NHS Business Services Authority

# 2019 Non POL Annual Update Events

## Question and Answer

**Q. What is the process if we have received our end of year spreadsheet but we have a member of staff who has started mid-March?**

A. Members who have joined the organisation but are not included in the spreadsheet will need to be added manually to allow us to update their record. If you have previously submitted a joiner for this individual, please include this in the comments box.

**Q. I am a new pensions officer at my organisation and have identified that the previous year's submission has not filed. What are the implications of this and can this be completed retrospectively?**

A. The Stakeholder Engagement Team have been working with organisations over the last 12 months who have not completed the Annual Return.

If you believe your organisation has not provided a previous update, please contact our Stakeholder Engagement Team who will be able to provide you with further advice - nhsbsa.stakeholderengagement@nhs.net.

**Q. Does NHS Pensions offer a reduced contribution rate to purely access death in service benefits?**

A. No, you need to be part of the NHS Pension Scheme to access these benefits and paying the relevant contribution rate, to be covered for death in service benefits

**Q. How do I move between the changes, leavers and update tabs on the spreadsheet?**

A. You can manually move between different tabs by selecting the appropriate one in the bottom left hand corner of the spreadsheet. Where you mark a change or a leaver on the spreadsheet, a line will be prepopulated on the relevant spreadsheet and the areas required for completion will be highlighted.

**Q. I understand that different types of organisations have different access and rules that impact them. How can I find out more information about my organisation?**

A. If you have any questions about their access to the NHS Pension Scheme they can contact the Scheme Access Team at nhsbsa.schemeaccess@nhs.net.

**Q. Aside from the proposed employer rate change, are there any proposed changes to the Employee contribution bands in 2019/20?**

A. The Department of Health and Social Care (DHSC) consultation has now been published. We would advise employers to read this document in full to understand the implications on both employee and employer contributions. It is important to note that these changes will not impact the 2017/18 non POL annual update.

**Q. Is there anywhere online to access a "dummy" annual benefits statement so employers can have a copy in the event of any questions from an employee?**

A. We will look to redact an Annual Benefit Statement and make it available in the resources section of the employer website.

**Q. Would it not be better to advise of a 30 April deadline for the end of year submissions, with 31 May the deadline for any queries of the data?**

A. The deadline date of 31 May is outlined in the regulations so this cannot be amended. We encourage employers to submit year end information as soon as possible to allow us as much time to work with employers to ensure information provided is correct.

**Q. Is there a spreadsheet available which shows what contribution level is expected for each employee or can this be added to the ADP4?**

A. The spreadsheet does contain validations that will inform employers whether the figures input are within the tolerance of what we are expecting, based on the percentage rate chosen from the drop down list. However, there is now individual spreadsheet for each employer as we are unaware of the pay until we receive details.

Where this is not the case, employers can use the ‘comments’ box provided.

Our contribution tiers and guidance around these can be found in our 2015/16 to 2018/19 tiered employee contributions employer factsheet.

**Q. Can you confirm what constitutes full time hours? We have staff who are contracted to 40 hours / 39 hours / 37.5 hours / 35 hours.**

A. No, full time hours for members are set by the employers and are the contractual weekly hours for the job role. For example, anyone under Agenda for Change Terms and Conditions are set at 37.5 hours per week which is whole time.

It is ok to have members who are on different whole time hours; you let us know what these are when you initially set up their record. If their contractual whole time hours change, we need to be notified.

**Q. Do all direction employees now have access to Annual Benefit Statements based on 2018 year end updates?**

A. This is dependent on whether an error free 2018 annual update was provided to NHS Pensions and how up to date their records are. Employers are able to request an ADP4 employer list directly from NHS Pensions which will show if the records are fully updated.

**Q. Will I get one spreadsheet for all of my EA codes?**

A. No, organisations that are responsible for the administration of multiple EA codes will receive one spreadsheet per EA code.

**Q. Is there somewhere we can get a definitive guide to what is and isn't pensionable?**

A. Unfortunately this is not something that NHS Pensions can provide due to the large number of enhancements, job titles and local arrangements that are used.

