

NHS Pensions Update – September 2021

Welcome to the September 2021 NHS Pensions Employer Update.

Sharing our performance

Table 1- Total Transactions (August 2021)

Item	Volume
Total Transactions	91,197
First retirements	5,888
Estimates	2,431
Annual allowance	5,453
Ill health applications	486
AP/ERRBO/AVC	2,467
Bereavements	5,965
Transfers	2,926
Nominations	1,778
Pensions On Divorce	1,746
Protection of Pay	160
Refunds	1,386
Revised retirements	2,767
Service	3,145
Inbound processing	6,233
Data support	29,612
Pensioner admin	18,754

Table 2 - First Retirements and Pensioners (August 2021)

Item	Volume
Applications Processed	5,888
On Time	99.87%
Amount paid in Lump Sums	£199,957,684.31
Amount of Pension Paid	£835,514,035.80
No. Pensioners in Payment	1,030,875

Table 3 - Employer Helpline statistics (August 2021)

Item	Volume
Total Volume Calls	2,714
Average Handling Time (s)	485
Average Speed of Answer (s)	143

Table 4 - Member Helpline statistics (August 2021)

Item	Volume
Total Volume Calls	24,148
Average Handling Time (s)	662
Average Speed of Answer (s)	77

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.

Death in Service process reminder

A reminder to all employers that the Death in Service process has changed from 1 September 2021.

A new Death in Service Notification Form is available and has replaced the old forms. The new form is to be used for all new notifications of Death in Service from 1 September and you should cease paying the initial survivor pension from this date, as NHS Pensions will pay these in all cases.

Please refer to the July Employer Update for further information.

TRS and Annual Benefits Statement refresh

TRS / Annual Benefit Statements are now available to view, and the mid-year refresh will be available in December 2021.

Employer contributions increased with effect from 1 April 2019 from 14.38% to 20.68%. You were informed that the increase was centrally funded and so not paid directly by you.

As a result of this arrangement the increased payments will not be included in any of the total employer annual contribution figures on member TRS / Annual Benefit Statements this year. However, the value of employer contributions has no impact on the standard benefits as quoted within member statements.

This includes those of you that have been invoiced and paid a percentage of the increase.

Reminder: Final pay control re-assessment applications

We recently told you about the final pay control changes effective from 1 July 2021. These changes are being applied retrospectively to final pay control charges invoices issued from 1 April 2018 to 30 June 2021.

We are now almost half-way through the timeframe set (July 2021 – 31 December 2021) for you to apply for reassessment of any final pay control charges issued from 1 April 2018. **Please note, your request for reassessment must be received by us by 31 December 2021. Any requests received on or after 1 January 2022 will not be accepted.**

If you've paid or received an invoice for a final pay control charge on or after 1 April 2018, you can request for this to be reviewed by completing the re-assessment form. The reassessment form must be fully completed with any additional supporting evidence. Please ensure the completed form is returned directly to the final pay control team at: nhsbsa.fpc@nhs.net in PDF format.

To assist you, we've created a [new webpage with all the information you need on final pay controls](#), including how to apply for charges to be reassessed and the application forms you need for this.

2020/21 GP provider and non-GP provider Certificate of Pensionable Income

The main 2020/21 GP provider and non-GP provider Certificate of Pensionable Income and supporting guidance is now on our website. It is in the [practitioner webpage](#) located within the Member Hub section of the website.

GP providers must complete a certificate in respect of each GMS, PMS, and APMS contract that they are a party to.

Non-GP providers who are a party to several GMS, PMS and APMS contracts can only pension income from one contract. They should complete one certificate and seek professional advice as to which of their NHS posts should be pensioned. The limited company version will follow shortly.

GP Practice Manage Events – Level 2

The NHS Pensions Stakeholder Engagement Team are delivering Level 2 GP Practice Manager Events commencing in October and November, presenting 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 6 October Level 2 Part 1, you must also select Thursday 7 October 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 – this includes Roles and Responsibilities and Pensions.
- GP Practice Manager Event Level 2 Part 2 – this includes Ill Health and Family Benefits, and Flexible Retirement.

