

NHS Pensions Update – March 2025

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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 updated and is now available on our [Employer Hub](#).

Sharing our performance

Table 1 – Total Transactions (Feb 2025)

Item	Volume
Total Transactions	98,563
Apply Annual Increases	1,102
Buy Additional Pension	286
Buy AVCs	60
Buy ERRBO	15
Calculate and Pay Retirement Benefits	7,464
Claim Protection of Pay	48
Complaints	198
Death Benefits Calculated and Paid	8,290
Defer Benefits	3,330
Determine Continuing Entitlement	338
Elect for Scheme Pays	21
Make Enquiry	34,398
Manage Complaint	1,247
Manage Data	23,627
Manage Ongoing Payments	945
Manage Overpayment	8
Nominate or Change Beneficiary	1,722
Pension Share/Pensions on Divorce	953
Recalculate Retirement Benefits	5,431

Receive Estimate of Benefits	5,637
Receive Savings Statement	414
Refund of Contributions	24
Transfers	3,005

Table 2 – First Retirements and Pensioners (Feb 2025)

Item	Volume
On Time	99%
Amount paid in Lump Sums	£214,546,759.00
Amount of Pension Paid	£51,324,546.00
No. Pensioners in Payment	1,189,046

Table 3 – Employer Helpline statistics (Feb 2025)

Item	Volume
<i>Total Volume Calls</i>	5,258
<i>Average Handling Time (s)</i>	590
<i>Average Speed of Answer (s)</i>	191
<i>Total Volume Emails</i>	2,678
<i>Service Level (48 hours)</i>	99.7%
<i>Processing Rate (per hour)</i>	7

Table 4 – Member Helpline statistics (Feb 2025)

Item	Volume
<i>Total Volume Calls</i>	34,492
<i>Average Handling Time (s)</i>	675
<i>Average Speed of Answer (s)</i>	220
<i>Total Volume Emails</i>	37,529
<i>Service Level (48 hours)</i>	100%
<i>Processing Rate (per hour)</i>	7.7

Pensions Online (POL) downtime – April 2025

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

- Sunday 20 April

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.

McCloud opt-out buy back

Not all members know they can apply to reinstate their remedy period service if they opted out of the NHS Pension Scheme because of the McCloud judgement.

We've published the details on our [website](#), but you can help to make members aware by sharing this information with your employees.

To make it easier, we've drafted content you can use on your own channels:
[McCloud- Opt out buy back](#)

Connecting to Pensions Online (POL)

As mentioned in the February newsletter, the IP address for Pensions Online (POL) will be changing this summer. We're finalising the technical details and support we'll be able to provide as you work with your IT department or IT supplier to implement the changes.

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 'amend' in POL or by completing the Employer Organisations Contact details form available on our website: [Employer forms | NHSBSA](#)

We'll provide another update in the April newsletter.

Annual Total Reward Statement (TRS) refresh

The data cut for the annual TRS refresh for summer 2025 will be taken after close of business on Friday 21 June 2025.

We're aiming for statements to be available by mid-August, but we'll confirm the exact date nearer the time.

Submission of re-employment forms

Pension Admin only require re-employment forms in the following circumstances:

- a member is in receipt of ill-health benefits is and has become re-employed
- a member is re-employed in receipt of the interests of efficiency of the service and has become re-employed

Sending re-employment forms that are not needed creates extra work for you and the Pension Admin team, and can cause delays.

You can find further details on the [Re-employment page of our website](#) and in the [Return to Work After Ill Health Retirement Factsheet](#).

New episode of NHS Pensions Podcast

The third episode of our NHS Pensions podcast is now available. The third instalment delves into the various benefits of the NHS Pension Scheme including additional pension, lump sums, early retirement and ill health options.

The podcast series 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. In each episode we'll take an NHS Pensions topic, break it down into bitesize chunks, answer all the regularly asked questions we receive from members, and we'll have experts on hand to guide members through each topic.

The podcast series will be available on multiple podcasts platforms as well as YouTube, and you can find episode information on our website: [NHS Pensions Podcast | NHSBSA](#). We hope you share the podcasts with your members.

