



Department
of Health &
Social Care

NHS Pension Board: key points from meeting held on 16 May 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 there have been challenges this quarter caused by significant training, issues with the support team and issues with Royal Mail re-direction service, which delayed post coming into the business.

KPIs were missed for: Awards – 14 days, and Bereavements – 10 days. It was confirmed that if payment is over 30 days late, interest is paid on the amount automatically. Bereavements KPI was missed in April and will do so in May, but the situation is improving and resources are being flexed as much as possible.

It was noted that, in terms of work received into the service, between January and March there was a 42% increase in Awards, with manual handling up by 5%.

Quality – exceeded KPI throughout the quarter.

Pensions Ombudsman – there were two cases upheld in part: One case where the member complained that NHSP refused to honour its promise to allow him to be pensionable in his re-employment from 2001. Final Determination found that there had been an actual financial loss and NHSP were instructed to seek actuarial advice to calculate that loss in respect of pension and lump sum. In addition, TPO made an award in respect of exceptional distress and inconvenience of £4,000. Legal advice on the Final Determination confirmed there was no legal basis on which to appeal and that NHSP should accept the outcome. This is a historical case, from over 20 years ago. Whilst membership eligibility mistakes do sometimes happen, under normal circumstances a case like this could be defended. However, the member had a letter from NHSP which confirmed he would be allowed to join the Scheme on an exceptional basis, even though there was no provision in the 1995 Section regulations for pensionable re-employment at the time. It was this letter, which the member was able to produce for TPO, which influenced the outcome.

The second case was partially upheld in relation to Added Years. TPO agreed with the findings of the adjudicator that it was not reasonable to sign the contract before finding out the cost and that NHSP was not responsible for any financial loss.

Breach of Law (BoL) – there was a Breach of Law in March regarding the delayed implementation of 66 Pensions on Divorce (POD) orders, with delays of between 1 and 72 days. This was caused by delay in receipt of revised GAD Factors. It was clarified that it

was a delay in creating a record for a spouse so there was no real impact, but it was reported as it is a legal requirement.

Business improvement initiatives

It was noted that the CFIT are currently conducting a full and comprehensive review of the current website and work is being done to prepare for the new website.

Compliance report

37 recommendations were implemented in the quarter.

The next reports will be:

- Ill Health Products
- Serious Ill Health Products
- Substitute Awards process

Dashboard and data progress

Dashboard - a Major Projects Manager has been appointed as 100% commitment was required on the project. NHSP is likely to procure a service and look to link with My NHS Pension (MNP).

Data – an Employer data dashboard is in development to send to employers where there are gaps which will describe the impact on members to encourage employer action.

Update on new regulations, guidance or consultations

Updates were provided on:

- member contribution and tiers – implemented outcome of member contribution consultation
- indexing – look at rate of change in September and increase without going to Parliament

- additional hours worked up to full time are to be pensionable – to provide flexibility, if taken partial retirement without abatement rules suspend pension
- pensions abatement rules have been removed as part of the Agenda for Change agreement for the pay deal
- abolition of LTA – to make sure the scheme provides work correctly
- Carers Leave Act – people have pensions accrual through their break

Deep dive presentations

The following deep dives presentation were provided:

- update from Stakeholder Engagement Team and Measuring Customer Experience, provided by Elizabeth Chapman
- cyber security update, provided by Gary Simpson, NHSBSA Cyber Security Operations Manager and Peter McCann, NHSBSA Information Security and Business Continuity Manager
- benchmarking output, provided by John Simmonds, CEM Benchmarking