

Pension Services

NHS Shared Business Services offers a simple, flexible and robust way to manage your NHS Pension needs



NHS Pension Services

Our NHS Pension Scheme guidance and support **delivers expertise and efficiencies to NHS organisations** and their workforces that may not be available in-house.

Partnering with some of the largest forward-thinking **NHS organisations**, our expert team offers specialist knowledge and support to NHS employees, helping to quickly resolve enquiries on retirement, ill health, redundancy and death in service benefits.

Our scope, scalability and subject matter expertise makes us perfect partners to focus on supporting NHS workforces so that **employees can focus on other, more important tasks**.

Our experience and expertise means we understand the NHS landscape and are aligned to NHS strategies to **reduce risk and minimise investment burden**. We also share a common goal in that we aim to improve quality and efficiency.

We are **ISAE3402** and **ISO9001** accredited, with robust processes and controls in place.

Over a year, our experienced and dedicated Pensions team:



Administer over 275,000 pension records



Submit approximately 6,500 retirement applications



Issue 5,000 pension benefit statements and estimates



Process over 14,000 pension refunds



Issue over 400 ill health retirement applications



“ In my experience, employees do not think anywhere near enough about the whole retirement process or indeed how they are going to manage on the funds they will have so the support NHS SBS's Pension Service provides adds real value.”

Lee Evans

Royal National Orthopaedic Hospital NHS Trust

Our services

Our support goes beyond the standard and includes **a full end-to-end bespoke service, depending on our clients' requirements**. We also provide pre-retirement presentations, onsite visits and one-to-one support to employees in preparing for retirement.



Basic package

- Retirement process
- Death in Service process
- Redundancy estimates
- Issuing Transfer In paperwork
- Protection of Pensionable Pay
- Career break
- Ill Health Retirement (including serious ill health)
- Greenbury Project support
- Pension estimates
- Pension refunds
- Pensions on divorce
- Additional Pension AVC
- Data cleansing via Pensions Online
- Regular NHS Pension Scheme communication

Additional services

- Opt-outs
- Auto/re-enrolment process support
- Administering alternative schemes
- Contribution Rate Banding

We also offer one off projects on data cleansing – if your pensions online data is challenging, NHS SBS will cleanse for a one-off fee.

Our support

- Monthly pre-retirement webinars (every third webinar is held out of office hours [6pm])
- Monthly introduction to the NHS Pension Scheme webinars
- On-site pre-retirement presentations
- Drop-in sessions and pre-booked one-to-one appointments
- Escalation point for HR/ finance managers

From transactional to transformational

NHS SBS continues to add real and increasing value to its workforce solutions so that its clients can **transfer their investment and resource focus from transactional work to transformational projects** and frontline patient care, eliminating paper-based processes and tasks.



I wanted to say a huge THANK YOU again. You are all so knowledgeable in your field and the feedback has been incredible already."

Helen Gauntlett

East Sussex Healthcare NHS Trust

Why NHS SBS Employment Services?

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

For any queries, please contact us on: sbs.hello@nhs.net



NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence

For more information, please visit www.sbs.nhs.uk