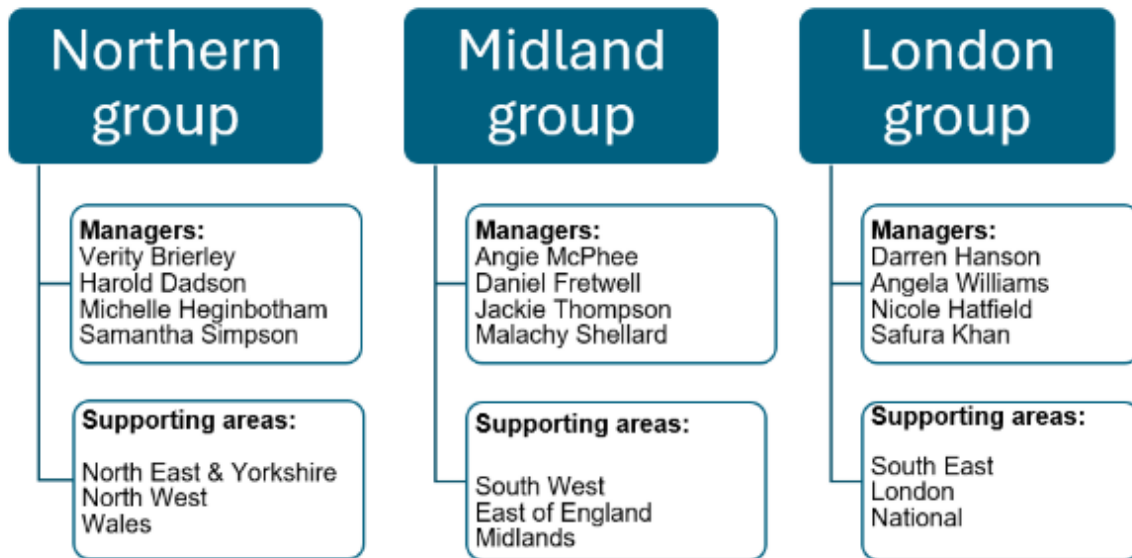
A new structure for the NHS Pensions Stakeholder Engagement Team

As part of our ongoing commitment to partnership working and fostering strong relationships, we're introducing a new structure for the NHS Pensions Stakeholder Engagement Team from 1 April 2025. We're committed to working in partnership with all NHS employers and want to offer more responsive and personalised support. Our new regional structure will strengthen this relationship providing consistency and creating meaningful connections. You'll have the same contact from escalation through to resolution. This will help us better understand the unique challenges and opportunities within your region and have the autonomy to tailor an engagement strategy to your needs.

What this means for you

- closer relationships - managers will be better positioned to build stronger and more meaningful connections
- greater consistency - attendance at regional Special Interest Group meetings and assistance with escalations and queries will be the responsibility of the same Managers
- improved responsiveness - managers will be able to respond more quickly to specific needs and requests
- localised strategy - managers will better understand the unique challenges and opportunities within your region and have the autonomy to tailor an engagement strategy leading to more impactful and relevant interactions
- greater efficiency - resources will be allocated to where they are most needed, with the right people in the right place at the right time
- succession planning - knowledge and experience will be evenly distributed to facilitate shared learning

Overview



This new structure will be in place from 1 April 2025, and your regional managers will be the go-to point of contact for all your engagement needs.

Next steps

You'll receive an email from the managers for your region introducing themselves and confirming which region you fall into.

If you have any questions or concerns, please don't hesitate to contact Karen.Edwards@nhsbsa.nhs.uk and/or Elizabeth.Chapman@nhsbsa.nhs.uk in the first instance.

We'd like to thank you for your continued partnership and support. We're excited about what we can achieve together with the new structure.

Reminder: 2015 Scheme estimates cannot be projected

We're not able to project or provide any further financial forecasting for 2015 Scheme benefits past the relevant scheme year, except for those retiring due to ill health and have already submitted their application and members who may be made redundant and wish to access their pension.

If a member has a TRS or Annual Benefit Statement (ABS) available that is updated to the most recent scheme year, this is the most accurate estimate they can receive.

AW295 form updated

We've updated the AW295 estimate request form to include a tick box for Voluntary early retirement (VER).

You can find the new version of the AW295 on our website: [Employer forms | NHSBSA](#)

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.

Last month, we let you know that we had developed 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. The toolkit also includes email templates for liaising directly with your employees about the Scheme.

[You can view and download the NHS Pensions Employer Toolkit here.](#)

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.

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

Do not include re-employment information on the AW8 for a member claiming partial retirement

Members claiming pension benefits via partial retirement but remaining in employment are not considered to have left employment for the purposes of the AW8.

To avoid any unnecessary payroll suspension, in the AW8 form the question "Will you be re-employed in the NHS after Retirement for this job?" should be answered as 'No'. Re-employment information should not be included.

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 April and May 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:

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

Employer events dates for April and May 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:

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

Ends