scheme, affecting the following calculations:

- Early payment of pension and lump sum
- Early payment of added years and additional pension where the contract ends before the intended completion date
- Late retirement factors (2008 Section & 2015 Scheme)
- Capitalised Cost factors for claiming unreduced pension benefits following redundancy or interests of the efficiency of the service.

The new factors and a summary of each table can be accessed on our website.

<https://www.nhsbsa.nhs.uk/employer-hub/technical-guidance/retirement>

## 5. Greenbury deadline date

The Greenbury window opened on Monday 7 January 2019. So far, we have received 1479 requests and cleared 992. The disclosure window will close on Friday 28 February 2019 to enable us to provide you with the necessary disclosure information by 1 April 2019.

Please note, we can't guarantee that requests or queries received after 28 February 2019 will be dealt with by 1 April 2019.

A common question we are asked is "can you provide last year's figures?" These can be obtained by clicking the "show/compare" button. However, these figures are only available if the member was part of the exercise last year. If the member was not part of the exercise last year you will need to click on the "query" button to request them.

Please refer to the online guidance if you have any queries as a lot of FAQ's are covered in the guidance.

The Pensions Online Guidance for Greenbury is available on our website at:

<http://www.nhsbsa.nhs.uk/Pensions>

A further update on our progress will be provided in next month's newsletter.

## 6. Ask Us

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