NHS Pensions Employer Newsletter – May 2019

1: Sharing Our Performance:

Our level of performance continues to be maintained as we strive to process first pension payments in a timely manner. A total of 3236 applications have been processed so far in April 2019 of which 96.48% were paid on time and of those 82.62% lump sum payments were paid by the member's retirement date.

We are experiencing an increase in calls to our Contact Centre as we are now in our peak year- end period, so customers may feel a slightly longer wait time on all 4 pension lines but this continues to fluctuate daily. We have put some messages on the lines to further support customers at this time.

Revised Pensions (AW171)

A number of activities have taken place or have commenced since the last update:

- Triaging the specific work pots for similar case types
- Compendia development is ongoing
- training material being finalised ready to start staff training from 6 May
- Full business process review by the Continuous Improvement Team to see whether changes need to be made

2019 Year-end

To ensure your employee's pension scheme records are up to date and correct to the latest financial year, we need you to submit your 2019 year-end updates to 31 March 2019 (for officer employments) by 31 May 2019.

ESR Year-end updates 2019

The ESR data year-end updates were received on Tuesday 16 April 2019, slightly earlier than expected and processing commenced on Wednesday 17 April 2019. We currently anticipate processing to be complete, including all the joiner and leaver catch up files, by Sunday 19 May 2019.

TRS Refresh 2019

Just a reminder that the TRS data cut for the annual refresh will take place after 7pm on Friday 21 June 2019, with refreshed statements being made available by the end of August 2019. The data cut will capture successfully updated records up to and including 31 March 2019, so please ensure you have updated your records and cleansed any data errors by this date.

SD502 (paper forms)

With immediate effect (for employers who still submit paper SD502's) there is no longer a need to send us paper SD502's when one of your employees opts out of the Scheme. You should instead retain them for your records under your normal employee record retention policy.

Pensions Online (POL) downtime

There is currently no scheduled downtime during May. However, if we do need to bring POL down at short notice for urgent maintenance we will advise you as soon as we can in advance via the POL homepage.

2: 2018/19 Non Pensions Online (POL) Annual Update (Organisations without access to Pensions Online)

Following the success of the 2017/18 non POL update process, we have made several improvements and are now well underway with our 2018/19 process.

We are currently ahead of our previous year figures with 186 annual updates received from employers, 45 partially updated, 94 fully updated and 47 awaiting processing.

Data Management have seen some common issues in spreadsheets that have been returned;

- Returns are being sent back partially completed especially where leavers or changes have been selected. If you choose this option please fill in the highlighted boxes.
- For members who are working part time, hours are not being provided. This is a mandatory field for part time staff, but is not a requirement for whole time.
- Spreadsheets are being sent by some employers to multiple email addresses and incorrect email addresses. Could we ask employers to return completed spreadsheets to nhsbsa.directionbodies@nhs.net

All main employer contacts for non POL organisations should have now received the end of year return.

If you have not received your spreadsheet please contact our stakeholder engagement team at nhsbsa.stakeholderengagement@nhs.net who will be able to assist you.

3: Make Contribution Payments (MCP) Rollout to all employers

The rollout of our new digital service, Make Contribution Payments (MCP) is progressing well, with the initial tranche of employers successfully on-boarded to the new system.

All employers who have an existing direct debit mandate in place with NHS Pensions should now have received a short survey via Snap Survey and we would be grateful if you could complete and return this to us as soon as possible.

We will begin to on-board organisations in early May who have responded to our survey with login details being sent via email to the person named as the primary contact in the survey responses.

Until you receive this email, please continue to submit contribution information via your usual method.

We will keep you updated on future progress via our employer's newsletter with further information shortly being available on the finance pages of the NHS Pensions Website.

4: Reduction to Pension On Divorce (POD) Charges

Following a review of the charges currently applied for the acknowledgement, implementation and maintenance of a Pension Sharing Order, we are reducing our charges. The new charge for the implementation of a pension sharing order from 1 July 2019 is £1,693.56, including VAT.

The revised charge is due to increased automation within the Pension Sharing process enabling us to make efficiencies. Much of the associated cost with a pension share is based around the creation and maintenance of the new record for the pension credit member.

We have disclosed this information in advance to ensure any parties affected are aware of the planned change.

5: Ask Us Articles

Pensions Employer		Pensions Member		TRS	
How should I submit an AW8 application forms if I do not have access to Pensions Online (POL)?	1702	Where can I find my SD number?	34542	How can I access my Total Reward Statement?	41005
What is my EA code?	1328	What is a deferred benefits claim form (AW8P) and when should it be completed?	9799	Why can I no longer access my Total Reward Statement via Government Gateway?	1513
What should I do if I have paid the incorrect amount of contributions to NHS Pensions?	1179	What are the reduction factors for Actuarially Reduced Early Retirement in the 1995 section?	8267	How often is my Total Reward Statement/Annual Benefit Statement updated?	1258
How does an employer pay their pension contributions to NHS Pensions?	845	How do I apply for my NHS Pension?	7719	How is my 1995 Section pension revalued each year on my Total Reward Statement/Annual Benefit Statement?	1255
When would it be necessary for me to post a retirement benefit claim form (AW8) to NHS Pensions?	780	How can I get an estimate of my NHS pension benefits?	7707	Why don't I have a pension estimate on my Total Reward Statement?	1159
How can I calculate the notional whole time salary for a part	649	Can I return to NHS work after retiring from the 1995 section of the	6677	What should I do if I have forgotten my GOV.UK Verify log in	935

time staff member?		Scheme?		details?	
Do I need to submit the SD55 and SD55T when a member is retiring?	603	How will my NHS Pension be paid?	5384	What is GOV.UK Verify?	920
Ethnicity codes	517	How can I notify NHS Pensions of my change of address?	4272	What is a Annual Benefit Statement (ABS)?	892
What is an AW171 and how should it be submitted?	481	Can I take Actuarially Reduced Early Retirement?	4017	I have tried to access my TRS/ABS but my address is incorrect, how long will it take to update?	783
What are the joiner and leaver forms?	423	What is an AW8 application form and when is it completed?	3946	Does my Total Reward Statement update annually if I am no longer working for the NHS?	729