

## NHS Pensions Update – November 2022

Welcome to the November 2022 NHS Pensions Employer Update.

### Sharing our performance

*Table 1- Total Transactions (October 2022)*

Item	Volume
Total Transactions	76,696
First retirements	12,461
Estimates	6,071
Annual allowance	1,367
Ill health applications	831
AP/ERRBO/AVC	42
Bereavements	7,366
Transfers	1,937
Nominations	2,881
Pensions On Divorce	741
Protection of Pay	77
Refunds	1,558
Revised retirements	69
Service	1,290
Inbound processing	4,036
Data support	18,718
Pensioner admin	17,251

*Table 2 - First Retirements and Pensioners (October 2022)*

Item	Volume
Applications Processed	12,461
On Time	99.61%
Amount paid in Lump Sums	£241,465,514
Amount of Pension Paid	£902,454,382
No. Pensioners in Payment	1,081,358

*Table 3 - Employer Helpline statistics (October 2022)*

Item	Volume
Total Volume Calls	2,155
Average Handling Time (s)	496
Average Speed of Answer (s)	117

*Table 4 - Member Helpline statistics (October 2022)*

<b>Item</b>	<b>Volume</b>
Total Volume Calls	31,159
Average Handling Time (s)	380
Average Speed of Answer (s)	658

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.

## **Information from DHSC regarding member contribution rates for part time members working overtime**

In our last Employer Newsletter, we shared an update from the Department of Health and Social Care regarding member contribution rates for part time members working overtime.

The update confirmed that where a part time member works additional/ extra hours paid at standard rate and the increase in their annualised pay (up to their whole-time equivalent hours) causes the member to move into a different pensionable earnings band, this should be treated as an in-year change to pay.

In this scenario, employers should follow the information in 2.1.8 of the Payroll Providers Requirement and the change to the member's contribution rate should be implemented from the next payroll period following the change in hours.

Following a number of queries, the Department of Health and Social Care has clarified how to apply this rule where a member's pay changes regularly due to additional/ extra part time or unsociable hours. Where a part time member works additional or extra hours in a pay period, this will increase their pensionable earnings and employers will need to re-calculate a member's estimated annualised pay to establish the correct contribution rate for the next pay period.

The Department of Health and Social Care has provided scenarios to demonstrate this further. You can find the scenarios and more guidance in the Payroll Provider Requirements on our website, which we have updated to reflect this update from the DHSC. The document can be accessed via the [employer information](#) page on our Changes to public service pension schemes [web hub](#).

## **Pensions Online (POL) downtime for November**

POL will be available throughout November between 7am and 7pm apart from the following dates when there will be downtime for scheduled system maintenance:

- Sunday 20 November
- Saturday 26 November and Sunday 27 November

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.

## **Important information on the TRS refresh**

The process of the mid-year refresh has started and any member details up to the 7 October will be used for the refreshed statements.

Any amendments to member details from the 8 October will be included in the annual refresh in 2023. We expect the mid-year refreshed statements to be made available in mid-December.

## **Escalation processes for queries**

The Stakeholder Engagement Team email account is only to be used for escalations of serious ill health cases. Any contribution change queries need to be directed to the employer's email account or helpline in the first instance. If they are not able to resolve your issue, they will refer directly to the relevant team or to Stakeholder Engagement to resolve.

The Stakeholder Engagement Team are still able to be contacted for:

- Meetings and forums requests
- Educational needs
- Website information and Ask Us clarification

## **Stakeholder engagement events**

The NHS Pensions Stakeholder Engagement team support employers with their administration responsibilities for the Scheme and can help with any queries you may have.

We organise events, courses and training for Scheme employers including:

- Administration Foundation course
- GP practice manager training
- Ad hoc training around key events such as Pensions Online (POL) or ESR users

The NHSBSA does not endorse any other third-party training. You can find full details of events and training organised by our team on the [Employer Events web page](#).

If your organisation would like to request training or attendance directly from the Stakeholder Engagement Team, please complete the event/ meeting request form and email the team for consideration: [nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

## **Pensionable Pay and contributions overview event**

Following the recent contribution changes, the Stakeholder Engagement Team will be hosting events throughout December to provide an overview of member contributions and pensionable pay for NHS Trusts, GP Practices and Direction Bodies. All information can be found on the Employer Events web page [here](#).

The following topics will be covered throughout the three events:

- Member contribution changes explained and video
- Assessing the tiered contribution rate
- What is pensionable and what's not
- Contributions payable and different types of leave

The dates are as follows:

### **NHS Trusts**

- Wednesday 7 December – 1pm until 2.30pm. [Register your place here](#).

