

NHS Pensions Update – February 2022

Welcome to the February 2022 NHS Pensions Employer Update.

Sharing our performance

Table 1- Total Transactions (January 2022)

Item	Volume
Total Transactions	93,470
First retirements	6,213
Estimates	3,575
Annual allowance	4,696
Ill health applications	537
AP/ERRBO/AVC	684
Bereavements	7,692
Transfers	3,576
Nominations	1,592
Pensions On Divorce	1,640
Protection of Pay	121
Refunds	2,029
Revised retirements	4,094
Service	3,536
Inbound processing	5,676
Data support	29,940
Pensioner admin	17,869

Table 2 - First Retirements and Pensioners (January 2022)

Item	Volume
Applications Processed	6,213
On Time	99.84%
Amount paid in Lump Sums	£185,190,631.74
Amount of Pension Paid	£846,353,473.19
No. Pensioners in Payment	1,047,089

Table 3 - Employer Helpline statistics (January 2022)

Item	Volume
Total Volume Calls	2,937
Average Handling Time (s)	529
Average Speed of Answer (s)	85

Table 4 - Member Helpline statistics (January 2022)

Item	Volume
Total Volume Calls	29,046
Average Handling Time (s)	642
Average Speed of Answer (s)	460

From May 2021 we have amended the way in which we report transactional values to include all events across the Scheme and all transactions completed for each function, up to and including the actual event itself. This change has been made to provide a more comprehensive overview of transactional volumes on a month-by-month basis.

Final Pay Control Charge Reassessments

On 1 July 2021 the final pay control rules changed. These changes were applied retrospectively from the 1 April 2018 and employers were able to apply for final pay control charge invoices received or paid between 1 April 2018 and 1 July 2021 to be reassessed.

Any final pay control charges calculated on or after 1 July 2021 will take into account the revised CPI percentage and the new exemptions introduced to final pay controls and therefore do not need to be reassessed.

The closing date for receiving any final pay charge (FPC) reassessments applications forms has now closed. New applications for reassessment won't be accepted after this date.

You can find more information on the reassessment of final pay control charges submitted before the deadline on our [website](#).

We will contact you once your final pay control charge has been reassessed. To help avoid delays to our processes, we ask that you not contact the Final Pay Control Team to enquire about your reassessment whilst we complete these.

Greenbury reminder

The Greenbury functionality within Pensions Online (POL) is now available. All requests for disclosure must be received by Monday 28 February 2022, so that we can provide you with the necessary disclosure information.

You should avoid using the comments box on POL unless necessary as this prevents cases running through the system automatically. If a member was part of the exercise last

year, then the previous year's figures will be provided, so employers do not need to request this information via the comment box.

Reducing comments will mean more submissions will run through automatically and therefore speed up the process.

Deadline approaching for Pension Annual Allowance Charge Compensation Scheme

The 31 March 2022 deadline for the Pension Annual Allowance Charge Compensation Scheme is approaching.

Secondary care and dental services

Secondary care and dental clinicians are reminded that applications for the 2019/20 PAACCS should be made by 31 March 2022.

The 31 March 2022 is also the closing date for submitting a voluntary scheme pays election for 2019/20. This can be an estimate where the member doesn't yet have the final information. Estimated scheme pays can be updated at any point prior to 31 July 2024.

Primary care clinicians

GPs have been submitting their 2019/20 PAACCS application forms via Primary Care Support England (PCSE) and the third application window for them to do so closed on 11 February 2022. This is to allow PCSE time to process the forms submitted before 31 March 2022.

Applications received after 11 February 2022 will be held by PCSE and batch processed at a later date. NHS England and NHS Improvement will publish more information on timings for this once they are confirmed.

You can find more information on deadlines and a copy of the Scheme application form on the [NHS England and NHS Improvement \(NHSEI\) website](#).

Changes to public service pensions – members moving to the 2015 Scheme from 1 April 2022

From 1 April 2022, every member of the NHS Pension Scheme will build up their pension benefits in the same scheme – the 2015 Scheme.

The change means members of the 1995/2008 Scheme who had full protection will automatically move from their current Scheme and start building up benefits in the 2015 Scheme from this date.

Since our last employer newsletter, NHS Pensions has written to all members of the 1995/2008 Scheme who will be moving to the 2015 Scheme on 1 April 2022. Letters have been sent to approximately 65,000 members.

You can read copies of the letters here:

- [officer members](#)
- [practitioner members](#)
- [officer and practitioner members](#)

Where to find more information

In the letter we've included information for members on:

- still being able to claim 1995/2008 benefits at the same time as now
- maintaining final salary links – as long as members don't have a break of more than five years
- maintaining Special Class / MHO status – as long as members stay within the qualifying rules.

