NHS Pensions Update – July 2024

In this month's newsletter:

- Sharing our performance – June 2024 (all employers)

- Pensions Online (POL) downtime August (all employers)

- Current processing times for NHS Pensions (all employers)

- An update from Data Operations (all employers)

- The NHS Pensions Podcast (all employers)

- AW8 applications for partial retirement on POL (all employers)

- Total Reward Statement LIVE event for members (all employers)

- Stakeholder engagement events (all employers)

- Administration Foundation Courses (all employers)

- GP Practice Manager training (GP Practice Managers only)

- NHS Pensions member events (to be shared with all members)

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 (June 2024)

Item	Volume
Total Transactions	85,687
Apply Annual Increases	1,344

Buy Additional Pension	561
Buy AVCs	68
Buy ERRBO	334
Calculate and Pay Retirement Benefits	8,843
Claim Protection of Pay	15
Complaints	95
Death Benefits Calculated and Paid	6,994
Defer Benefits	39
Determine Continuing Entitlement	166
Elect of Scheme Pays	196
Make Enquiry	36,919
Manage Complaint	1,207
Manage Data	10,694
Manage Ongoing Payments	1,115
Manage Overpayment	18
Nominate or Change Beneficiary	2,601
Pension Share/Pensions on Divorce	1,564
Recalculate Retirement Benefits	2,642
Receive Estimate of Benefits	5,383
Receive Savings Statement	274
Refund of Contributions	1,588

Transfers	3,027

Table 2 – First Retirements and Pensioners (June 2024)

Item	Volume
On Time	84%
Amount paid in Lump Sums	£330,917,008.00
Amount of Pension Paid	£81,283,815.00
No. Pensioners in Payment	1,149,696

Table 3 – Employer Helpline statistics (June 2024)

Item	Volume
Total Volume Calls	2,885
Average Handling Time (s)	615
Average Speed of Answer (s)	296
Total Volume Emails	2876
Service Level (48 hours)	100%
Processing Rate (per hour)	7.1 (p/h)

Table 4 – Member Helpline statistics (June 2024)

Item	Volume

Total Volume Calls	52,991
Average Handling Time (s)	657
Average Speed of Answer (s)	376
Total Volume Emails	53,899
Service Level (48 hours)	100%
Processing Rate (per hour)	8.9 (p/h)

Pensions Online (POL) downtime – August 2024

POL will not be available on the following dates due to scheduled system maintenance:

- Saturday 25 August

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.

An update from the Data Management team

The Data Management team has released an update on the following topics:

- duplication of data, leading to errors
- emails to the data management team, including expected response times and priority of work
- incorrect information submitted on joiner forms
- inputting annual update information on POL

To view the update in full, please read the article on our Employer Hub.

The NHS Pensions Podcast

We're pleased to announce that we've launched a brand-new podcast series titled *The NHS Pensions Podcast.*

The podcast is designed to be another resource for members, helping them to have a better understanding of their NHS Pension so they can manage and keep on top of it. Each episode we will take an NHS Pensions topic, break it down into bitesize chunks, answer regularly asked questions we receive from pension members and we'll have pensions experts on hand to guide members through each topic.

Our first episode is available now on our new YouTube channel.

Please do share the podcasts with your members.

AW8 applications for partial retirement using Pensions Online (POL)

You can now submit AW8 applications for partial retirement using POL.

For more on this, including guidance on how to submit and links to helpful information, you can read the latest article on our Employer Hub.

Employers have requested a demonstration on how to input the AW8 on POL for partial retirement. We are currently working on this and will let you know in a future Employer Update when it becomes available.

Total Reward Statement LIVE event for members

Members affected by McCloud will see a difference in the benefits shown on their annual benefit statement (ABS). This is due to the rollback of membership from 1 April 2015 to 31 March 2022 being put back into the 1995/2008 Scheme.

A LIVE event will take place on Wednesday 21 August, 2pm to 3.30pm for affected members to learn about the change in their ABS.

The live event is open to all and can be found via our Eventbrite. A recording of the event will be available on the website for those that are unable to attend. Please share the event with your members.

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

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

The next available course will be on 9 August 2024 at 10.30am. Visit our Eventbrite page for more information and to reserve your space.

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.

The next available course will be on 21 August 2024 at 10am. Visit our Eventbrite page for more information and to reserve your space.

Level 2 GP Practice Manager events

These sessions include roles and responsibilities, flexible retirement, leave overview, ill health, and family benefits.

The next available course will be on 3 September 2024 at 10am. Visit our Eventbrite page for more information and to reserve your space.

Member events dates for August 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.

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)