

NHS Pensions Update – April 2023

Welcome to the April 2023 NHS Pensions Employer Update.

Sharing our performance

Table 1- Total Transactions (March 2023)

Item	Volume
Total Transactions	84,967
First retirements	9,286
Estimates	10,021
Annual allowance	2,917
Ill health applications	1,015
AP/ERRBO/AVC	6
Bereavements	9,160
Transfers	2,593
Nominations	2,915
Pensions On Divorce	970
Protection of Pay	31
Refunds	1,928
Revised retirements	108
Service	1,272
Inbound processing	3,707
Data support	23,495
Pensioner admin	15,543

Table 2 - First Retirements and Pensioners (March 2023)

Item	Volume
Applications Processed	9,286
On Time	99.6%
Amount paid in Lump Sums	£290,657,361.42
Amount of Pension Paid	£866,825,011.57
No. Pensioners in Payment	1,095,331

Table 3 - Employer Helpline statistics (March 2023)

Item	Volume
Total Volume Calls	2,152
Average Handling Time (s)	517
Average Speed of Answer (s)	785

Table 4 - Member Helpline statistics (March 2023)

Item	Volume
Total Volume Calls	18,486
Average Handling Time (s)	656
Average Speed of Answer (s)	1,101

From May 2021 we have amended the way 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.

Pensions Online (POL) downtime for April and May 2023

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

- Sunday 23 April 2023
- Sunday 21 May 2023

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.

Introduction of retire and re-join for 1995 Section

Changes to the NHS Pension Scheme regulations have been introduced from 1 April 2023 to allow members who have retired with 1995 Section benefits the option to re-join the NHS Pension Scheme if they return to work.

What this means for the member

Members with 1995 Section benefits can now retire and take their full pension, then return to work after a break of at least 24 hours and re-join the 2015 NHS Pension Scheme to earn further benefits. These changes also apply to 1995 Section members who retired before 1 April 2023.

This option is already available to members of the 2008 Section or 2015 Scheme.

The Department of Health and Social Care (DHSC) has also permanently removed the 16-hour requirement from 1 April 2023. As long as a member has had a break of 24 hours

from their previous job, they'll be able to move to a new employment contract and start building 2015 benefits immediately.

Resources for you as an employer

The guidance in the [re-employment section](#) of the [Employer Hub](#) has been updated to reflect the changes, including a new [retire and return guide for employers](#) and an updated [contractual enrolment vs auto enrolment factsheet](#).

We've also published new versions of the [AW8](#) and [AW8P](#) to remove the disclaimers about 1995 Section members not being able to rejoin the Scheme.

Our employer guide on abatement is being updated and will be published soon.

We'll be sharing more information and resources on the changes via our website in the coming weeks.

Sharing information with members

There is more information on the [Your options for a flexible retirement section](#) of the [Member Hub](#).

Our [retirement guide](#) on the [Applying for your pension section](#) of the [Member Hub](#) has also been updated.

Since January 2023 we've been writing to all members to inform them of the changes to retire and re-join and partial retirement and you can view a copy of the letter [here](#). We expect to have sent all letters by the end of June 2023.

Introducing partial retirement

The DHSC is also introducing changes to make it simpler for all members, including members with 1995 Section benefits, to take partial retirement (sometimes known as drawdown) from 1 October 2023. You can read more about the changes on the [Partial retirement section](#) of the [Member Hub](#).

Independent provider and new fair deal employers 2022/23 end of year actions required

You will shortly be able to access the 2022-23 End of Year Certificate on the [NHS Pensions Finance section](#) of the [Employer Hub](#).

As part of your independent provider (IP) status and new fair deal (NFD) status, you are legally required to complete end of year certificates for each employer code you have, declaring Scheme members, contributions and contact details.

NFD employers must download and complete the certificate and return to nhsbsa.pensionsfinancereporting@nhs.net by Wednesday 31 May 2023.

IP employers must download and complete the certificate and return along with the staff list to nhsbsa.pensionsfinancereporting@nhs.net by Wednesday 31 May 2023.

Please note that **it is an important and legal requirement that all member records are updated by Wednesday 31 May 2023.** Without this, we will be unable to verify and sign off your returned certificates as we would be unable to perform all required reconciliations and controls.

If your organisation contributed to the scheme in 2019/20, 2020/21 or 2021/22 and you are still to complete these statements, these are also available on the [NHS Pensions Finance section](#) of the [Employer Hub](#).

Employer actions for 2022/2023 annual updates

All employing authorities (EAs) are required to submit end of year information to NHS Pensions on an annual basis to enable us to update member records.

You must submit this information to NHS Pensions by Wednesday 31 May 2023.

If you use Pensions Online (POL), you should submit this year end information via POL. If you are a non-POL employer, the Data Management Team have sent prepopulated spreadsheets to the main EA contact between the 15 and 24 March 2023. The spreadsheet will be partially prepopulated for all members where an annual update should be submitted.

Once the spreadsheet has been received, employers will receive an email from the Data Team to confirm receipt, this will be sent within five working days. If you do not receive the confirmation email, you should contact the employer helpline on 0300 3301 353. The Data Team will then contact you directly to resolve this issue.

Any spreadsheets received after Wednesday 31 May 2023 will be worked on a best endeavours basis. The Data Team are unable to commit to these being completed prior to the annual update cut off.

