

NHS Pensions Update – February 2025

In this month's newsletter:

- Sharing our performance – January 2025 (all employers)
- Pensions Online (POL) downtime - March 2025 (all employers)
- The new NHS Pensions Employer Toolkit (all employers)
- Public Service Pensions Remedy (McCloud) – Contingent decision (all employers)
- Non-POL updates – end of year information (all employers)
- Connecting to Pensions Online (POL) (all employers)
- Stakeholder engagement events (all employers)
- NHS Pensions member events (to be shared with all members)
- NHS Pensions employer events (all employers)

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 (January 2025)

Item	Volume
Total Transactions	110,099
Apply Annual Increases	2,384
Buy Additional Pension	465
Buy AVCs	172

Buy ERRBO	43
Calculate and Pay Retirement Benefits	9,946
Claim Protection of Pay	36
Complaints	186
Death Benefits Calculated and Paid	9,799
Defer Benefits	2,758
Determine Continuing Entitlement	2,197
Elect of Scheme Pays	41
Make Enquiry	38,186
Manage Complaint	1,469
Manage Data	22,913
Manage Ongoing Payments	1,380
Manage Overpayment	102
Nominate or Change Beneficiary	2,265
Pension Share/Pensions on Divorce	1,157
Recalculate Retirement Benefits	5,283
Receive Estimate of Benefits	5,485
Receive Savings Statement	562
Refund of Contributions	45
Transfers	3,225

Table 2 – First Retirements and Pensioners (January 2025)

Item	Volume
On Time	98%
Amount paid in Lump Sums	£301,655,625
Amount of Pension Paid	£75,211,027
No. Pensioners in Payment	1,186,467

Table 3 – Employer Helpline statistics (January 2025)

Item	Volume
Total Volume Calls	3,113
Average Handling Time (s)	612
Average Speed of Answer (s)	344
Total Volume Emails	2,939
Service Level (48 hours)	100%
Processing Rate (per hour)	6.7

Table 4 – Member Helpline statistics (January 2025)

Item	Volume
Total Volume Calls	39,088
Average Handling Time (s)	682

Average Speed of Answer (s)	309
Total Volume Emails	42,991
Service Level (48 hours)	100%
Processing Rate (per hour)	7.4

Pensions Online (POL) downtime – March 2025

POL will be unavailable on the following dates due to scheduled system maintenance:

- Sunday 23 March

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.

The new NHS Pensions Employer Toolkit

We're always looking for new ways to keep our members informed about the NHS Pension Scheme, and part of this includes making it easier for you to communicate Scheme information to your employees.

We are excited to tell you that we have been developing an Employer Toolkit, which is a suite of materials you can use for internal communications about NHS Pensions, with eye-catching screensavers, QR codes with direct links to key content, and it also includes email templates for liaising directly with your employees about the Scheme.

This is just the start as we intend to evolve the toolkit based upon your needs and feedback. We will be regularly updating and adding to the toolkit in line with annual events in NHS Pensions, for example the annual release of refreshed TRS, and we will be including campaign materials throughout the year.

You can view and download materials from the Employer Toolkit here: [Media Library](#).

We'd love to know what you think and what else you might want to see. Please let us know by emailing: stakeholderengagement@nhsbsa.nhs.uk.

Public Service Pensions Remedy (McCloud) – Contingent decision

Members will soon be able to apply to reinstate remedy period service if they opted out of the NHS Pension Scheme because of the discrimination identified in the McCloud judgement.

Members will be able to use a calculator to estimate the cost of reinstating remedy period service. If they decide to go ahead with reinstating remedy period service, they'll then need to complete and return an application form. We'll use this to calculate the cost of buying back service and will write to members with a personal illustration showing them how much interest they'll pay and the benefits they'll receive for the additional service in the 1995/2008 Scheme.

Members will then need to decide if they would like to go ahead and buy back the service, and how they will pay missing contributions.

Members will be able to pay using one of the two options below:

- pay directly from their retirement benefits, either from the lump sum or by deductions to their regular pension; or,
- pay by instalments over an agreed time period that suits their budget.

Members will be able to use an instalment calculator to see what the monthly payment will be for the length of instalment plan they'd like.

Members will also be able to make a one-off payment to clear any remaining instalments at any time. A lump sum calculator will show how much they need to pay.

All calculators, guides, and supporting information will be available on our website: [Contingent decisions | NHSBSA](#).

Non-POL updates – end of year information

On an annual basis all employing authorities (EAs) are required to submit end of year information to NHS Pensions. You must submit this information to NHS Pensions by 23 May 2025. The legislative date is 31 May, but this period allows the Data Management Team to process all updates received.

If you use Pensions Online (POL) you should submit this year end information via POL.

For Non-POL employers, the Data Management Team will send a prepopulated spreadsheet to your main EA contact the week commencing 10 March 2025.

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, which 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 the issue and work with employers to resolve any errors arising from the annual update, before the annual benefit statement cut-off date, which is still to be confirmed.

Spreadsheets incorrectly completed will be returned for correction and the data will not be processed until the amended information is received. Any spreadsheets received after 23 May 2025 will be worked on a best endeavours basis. The Data Team is unable to commit to these being completed prior to the cut off. Comprehensive guidance notes will be made available to all employers. The Stakeholder Engagement Team is hosting a virtual training event via Microsoft Teams for all Non-POL employers. A date is to be confirmed, and we will contact the non-POL employers directly with information.

Connecting to Pensions Online (POL)

The IP address for Pensions Online (POL) will be changing this summer.

We'll soon be sending an email to all Pensions Online users with details of the new IP address. You'll need to let your IT supplier know so they can implement any changes needed in plenty of time.

You should check that we hold the correct contact details for you by looking on the first page of [Pension Online](#).

If any of your contact details need updating, you can do this by clicking on the amend option or by completing the Employer Organisations Contact details form available on our website under the contact details dropdown: [Employer forms | NHSBSA](#).

In the next Employer Newsletter, we'll provide further details of what you need to do to prepare for the change and what support will be available

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 March 2025

These regularly held events aim to help members understand the benefits of the Scheme, what options are 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 members in the 2015 NHS Pension Scheme, as well as members who are 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:

- [Understanding the Scheme and its benefits - All Schemes](#)
- [Your Annual Benefit Statement explained - All Schemes](#)
- [Partial retirement explained - All Schemes](#)
- [My NHS Pension](#)
- [Introduction to the 2015 Scheme and the NHS Pension Scheme benefits](#)
- [Your Annual Benefit Statement explained – 2015 Scheme only](#)
- [Understanding the Scheme and its benefits - All Schemes](#)

Employer events dates for March 2025

From January 2025 our employer events have been reviewed following feedback you've provided. 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:

- [GP Practice Managers roles and responsibilities](#)
- [Basic guide to NHS Pension Scheme administration](#)
- [Flexible Retirement in the NHS Pension Scheme](#)

- [Annual Benefits Statement walkthrough and guidance](#)
- [Ill health and Family Benefits in the NHS Pension Scheme](#)
- [Leave and Contributions in the NHS Pension Scheme Tickets](#)
- [Retirement and completion of the application form](#)
- [Pensions Online \(POL\)](#)

Ends