

NHS Pensions

15 November 2016

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Stakeholder Engagement Team– Who We Are

The Stakeholder Engagement Team consist of 7 Stakeholder Managers including our Operations Manager and 2 Stakeholder Administrators

- Each of the Managers are responsible for a different employer type:



- This allows ownership to each manager and ensures equal time invested in each of the different employer types.
- Escalation will be divided between these employer types too.
- The team as a whole will assist and help one another when required.

Stakeholder Engagement Team – What We Do

- Employer Groups
- Employer service queries from numerous email accounts
- Scheme Compliance Escalations
- Financial Escalation
- BMA Queries
- Key dates document – Now on Website
- ESR and New to POL best practice guides
- Questionnaires to understand how we can work better

How we can help you

Employers can get in touch with us for:

- Educational Needs
- Meetings and forums
- Website and Ask Us Information
- Escalation Issues

How you can help us

- Providing NHS Pensions with information on how we can support Local Authorities.
- Completion of both the Local Authority Survey & NHS Pensions Survey.
- Let us know when you can't find what you are looking for on the website or Ask Us.

Survey

- We recently contacted the named Pension Administrators, Financial Directors and Chief Executive with our Local Authority newsletter. If you have not received this please send us an email and we will add you to the distribution list
- Additionally if there have been changes in the contact details for the Pensions Administrator, Finance Director and Chief Executive, please forward the amended details to our Stakeholder email account
- As part of the newsletter, we asked Local Governments to complete a short survey to provide us with feedback on how we could provide a better service to Local Government

Contact Points

Stakeholder Engagement Team

nhsbsa.stakeholderengagement@nhs.net
01253 774506

Employer Helpline

nhsbsa.pensionsemployer@nhs.net
0300 330 1353

Member Helpline

nhsbsa.pensionsgeneral@nhs.net
0300 330 1346

Data Management

nhsbsa.datamanagement@nhs.net