We have produced a basic list of what payments are pensionable / not pensionable on our Ask Us section of our website

**Which payments are pensionable?**
https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Pensions/en-gb/5084/pensionable-income/16611/what-payments-are-pensionable

**Which payments are not pensionable?**
https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_Pensions/en-gb/5084/pensionable-income/16603/which-payments-are-not-pensionable

**Q. Can we use the spreadsheet to inform you of leavers and not use the leavers form?**

A. If there are members listed on your spreadsheet that have now left your organisation, please include their information on the leavers tab of the annual update. There is no requirement to additionally send the leavers form if the leaver is within the last month. Earlier leavers still need to be sent in within the month of the member leaving.

**Q. Will spreadsheets be sent from the direction bodies email account?**

A. Yes, emails will be sent from nhsbsa.directionbodies@nhs.net. We recommend that you add this email address to your safe senders list so that it is not blocked by your IT systems. Completed spreadsheets need to be returned to this email address.

**Q. Am I supposed to receive an acknowledgment that my return has been received?**

A. As part of the 2018/19 return process our Data Management Team will acknowledge receipt of the annual return spreadsheet.

**Q. How long will it take to receive my ADP4 and confirmation that the 2018/19 Annual Update process has been completed?**

A. Our Data Management Team will acknowledge spreadsheets on receipt and will work with employers to ensure any issues are resolved. As discussed at our training sessions, in 2017/18 we received large volumes of returns very close to the deadline and as such these updates took longer to complete. Once the update has been completed, an ADP4 will be updated so that you are able to see that the annual submission has been completed.

**Q. If I send emails via Egress or a similar secure email platform, will they be accepted?**

A. Yes, the only submission types we were unable to access in 2017/18 were documents completed on Microsoft Office 365. If we receive documents in this format we may need to request they are saved in an earlier version of Microsoft Excel.

**Q. Will slides be sent out after the event?**

A**.** The slides from our events will be made available in the resources section of the employer hub on the NHS Pensions website.

**Q. Are NHS Pensions able to provide me with a blank spreadsheet to enable our IT Teams to extract payroll data directly in the format required?**

A**.** Blank spreadsheets can be requested directly from nhsbsa.stakeholderengagement@nhs.net. Please note that information **must** be submitted as per the formatting instructions in our non POL update guide.

**Q. How can employers contact NHS Pensions?**

A. Employers are able to contact our dedicated employer email account at nhsbsa.pensionemployers@nhs.net. Alternatively, our employer contact centre can assist with the large majority of queries and can be contacted at 0300 330 1353.

Where a query is not resolved or you wish to escalate a query further, employers can contact the Stakeholder Engagement Team directly at nhsbsa.stakeholderengagement@nhs.net.

**Q. What contact information does NHS Pensions hold for non POL organisations?**

A. The main information NHS Pensions collates for all organisations is;

| | |
|---|---|
| Main EA Contact | This individual is responsible for the day to day administration of the NHS Pensions Scheme and is the person that we would contact for any additional information regarding member information. They will receive the NHS Pensions Employer Newsletter and will be invited to our events. |
| Accountable Person | This individual is the senior person within your organisation (Chief Executive, Financial Director) who we will contact if we are unable to contact the Main EA Contact or if we needed to escalate a specific issue to them. |

It is imperative that employers update their contact information on a regular basis. Our contact details form is available on our website.

**Q. Where staff buy additional leave and this is deducted from their salary on a monthly basis. Does this need to go on the changes tab on the spreadsheet for disallowed days?**

A. No, it's dealt with in the same way as salary sacrifice. NHS Pensions does not need to know about this as it's decided between the employer and employee. A disallowed day is an unpaid sick day, strike day, or unpaid annual leave.

**Q. Are full / part time hours for bank staff defined by physical hours worked over the year?**

A. Bank staff are normally employees that work on an as and when basis, their part time hours are the actual hours worked and full time hours are the same for a whole time member doing the same role, therefore if the whole time member would work weekly hours of 37.5 (1955 per year) the bank staff member has the same standard weekly/annual hours.