Members can find all of this information via our [Your NHS pension after 1 April 2022](#) webpage.

Our new webpage [Understanding your benefits in the 2015 Scheme](#) also links to information on the 2015 Scheme and an updated video on the benefits of the Scheme.

Reminder about processing retirements for members moving to the 2015 Scheme on 1 April 2022

As we're automatically updating member records for those members moving to the 2015 Scheme on 1 April 2022, this will impact any work in progress relating to applications to retire.

If you receive a retirement application from a 1995/2008 member with full protection, you should follow the guidance set out on our website, which includes information on processing applications to retire before 31 March 2022, during April 2022 and from May 2022 onwards

Employer reminder about ill health applications

When sending NHS Pensions an application for entitlement to ill health retirement (Form AW33E) and supporting medical evidence, please ensure that the form is scanned sequentially. Remove any blank pages before scanning.

This request is due to an increased number of applications being received out of sequence.

Applications received by NHS Pensions are scanned to the member's record in the order they are received. Ensure that Part A, B and C of the form have been signed.

This will ensure that forms are processed promptly.

New Administration Foundation Course

The foundation course has been developed following feedback from our GP Practice Manager Employer Training events.

This course is available to all new local administrators (less than 12 months in post) of the NHS Pension Scheme. It provides a high-level overview of what is expected of you as an NHS Pension administrator throughout a scheme year.

At the end of the course, you will have a high-level understanding of the actions required to enable you to administer the NHS Pension Scheme at a local level. The course could also be used as a high-level refresher course for anyone restarting in local NHS Pension Scheme administration.

The foundation course is available to all employer types of the NHS Pension Scheme.

We will run the course on Tuesday 22 February 2022 between 1pm and 3pm and [anyone can book their place on Eventbrite.](#)

We will also repeat the same course on Wednesday 23 February 2022 (same content) between 1pm and 3pm and [anyone interested can register their place on Eventbrite.](#)

Level 1 GP practice manager - spaces still available on March events

We have some spaces still available for our Level 1 GP practice manager events taking place in March 2022.

As a reminder, there are two training sessions:

- GP Practice Manager Event Level 1 Part 1
- GP Practice Manager Event Level 1 Part 2

You will need to attend two consecutive training sessions. The second session needs to immediately follow the first.

For example, if you select to attend Wednesday 23 March Level 1 Part 1, you must also select Thursday 24 March Level 1 Part 2.

Only after the two consecutive sessions have been attended will you receive a Continued Professional Development (CPD) accreditation.

You can find more details on the events [via our website](#).

More dates added for GP Practice Manager Events Level 2

The NHS Pensions Stakeholder Engagement Team are delivering Level 2 GP Practice Manager events commencing in February 2022 and will present educational training tailored for practice managers. These events will be delivered virtually via Microsoft Teams.

Practice managers will need to attend two consecutive training sessions. The second session needs to immediately follow the first. For example, if you select to attend Wednesday 16 February Level 2 Part 1, you must also select Thursday 17 February Level 2 Part 2.

Only after the two consecutive sessions have been attended will you receive a Continued Professional Development (CPD) accreditation.

There are 2 training sessions:

- GP Practice Manager Event Level 2 Part 1
- GP Practice Manager Event Level 2 Part 2

GP Practice Manager Event Level 2, Part 1

The event will take place on Wednesday 16 February from 1pm until 3pm. It will cover roles and responsibilities and also flexible retirement.

[Register your place on Eventbrite.](#)

GP Practice Manager Event Level 2, Part 2

The event will take place on Thursday 17 February from 1pm until 3pm. It will cover leave overview and also ill health and family benefits.

[Register your place on Eventbrite.](#)

GP Practice Manager Event Level 2, Part 1

The event will take place on Wednesday 6 April from 1pm until 3pm and include roles and responsibilities and flexible retirement.

[Register your place on Eventbrite.](#)

GP Practice Manager Event Level 2, Part 2

This event will take place on Thursday 7 April from 1pm until 3pm and the session will include leave overview, ill health and family benefits.

[Register your place on Eventbrite.](#)

If you register and then are unable to attend, please let us know as soon as possible so that we can reallocate your reserved place to the next available person.

If your organisation would like to request training or attendance directly from the Stakeholder Engagement Team, please complete the event or meeting request form available on our Stakeholder Engagement Team webpage and email the team for consideration: nhsbsa.stakeholderengagement@nhs.net