GP forms

New GP Locum Form A, Form B, and Solo forms are available on the [Information for practitioners and non-GP providers section](#) of the [Member Hub](#). The forms should be used to record work undertaken between the 1 April and 30 September 2023.

Contribution payment deadlines for 2023/24

The deadline dates for the financial year April 2023 to March 2024 are now available on the [NHS Pensions Finance section](#) of the [Employer Hub](#).

The deadline dates for the financial year up to March 2024 are:

Contribution Month	Recommended submission date into Pensions Online (POL) or Make Contribution Payments (MCP) system (no later than 1pm)	Payment to be received by the Scheme due date
April 2023	Wednesday 17 May 2023	Friday 19 May 2023
May 2023	Thursday 15 June 2023	Monday 19 June 2023
June 2023	Monday 15 July 2023	Wednesday 19 July 2023
July 2023	Wednesday 16 August 2023	Friday 18 August 2023
August 2023	Friday 15 September 2023	Tuesday 19 September 2023
September 2023	Tuesday 17 October 2023	Thursday 19 October 2023
October 2023	Wednesday 15 November 2023	Friday 17 November 2023
November 2023	Friday 15 December 2023	Tuesday 19 December 2023
December 2023	Wednesday 17 January 2024	Friday 19 January 2024
January 2024	Thursday 15 February 2024	Monday 19 February 2024
February 2024	Friday 15 March 2024	Tuesday 19 March 2024
March 2024	Wednesday 17 April 2024	Friday 19 April 2024

Further information relating to contribution payment deadlines including dates, guidance and late payments, is available on the [NHS Pensions Finance section](#) of the [Employer Hub](#).

Deadline extended for claims to the NHS and Social Care Coronavirus Life Assurance Scheme 2020 England

Claimants in England now have until 30 September 2023 to submit claims for deaths that occurred before 31 March 2022, as a result of contracting coronavirus in the workplace.

The deadline for claimants in Wales is 30 June 2023.

Further information for claimants and employers is available on our [website](#).

Reminder for employers regarding final pay control reassessments

A reminder that applications for reassessments of final pay control charges issued before 1 July 2021 closed in December 2021.

All final pay control changes calculated on or after 1 July 2021 already take into account the revised CPI percentage and the new exemptions and therefore do not require reassessment.

Visit the [final pay controls section](#) of the [Employer Hub](#) for more information on final pay control charges and when they apply. For additional information, use the [final pay controls factsheet](#), which breaks down the process of reassessment and explains the July 2021 changes in full.

Request for employers to review contact details

We want to ensure that we have the most up to date contact for all employers. To support this, we ask that the main Pensions Online Administrator for each employer checks the contact details we hold are correct.

To do this, access Pensions Online (POL) and select 'Administer Employer Access'. This link allows the main Pensions Online Administrator to add, amend, edit, or delete contact information for all pensions managers and administrators within their organisation, including those who do not require access to Pensions Online.

Alternatively, the main Pensions Online Administrator can email any change of contact details to nhsbsa.contactdetails@nhs.net

Administration Foundation Course dates for 2023

The Foundation course has been developed following feedback from our GP practice manager employer training events.

This 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 courses that are taking place throughout April, June and August 2023 can be found on the [employer events section](#) of [Employer Hub](#).

GP Practice Manager training for 2023

Our Level 1 and Level 2 GP practice manager events include educational training tailored for practice managers, delivered virtually via Microsoft Teams.

Practice managers need to attend the whole training session to receive a Continued Professional Development (CPD) accreditation.

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 courses throughout May, June and August 2023 on the [employer events section](#) of [Employer Hub](#).

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 courses throughout April, May, July and September 2023 on the [employer events section](#) of [Employer Hub](#).

New NHS Pensions member events for NHS dental practitioners

A new series of NHS Pensions member events are now available specifically for NHS dental practitioners who are part of the NHS Pension Scheme.

The events aim to provide more clarity on what the Scheme is and the benefits that members are entitled to, as well as how to navigate through the Scheme. The sessions include:

- An overview of the Scheme

- Eligibility of the Scheme and its Sections
- Contractual enrolment
- Cost of being in the Scheme
- General Dental Practitioner (GDP) categories
- Providers pensionable income
- Annual Reconciliation Report (ARR)
- How to nominate someone to receive your pension in the event of your death
- Benefits of the Scheme
- Pension commutation
- How to increase your benefits

The events are an hour and a half long and includes a presentation and Q&A for anyone to ask questions at the end.

The first events for NHS dental practitioners are in April and more information can be found on the [member events section](#) of the [Member Hub](#).

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.

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 several 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 June 2023 on the [member events section](#) of the [Member Hub](#).

Stakeholder engagement events

The Stakeholder Engagement Team run a series of events throughout the year providing regular updates and delivering educational training for employers.

Please visit the [employer events section](#) of the [Employer Hub](#) for upcoming events. These events are free of charge, and some include CPD accreditation. The NHSBSA does not endorse any other third-party training events.

If your organisation would like to request training or attendance directly from the Stakeholder Engagement Team, please complete the [Meeting / Event request form](#) on the

[employer events section](#) of the [Employer Hub](#) and email the team for consideration:
nhsbsa.stakeholderengagement@nhs.net