**Q. If a member is TUPE'd to another employer how do we tell you?**

A. Leaver forms need to be completed for members who are TUPE'd out with the last day of service recorded as the date they are TUPE'd. The new organisation will then submit joiner forms if they have access to the scheme. If you have any specific TUPE queries, please email nhsbsa.stakeholderengagement@nhs.net as these are usually case specific.

**Q. Can you buy the service back for disallowed days?**

A. No, members cannot buy back service for disallowed days.

**Q. How do NHS pensions calculate WTE equivalent hours?**

A. It is calculated in the following way:

Total number of hours worked in year divided by the Standard weekly hours X 7

For example:

1000/37.5 x 7 = 186.66 days = 186 whole time equivalent days

**Q. What happens when part time staff change their hours? How does WTE impact this and how is it recorded?**

A. If a part time member changes their contracted hours you do not need to notify pensions, as the service is calculated on the total number of hours worked in the year.

**Q. Please could we have a link to explain the difference between NHS Pension Schemes?**

A. There is an overview of the sections and schemes available on our website under 'Member hub' as well as the scheme guides in our 'Employer hub'. There is also a quick start guide in our 'Employer hub' which can be found in the technical guidance section.

**Q. How do you calculate part time full year hours?**

A. By adding together the hours worked each week/month.
This calculation is based on the member working the actual contracted hours each week/month, if any extra worked the amounts worked for each week/month would be added together and included on the update

The calculation based on the working the same hours each week is:

Contracted hours x 52.143

**Q. What are the maximum annual hours?**

A. These are confirmed

Hourly staff:

| Standard weekly hours | Maximum hours (in a full year) |
|---|---|
| 35 | 1825 |
| 36 | 1877 |
| 36.5 | 1903 |
| 37 | 1929 |
| 37.5 | 1955 |
| 38 | 1981 |
| 39 | 2034 |
| 40 | 2086 |

Sessional staff:

| Standard weekly sessions | Maximum sessions (in a full year) |
|---|---|
| 9 | 469 |
| 10 | 521 |
| 11 | 573 |

**If the member works in excess of the whole time hours pensions will advise the employer that it is less beneficial to reduce their hours and refund any contributions made in excess of whole time**

**Q. Where do we record arrears following maternity?**

A. If a member accrues arrears during maternity leave then does not return to work, you need to close their record down and provide us with the amount of arrears accrued.

This can be added to the member record to be recovered when they next join the NHS Pension Scheme. If they do not return to the pension scheme, this will be taken from their pension at retirement.

Members who do return to work must repay the arrears accrued in a reasonable amount of time agreed between the member and the employer. These should be sent on a monthly basis along with the normal contributions and comments. Members cannot choose to not repay these.

Any member who does not want to accrue arrears during periods of no pay Maternity, Paternity or Adoption leave must opt out and complete form SD502.

This information is relevant to Maternity, Paternity and Adoption leave only. This does not relate to any other type of leave such as sick/career leave.

**Q. If you have a member who has been both WT & PT during the year, what hours do you show on the annual return?**

A. You would report change to or from whole time on the changes tab, but just report the actual part time hours worked on the annual update. **Do not** include the whole time hours as this would be shown as an error on the system.

**Q. How do we deal with prior year adjustments?**

A. If the contract we hold is incorrect please include the change on the changes tab

**Q. Is there a standardised letter employers can send to members regarding maternity and contributions during maternity?**

A. There is not a template letter for employers to use. NHS Pensions relies on employers to administer the scheme locally which includes administering special leave.

**Q. If staff members have historically not paid during the 'no pay' part of their maternity and it is discovered now, how do we inform you and when we recover it, how do we notify you dates and amounts?**

A. Please contact the Stakeholder Engagement Team with the details of these scenarios and we will work with you to rectify this.

**Q. What do I do if a member has left our organisation but is listed on our year end spreadsheet?**

A. If a member is still showing on the ADP4 but has left your organisation please provide the leaver details on the leaver tab.

**Q. Is it possible to get a MHO status flag on the ADP4?**

A. This is already included in the current ADP4's.

**Q. Are the calculation slides you showed based on a 365 basis?**

A. Calculations for pensions are based on 365, but if you have a smaller period use the number of days the period relates to.