Level 2 Stakeholder GP Practice Manager Events will take place on the following dates:

Wednesday 6 October 1pm to 3pm and Thursday 7 October 1pm to 3pm

[View Level 2, Part 1 Wednesday 6 October on Eventbrite.](#)

[View Level 2, Part 2 Thursday 7 October on Eventbrite.](#)

Tuesday 26 October 1pm to 3pm and Wednesday 27 October 1pm to 3pm

[View Level 2, Part 1 Tuesday 26 October on Eventbrite.](#)

[View Level 2, Part 2 Wednesday 27 October on Eventbrite.](#)

Tuesday 16 November 1pm to 3pm and Wednesday 17 November 1pm to 3pm

[View Level 2, Part 1 Tuesday 16 November on Eventbrite.](#)

[View Level 2, Part 2 Wednesday 17 November on Eventbrite.](#)

Wednesday 24 November 1pm to 3pm and Thursday 25 November 1pm to 3pm

[View Level 2, Part 1 Wednesday 24 November on Eventbrite.](#)

[View Level 2, Part 2 Thursday 25 November on Eventbrite.](#)

If you register and then are unable to attend, 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, complete the event or meeting request form available on our Stakeholder Engagement Team webpage and email the team for consideration: nhsbsa.stakeholderengagement@nhs.net.

The NHS and Social Care Coronavirus Life Assurance Scheme 2020

Information on the government's life assurance scheme for eligible frontline health and social care workers during the coronavirus (COVID-19) pandemic can be found on the NHSBSA website.

Take a look today and make sure you understand your responsibilities as an employer in helping to communicate the scheme to staff, support bereaved families to make a claim and oversee their claims process.

The scheme has been introduced for eligible frontline health and social care workers during the coronavirus (COVID-19) pandemic.

The scheme covers staff who provide hands-on personal care for people who have contracted coronavirus or who work in health or social care settings where the virus is present.

The scheme recognises the increased risk faced by staff during the crisis. It covers coronavirus-related deaths of workers in frontline health and social care roles during the outbreak.

A payment of £60,000 will be made to the estate of eligible individuals who die from coronavirus contracted during their frontline essential work.

England scheme information and Wales scheme information is available for:

- claimants
- employers

If you need information on this website in a different language or format, for example, accessible PDFs, large print, easy read, audio recording or braille, contact us by email nhsbsa.clastranslation@nhs.net.

Changes to public service pension schemes

Our website now includes [a dedicated hub area focusing on the government changes to public service pension schemes](#) as a result of the introduction of transitional protection - sometimes known as the McCloud judgment.

The webpages include a new introductory video on the changes, and a factsheet to support members to understand if they are affected and what the changes mean.

New information will continue to be added to the webpages and our [FAQs on Knowledge Base](#) as this becomes available. There is also dedicated page for employers that further content will be added to over time.

2019 / 2020 Pensions Annual Allowance Charge Compensation Policy

Both NHS England and NHS Improvement (NHSEI) and NHS Wales have published guidance on their respective 2019/20 Pension Annual Allowance Charge Compensation policies, including an application form for eligible clinicians to apply for the scheme and information on the actions that employers now need to take.

It follows the NHSEI and NHS Wales announcements at the end of 2019 that clinical staff who go over their annual allowance for the 2019/20 tax year and who use Scheme Pays to pay the tax charge can be compensated in retirement for any reduction to their NHS Pension Scheme benefits.

You can find resources for employers, downloadable application forms and details of how

to confirm eligibility on the NHSEI website if you're based in England, or the NHS Confed website if you're based in Wales:

- PAACCS information for England: www.england.nhs.uk/pensions/
- PACCS information for Wales: www.nhsconfed.org/NHSPensionsWales

PCSE is accepting forms from GPs for endorsement in application windows. The current GP application window is open till 1 October 2021.