



Department
of Health &
Social Care

NHS Pension Board summary of minutes: 15 February 2024

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Administrator data and key performance indicator (KPI) performance

An overview of the KPIs and administrator performance data was provided.

It was reported that KPIs were narrowly missed, awards volumes are increasing, normally 5K per month but have seen over 6K in the last quarter, which could be due to partial retirement, it was noted that other public sector schemes are seeing the same levels; MyCSP is up 35%.

Over the next 6 to 12 months, some KPIs will be at risk, there are a lot of unknowns re McCloud compensation and manual interventions are required; priority will be given to getting people paid on time.

Opt Outs – work is underway to include on the website but there are data protection issues, work is being undertaken to resolve the issue.

Quality – exceeded KPI throughout the reporting period.

Complaints and Disputes – there has been a reduction in this quarter, with an increase in cleared cases; the team are improving on clearing Complaints and IDRs.

Pensions Ombudsman – there was one case upheld in part, there were multiple concurrent part time posts and regulations permit to limit pensionable pay but the member was not happy; PO agreed that NHSP were right to do what they did in terms of limitation but, due to the delay (during the pandemic) it could have been dealt with in a more timely way; £500 was offered and, although the member did not agree, TPO did.

Breach of Law (BoL) – none to report.

Business improvement initiatives

It was noted that the CFIT and Stakeholder Engagement Teams are currently conducting a full and comprehensive review of the current website.

Compliance report

25 recommendations were implemented in the quarter, including all recommendations from previous unsatisfactory reports.

The next reports will be:

- redundancy
- new code of practice – governance/data/reporting and so on

Pension dashboards

Chris Curry, Chief Executive of the Dashboard Programme, provided a presentation, highlighting why the dashboards are required, where they are up to in the programme and what is required.

Update on new regulations, guidance or consultations

Updates were provided on:

- McCloud
- consultation on regulation changes – it was expected that the response will be published imminently; there were 160 responses; it looks to implement the member contribution review, possibly removing the first tier in future, options regarding indexing tier thresholds
- the concept of real-time re-banding contribution rates is being considered (definition of overtime 1995 members partial retirement abatement for SCS staff)

Deep dive presentations

The following deep dives presentation were provided:

- directions update, provided by Elizabeth Chapman, NHSBSA Service Delivery Manager
- pension fraud risk, provided by Lisa McAlister, NHSBSA Counter Fraud Manager, NHSBSA Loss and Fraud Prevention Team
- NHS Pensions 3 to 5 year strategic plan, provided by Chris Calise, Head of NHS Pensions Service

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