

NHS Pensions Update – June 2024

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If you don't normally receive this email directly from NHS Pensions or you'd like any other members of your staff to receive a copy, please email stakeholderengagement@nhsbsa.nhs.uk to be added to our distribution list.

The Employer Charter has been temporarily removed whilst it undergoes an update and a revision. We'll republish the updated version as soon as possible. Thanks for your understanding.

Sharing our performance

Table 1 – Total Transactions (May 2024)

Item	Volume
Total Transactions	132,995
Apply Annual Increases	890
Buy Additional Pension	391
Buy AVCs	73
Buy ERRBO	172

Calculate and Pay Retirement Benefits	8,851
Claim Protection of Pay	17
Complaints	94
Death Benefits Calculated and Paid	7,578
Defer Benefits	15
Determine Continuing Entitlement	101
Elect of Scheme Pays	197
Make Enquiry	39,759
Manage Complaint	1,185
Manage Data	55,756
Manage Ongoing Payments	1,316
Manage Overpayment	28
Nominate or Change Beneficiary	2,876
Pension Share/Pensions on Divorce	1,493
Recalculate Retirement Benefits	2,574
Receive Estimate of Benefits	4,852
Receive Savings Statement	238
Refund of Contributions	1,954
Transfers	2,585

Table 2 – First Retirements and Pensioners (May 2024)

Item	Volume
On Time	88%
Amount paid in Lump Sums	£332,009,681.00
Amount of Pension Paid	£79,629,762.00
No. Pensioners in Payment	1,144,438

Table 3 – Employer Helpline statistics (May 2024)

Item	Volume
Total Volume Calls	3,733
Average Handling Time (s)	660
Average Speed of Answer (s)	358
Total Volume Emails	3,618
Service Level (48 hours)	99.9%
Processing Rate (per hour)	7.1

Table 4 – Member Helpline statistics (May 2024)

Item	Volume
Total Volume Calls	40,958
Average Handling Time (s)	661
Average Speed of Answer (s)	272

Total Volume Emails	35,883
Service Level (48 hours)	100%
Processing Rate (per hour)	8.6

From May 2021 we amended the way we report the number of transactions shown in these tables. The number provided for each function now records all items of work or transactions we have undertaken within that service area, including the handling of calls, emails and support work. This change has been made to provide a more comprehensive overview of transactional volumes on a month-by-month basis.

Pensions Online (POL) downtime – July 2024

POL will not be available on **Sunday 21 July** due to scheduled system maintenance.

If we need to bring POL down at short notice for urgent maintenance, we'll advise you as soon as we can in advance via the POL homepage.

Current processing times for NHS Pensions

We're currently receiving high volumes of retirement applications. This means it's taking us longer than usual to process payment of retirement benefits.

While we prioritise making payments to our members, it may take us longer than usual to process requests for estimates and transfers.

We're working hard to reduce this time and sincerely apologise for the delay. The Stakeholder Engagement Team are supporting operations as a priority, which may limit some of the usual activities they offer.

We're keeping members up to date with their request by text or email.

You can check our current processing times on our website: [Current processing times for NHS Pensions](#).

Members can help us by not contacting us within the current processing time unless they're experiencing financial hardship.

Members can find answers to common queries on our [Member hub](#). They can use our knowledge base to ask us a question: [Customer Self-Service](#). It's regularly updated with the latest information for members.

My NHS Pension onboarding update

My NHS Pension onboarding for ESR users was paused briefly during April to support the operational teams in NHS Pensions.

Onboarding has now resumed and we are reaching out to members in the below regions from June to invite them to onboard:

- North East and Yorkshire - June 2024
- North West - July 2024
- Midlands - August 2024
- London - August 2024

We will be providing further updates in future newsletters.

Using POL to submit annual data

Last month, your end of year information was due to be submitted to NHS Pensions.

If you use Pensions Online (POL), you should have submitted your end of year information via POL.

If you have any queries about using POL to submit your data next year, the NHS Pensions Stakeholder Engagement Team hosted a live event that detailed how to complete the annual data, including how to action validations and changes to a member's contract.

The event received very positive feedback and was attended by over 800 employers.

A recording of the live event is available on the [resources page of the employer hub](#).

Stakeholder Engagement events

The Stakeholder Engagement Team run a series of free events throughout the year providing regular updates and delivering educational training. Some events include Continuing Professional Development (CPD) accreditation and details of upcoming events are available on the [Employer Hub on our website](#).

We do not endorse any third-party training events.

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: stakeholderengagement@nhsbsa.nhs.uk

The NHS Pensions Stakeholder engagement team are hosting a virtual training event for employers on Wednesday 24 July 2024 at 10:30am.

This event will be looking at Ill Health retirement and the process involved for both employers and members.

Topics covered will include:

- eligibility
- how to apply and forms needed
- ill health assessment and decision
- leave and career breaks
- serious ill health

To reserve a place for this event, visit our [Eventbrite page](#).

Administration Foundation Course dates for 2024

This free 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 Scheme 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 details for the next available course are available on the [Employer Hub on our website](#).

GP Practice Manager training

Further dates are available for the Level 1 and Level 2 GP practice manager (free) events, which include educational training tailored for practice managers, delivered via Microsoft Teams. Practice managers need to attend the whole training session to receive a Continuing Professional Development (CPD) accreditation.

Foundation course

Details for the next available course are available on the [Employer Hub on our website](#).

Level 1 GP Practice Manager events

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. Details for the next available course are available on the [Employer Hub on our website](#).

Level 2 GP Practice Manager events

These sessions include roles and responsibilities, flexible retirement, leave overview, ill health, and family benefits. Details for the next available course are available on the [Employer Hub on our website](#).

Member events dates for July 2024

These regularly held events aim to help members understand everything they need to know about their NHS pension. Whether you're a new member wanting to learn how to navigate the Scheme, or a long-time member wanting to refresh your knowledge, these events are engaging, informative and a must for any NHS Pension Scheme member.

On average, over 99% of attendees would consider recommending our member events to a colleague, with an average quality rating of 4.4/5.

All our member events have options for both members in the 2015 NHS Pension Scheme and members in both the 1995/2008 and 2015 schemes.

Please click on the following Member events for more information, including dates, times and an event overview:

- [Your retirement options explained \(all Schemes\)](#)
- [Your Annual Benefit Statement explained \(2015 Scheme\)](#)
- [Understanding the Scheme and its benefits \(all Schemes\)](#)
- [Partial retirement explained \(all Schemes\)](#)
- [Introduction to the 2015 Scheme and the NHS Pension Scheme benefits \(2015 Scheme\)](#)
- [Your Annual Benefit Statement explained \(all Schemes\)](#)