



# Business Services Organisation

## HSC Pension Service Operations

HSC Pension Service are responsible for the administration of the HSC Pension Scheme and the HSC Pension Scheme 2015 on behalf of the Department of Health NI. We are also responsible for the administration of the Northern Ireland Firefighters Pension Scheme.

Membership of the scheme as at 31.03.23, was over 82,000 active members and we also make monthly pension payments to over 37,000 pensioners. In the year end 22/23, we had made 535,795 payments overall, and processed 4,163 retirement events.



Due to continual regulatory requirements, HSC Pension Service is continually innovating.

For example, a project is currently underway to digitise all our paper records so that all membership information is held on our pension software. We are also making more use of and developing our on-line forms so that they are more user-friendly and are easily accessible to our members and stakeholders.

Member Self Service, which can currently be accessed by our members, is also being developed to be rolled out to our pensioners so that they can easily view their HSC Pension details and P60 online anytime and anywhere they need to, reducing the amount of paper used whilst contributing to the HSC's Sustainable Development Strategy.

We have recently successfully migrated to a cloud-based telephone system which has also given us further reporting capabilities. This enables us to log onto the system where there is an internet connection, enabling us to provide improved services and enable agile working.

We are also planning to move to a cloud-based payment system in the near future. This system allows us to access the system where there is an internet connection. It is proven to have less technical issues and improved security. It will assist in continuing to ensure our payments are made in a timely and secure manner.

This adoption of new technology demonstrates HSC Pension Service's commitment to continuous improvement and agile working practices that further strengthen our business continuity planning.

A project is also currently underway to transform the HSC Pension website which will enhance our members user experience and provide timely advice to our stakeholders on all that is pension related.



We provide pension services for General & Dental Practitioners/GP Practices/GP Locums/GP Federations/ Directional Bodies and continue to liaise with key stakeholders. We attend GP Practice Managers workshops and attend both GP Practice Managers and Federation Managers meetings to discuss upcoming pressures, changes, challenges and provide guidance on the completion of all pension forms and processes. We also provide online workshops. These services ensure that the administration of these members' records is completed correctly.

## Contact Us:

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Telephone lines are open:

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Mon - Thurs: 2:00pm - 4:00pm