### **GP Practices**

- Thursday 8 December – 1pm until 2.30pm. [Register your place here](#).

### **Direction Bodies**

- Thursday 15 December – 1pm until 2.30pm. [Register your place here](#).

The session will be approximately one and a half hours long with an opportunity for you to ask questions. Please note all of our member events are held through Microsoft Teams Webinars – there will be no access to your camera, microphone or chat function, but there will be a Q&A function for you to submit any questions.

Due to overwhelming interest in the events, we have now activated a waitlist for tickets. Please note if you no longer require a ticket for the booked session, please cancel your place. To do this, please refer to your Eventbrite email confirmation. On the 'Order Summary' section of the confirmation please click 'View and Manage' where you will be able to cancel your allocated place.

## NHS Pensions member events

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

We have a number of events planned throughout the year to help them which includes:

- Understand what the NHS Pension Scheme is
- Find out all they need to know about their Total Reward Statement and Annual Benefit Statement
- Explore their retirement options

You can find links to [register for the member events up to December 2022 on the Member Hub web page](#).

## Free NHS Pension member events

NHS England is running free of charge NHS Pension Scheme seminars for nurses, midwives and AHPs in late career, those aged 50 or older.

The events cover:

- An introduction to the NHS Pension Scheme
- The impact of flexible working on pension benefits
- If applicable, how having Special Class or Mental Health Officer status affects your options
- Staff will have the opportunity to ask questions and have their questions answered on the day.

The seminars run to 31st March 2023. To book your place please click [here](#).

The NHSBSA also run monthly free member events for all members on understanding the NHS Pension Scheme and your pension benefits, your Total Reward Statement and Annual Benefit Statement explained, and your retirement options explained. We also organise dedicated events for GPs. You can find more information on our events in this newsletter and via our [member events webpage](#).

## GP practice manager training date – December

### Level 1 GP practice manager event

Our next Level 1 GP practice manager event is available in December and includes educational training tailored for practice managers, delivered virtually via Microsoft Teams.

This session includes information on the NHS Pension Scheme website, Annual Benefit Statements, roles and responsibilities, Pensions Online (POL), the AW8 and the member journey.

The date and time for the next session is:

- Tuesday 13 December 2022 from 10am to 3.30pm. [Click here to register.](#)

By attending this event you will receive a Continued Professional Development (CPD) accreditation attendance certificate.

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/attendance directly from the Stakeholder Engagement Team, please complete the event / meeting request form available on our Stakeholder Engagement Team webpage and email the team for consideration:  
[nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

## **Updated employer contact details for NHS Pensions finance teams**

As the NHS Business Services Authority have transitioned into a hybrid working environment, some of the departments have updated their contact details. These contact details are for use by employers administering the NHS Pension Scheme at a local level who have queries regarding finance, payroll and accounting. They are not for use for any other enquiries.

Pension Finance Operations hours of service are 9pm to 5pm Monday to Friday.

Employer Accounts Team:

Telephone: 0191 2671440

Email: [Nhsbsa.pensionsfinance@nhs.net](mailto:Nhsbsa.pensionsfinance@nhs.net)

For queries relating to allocations/ payroll accounting:

Telephone: 0125397984

Email: [Nhsbsa.eafinance@nhs.net](mailto:Nhsbsa.eafinance@nhs.net)

Postal correspondence should be sent to the following address:

Ridgway House, Middlebrook, Bolton, BL6 6PQ

For any other NHS Pension or Injury Benefit enquiries, visit our 'Ask Us' knowledge base or contact the Employer Helpline:

Telephone: 0300 3301 353

Find out about call charges

Email: [nhsbsa.pensionemployers@nhs.net](mailto:nhsbsa.pensionemployers@nhs.net)

Enquiries regarding invoices for scheme administration and interest charges for late payment or non-payment of pension contributions

Contact the NHS Business Services Authority Accounts Receivable team in Newcastle:

Email: [nhsbsa.accountsreceivable@nhs.net](mailto:nhsbsa.accountsreceivable@nhs.net)

Telephone: 0191 244 6957

## **Christmas opening hours for contact centre**

The proposed Christmas opening hours for our contact centre are as follows:

- Friday 23 December - 8am until 6pm
- Monday 26 December – closed
- Tuesday 27 December – closed
- Wednesday 28 December, Thursday 29 December and Friday 30 December - 8am until 6pm
- Monday 2 January – closed
- From Tuesday 3 January – business as usual