

NHS Pensions Update – July 2022

Welcome to the July 2022 NHS Pensions Employer Update.

Sharing our performance

Table 1- Total Transactions (June 2022)

| Item | Volume |
|-------------------------|---------|
| Total Transactions | 127,998 |
| First retirements | 8,246 |
| Estimates | 5,897 |
| Annual allowance | 2,507 |
| Ill health applications | 565 |
| AP/ERRBO/AVC | 861 |
| Bereavements | 7,096 |
| Transfers | 1,688 |
| Nominations | 2,178 |
| Pensions On Divorce | 688 |
| Protection of Pay | 136 |
| Refunds | 1,466 |
| Revised retirements | 3,096 |
| Service | 3,240 |
| Inbound processing | 4,434 |
| Data support | 72,366 |
| Pensioner admin | 13,534 |

Table 2 - First Retirements and Pensioners (June 2022)

| Item | Volume |
|---------------------------|-----------------|
| Applications Processed | 8,246 |
| On Time | 80.49% |
| Amount paid in Lump Sums | £218,628,746.11 |
| Amount of Pension Paid | £888,019,814.45 |
| No. Pensioners in Payment | 1,067,425 |

Table 3 - Employer Helpline statistics (June 2022)

| Item | Volume |
|-----------------------------|--------|
| Total Volume Calls | 3,157 |
| Average Handling Time (s) | 503 |
| Average Speed of Answer (s) | 73 |

Table 4 - Member Helpline statistics (June 2022)

| Item | Volume |
|-----------------------------|---------------|
| Total Volume Calls | 25,865 |
| Average Handling Time (s) | 581 |
| Average Speed of Answer (s) | 463 |

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.

Pensions Online (POL) downtime

We are currently experiencing some intermittent issues with Pensions Online (POL). We continue to work to resolve this and apologise for any inconvenience it is causing you. We'll share further updates as these become available.

POL will be available throughout July, August, and September 7am - 7pm apart from the following dates when there will be downtime for scheduled system maintenance:

- Sunday 24 July
- Sunday 21 August
- Saturday 3 and Sunday 4 September
- Sunday 25 September

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.

TRS Refresh

Total Reward Statements (TRS) will be made available in late August. We are in the process of updating our TRS website information and employer resources.

We will let you know when the statements are available.

Greenbury query window is closing

If you have any Greenbury queries, you must ensure these are submitted before the 31 July 2022.

We will not be able to respond to any queries received after this date, as the window for queries will have closed.

New assets available to download for employers to promote the NHS Pensions member events

A new set of assets have been developed to help employers promote the NHS Pensions member events internally to their own staff to encourage them to attend.

The member events aim to improve the understanding of the NHS Pensions Scheme and the benefits that members can expect, as well as learn more about annual benefits statements and explore retirement options.

The new downloadable assets include printable posters and a landscape image which employers can use for their own internal channels to promote the NHS Pensions member events, which can be found on the [Employer Hub resource page](#).

GP Pensions member events

For the first time, NHS Pensions are hosting GP member events. Each session will be two hours long and include presentations on the following topics:

- Which GP certificate – An overview of the different types of GPs and which certificates need to be completed.
- Journey of a member – A journey a GP can follow in multiple schemes and scenarios.
- GP retirement – The process for a GP to follow when retiring.

There will also be an opportunity to ask questions at the end of each session.

The events will be held on the following dates in July 2022:

- Tuesday July 26 2022, 12-2pm - [GP Event 'Which Certificate' 26 July 2022](#)
- Wednesday July 27 2022, 12-2pm - [GP Event 'Journey of a Member' 27 July 2022](#)
- Thursday July 28 2022, 12-2pm - [GP Event 'GP Retirement' 28 July 2022](#)

If you are unable to attend on the dates above, we will also be hosting further events later in the year. Places are limited so please book your space soon. More information is available on the [NHS Pensions website](#).

NHS Pensions member events – August and September dates added

The NHS Pensions member events aim to help members understand everything you need to know about your NHS pension and how to navigate through the Scheme.

We have a number of events planned throughout the year to help you which include:

- understand what the NHS Pension Scheme is
- find out all you need to know about your Total Reward Statement and Annual Benefit Statement
- explore your retirement options

You can find links to register for our July, August and September 2022 dates on the [member hub web page](#).

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 of the NHS Pension Scheme who are less than 12 months in post and provides an 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 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 and the events will be held on Wednesday 24 August 2022 from 1pm until 3pm. [Please visit Eventbrite to sign up](#).

Level 1 GP practice manager training dates – September 2022

There are level 1 GP practice manager training events in September 2022, presenting educational training tailored for practice managers.

The events will be delivered virtually via Microsoft Teams and is in two parts. The second session needs to immediately follow the first. If you select to attend Tuesday 6 September level 1 part 1, you must also select Thursday 29 September level 1 part 2.

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

GP Practice Manager event level 1, part 1

Tuesday 6 September – 1am to 3pm

This session includes NHS Pension Scheme website, Annual Benefit Statements and roles and responsibilities. The link to Eventbrite can be found [here](#).

GP Practice Manager event level 1, part 2

Thursday 29 September – 10am to 3.30pm

This session includes roles, responsibilities, flexible retirement, ill health, family benefits, pensionable pay and contributions when it comes to leave. The link to Eventbrite can be found [here](#).

NHS Pensions virtual training event for September

The Stakeholder Engagement Team will be hosting a training event via Microsoft Teams for all Trusts and employers with ESR on Thursday 15 September 2022.

Further information on the content and how to register for this event will be provided in our August Employers Update.