

NHS Pensions Employer Update – November 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 revision. We'll republish the updated version as soon as possible. Thanks for your understanding.

Sharing our performance

Table 1 – Total Transactions (September 2024)

Item	Volume
Total Transactions	116,820
Apply Annual Increases	3,195
Buy Additional Pension	569
Buy AVCs	327

Buy ERRBO	74
Calculate and Pay Retirement Benefits	12,959
Claim Protection of Pay	7
Complaints	166
Death Benefits Calculated and Paid	8,092
Defer Benefits	62
Determine Continuing Entitlement	101
Elect for Scheme Pays	120
Make Enquiry	43,320
Manage Complaint	1,697
Manage Data	24,600
Manage Ongoing Payments	1,542
Manage Overpayment	8
Nominate or Change Beneficiary	2,837
Pension Share/Pensions on Divorce	1,362
Recalculate Retirement Benefits	2,956
Receive Estimate of Benefits	6,851
Receive Savings Statement	889
Refund of Contributions	1,921
Transfers	3,165

Table 2 – First Retirements and Pensioners (October 2024)

Item	Volume
On Time	98%
Amount paid in Lump Sums	£415,343,657
Amount of Pension Paid	£98,952,119
No. Pensioners in Payment	1,172,921

Table 3 – Employer Helpline statistics (October 2024)

Item	Volume
Total Volume Calls	3,009
Average Handling Time(s)	596
Average Speed of Answer(s)	147
Total Volume Emails	2,744
Service Level (48 hours)	100
Processing Rate (per hour)	6

Table 4 – Member Helpline statistics (October 2024)

Item	Volume
Total Volume Calls	35,592
Average Handling Time(s)	671

Average Speed of Answer(s)	101
Total Volume Emails	38,057
Service Level (48 hours)	100
Processing Rate (per hour)	8.6

The number provided for each function reflects all items of work or transactions we have undertaken within that service area, including the handling of calls, emails and support work.

Pensions Online (POL) downtime – December 2024

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

- Sunday 22 December

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.

Disclosure of Senior Manager's remuneration: Greenbury 2025

We anticipate that the Greenbury functionality within Pensions Online (POL) will be available from Monday 13 January 2025. Requests for disclosure information should be received by NHS Pensions between 13 January 2025 and 28 February 2025 to enable us to provide you with the necessary disclosure information to meet your reporting timescales.

Key points to note:

- take care to provide the best estimated pay figure, as you can only make one submission
- you should avoid using the comments box on POL unless necessary, as this prevents cases running through the system automatically which could cause a delay in your response
- employment should be updated to 31 March 2024. Make sure you have checked this before you submit, as this will cause a delay to us processing your calculations
- we do not anticipate any queries from you until you have received your calculation, as these will also cause a delay to our processing. If you then

have a query about an individual member, please submit on the POL comments box

- if a member was part of the exercise last year, the previous year's figures will be available to view by pressing the 'show/compare button'
- if a member did not receive a calculation last year, please do not request last year's figures until you have received our reply for this year
- we received several queries asking for help with technical POL issues. If you have any similar issues, call the Employer Helpline on 0300 330 1353 (press option 2 for POL)
- if you require a detailed understanding of the calculation, please refer to the technical link on our website which will soon be updated

Full guidance on how to register and use the POL system to make your requests is now available on our website at: <http://www.nhsbsa.nhs.uk/Pensions>.

For more information, please visit our article on the Employer Hub: [Disclosure of Senior Manager's remuneration: Greenbury 2025 | NHSBSA](#)

Members calling the employer helpline

This is a reminder that employers should not be providing members with the EA contact number. This line is answered as a priority for employers only, and members using it can cause delays in responding to employers.

Please encourage members to use the member line instead: 0300 330 1346

Holiday closure – Pension Finance office

Over the holiday period, the NHSBSA Pensions Finance office will be closed on the following dates:

- Wednesday 25 December
- Thursday 26 December
- Friday 27 December
- Wednesday 1 January

Please note, we won't be collecting Pension Contributions on Friday 27 December and will look to collect these on Monday 30 December.

Partial retirement – backdated pay awards

Backdated annual pay awards, or pay increases members received as they move through pay scales, do not count towards the reduction in pay that they have taken

for partial retirement purposes. However, any pay increase resulting from a contractual change to their terms and conditions will count towards this.

For example, if a member decides to apply for a different job with a higher salary, increase their hours or increase their commitments, this will affect the reduction and could result in the pension being fully abated.

Following the nationally agreed pay award, which has been backdated to April 2024, the pay for any retirements from that date will need revising to ensure the pension is being paid at the correct level. For partial retirements, where pay cannot be updated through Pensions Online (POL), the figures will need to be submitted to us manually.

Due to the number of members this affects, and to mitigate the workload for you, we will be sending you a pre-populated spreadsheet with the members of your organisation that have retired on or after 1 April 2024. You will be asked to complete this spreadsheet with the revised pay details and submit it to us via email. We will then update the member records using the information you provide and process the revised benefits. The emails will be sent out in December.

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

Member events dates for December 2024 / January 2025

These regularly-held events aim to help members understand the benefits of the Scheme, options available to them, and a Q&A session to provide answers to everything they need to know about their NHS pension. Whether they are a new member wanting to learn how to navigate the Scheme, or a long-time member wanting to refresh their knowledge, these events are engaging, informative and a must for any NHS Pension Scheme member.

Remember to share these events with your employees. On average, 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.

Some of our member events become fully booked quickly. To ensure that members have the option to sign-up for our events, encourage them to regularly view the Member Events page of the Member Hub.

Please inform your employees to click on the following member events for more information including dates, times and an event overview:

- [My NHS Pension Online Portal event \(all schemes\)](#)
- [Your retirement options explained \(all schemes\)](#)
- [Understanding the Scheme and its benefits \(all schemes\)](#)
- [Your Annual Benefit Statement explained \(2015 scheme only\)](#)
- [Your Annual Benefit Statement explained \(all schemes\)](#)
- [Partial retirement explained \(all schemes\)](#)
- [Introduction to the 2015 Scheme and the NHS Pension Scheme benefits](#)

Employer events dates for January 2025

From January 2025 the employer events have been reviewed following feedback we have received. You feel that some of the courses are too long, making it harder to digest all the information being covered. We're now offering smaller and more frequent courses on different topics, allowing you to pick and choose the topic you need support with.

All the events aim to support employers in administering the NHS Pension Scheme, ensuring a full depth of knowledge to enable you to support your employee members. It is always good to use these courses to refresh your knowledge on an annual basis.

Click on the following employer event links for more information including dates, times and an event overview:

- [Basic guide to Pension administration](#)
- [Flexible Retirement](#)
- [Annual Benefits Statement walkthrough](#)