



Welcome to your pensioner newsletter for 2026 which contains important information about your **West Sussex Firefighters' pension.**

Firefighters' Pension Scheme (FPS) - Arrears Payroll  
Pay As You Earn (PAYE) reference: 120/BB92404

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Please telephone us on 01962 845588 if you would like this newsletter in large print.

# Message from scheme manager

Thank you for taking the time to learn more about your pension arrangements and the support available to you as a member of the Firefighters' Pension Scheme.

Information about the Scheme is now available on the newly launched national website:  
<https://fpsmember.org>

In partnership with Hampshire Pension Services, our priority is to ensure your pension remains secure, well managed, and paid on time. The team continues to deliver a high-quality service, meeting all required service levels.

Alongside business-as-usual work, the team has also been progressing key national projects:

**McCloud / Sargeant Remedy** – The changes required to members' benefits under this Remedy have now been successfully implemented. These changes address the age discrimination that arose from amendments made to the Scheme in 2014 and 2015.

**Matthews Remedy** – Work is ongoing in relation to this legal settlement, which allows certain retained firefighters to have relevant periods of service considered for membership of the Scheme. The Fire & Rescue Authority continues to process the expressions of interest received, and over 75% have now been responded to. If you have any questions about the Matthews Remedy, please contact the Fire Pensions team at [Fire.Pensions@westsussex.gov.uk](mailto:Fire.Pensions@westsussex.gov.uk).

To help us continue delivering our services effectively, please ensure your personal details are up to date. The easiest way to do this is by logging into the Member Portal, where you can:

- securely view your payslips, P60, and any tax code changes
- update your address, name, or marital status
- amend your bank details
- add or update your 'expression of wish' nominations
- send us a secure message

Thank you,  
Rachel Wood  
Head of Pensions, West Sussex Firefighter's Pension

# Pension pay dates

Month	Payment date	Month	Payment date
April	30 Apr 2026	October	30 Oct 2026
May	29 May 2026	November	30 Nov 2026
June	30 Jun 2026	December	31 Dec 2026
July	31 Jul 2026	January	29 Jan 2027
August	28 Aug 2026	February	26 Feb 2027
September	30 Sept 2026	March	31 Mar 2027

## Tax Codes

Your pension is taxable income.

If you receive a new tax code for 2026/27, it will apply from the first payment after 6 April (30 April 2026).

We can only use tax codes provided by HMRC. Please check your payslip to confirm the correct code is being used.

For tax code queries, contact HMRC (not Hampshire Pension Services) and quote your National Insurance number:

Pay As You Earn  
HMRC, BX9 1AS  
Tel: 0300 200 3300

You can also manage your tax online at:  
[www.gov.uk/personal-tax-account](http://www.gov.uk/personal-tax-account)

## Payslips and P60s

Your payslips can be viewed or downloaded for printing from the [Member Portal](#).

If you have opted out of electronic communications, we will post you:

- A payslip twice a year, before the April and May payments are made,
- your P60 after the end of the tax year (usually May), and
- a pensioner newsletter.

If you would like other payslips throughout the year, you will need to contact us to request this.

Any queries regarding tax should be directed to HMRC.

# Keep your information updated

Your pension is very important so it is essential that you can access your pension information and keep us up to date with any changes in your personal circumstances. The easiest way to do this is using our online Member Portal.

This will allow you to:

- securely view payslips and your P60,
- change your address, name or marital status,
- update your bank details,
- view any changes in your tax code,
- add or amend 'expression of wish' nominations, and
- send us a secure message.

To register or sign in, visit: [mypensionportal.hants.gov.uk](http://mypensionportal.hants.gov.uk). Once you have registered, we will then contact you electronically when we need to share information with you about your pension.

## Name or address

You can change your home or email address through our Member Portal. You can also write to us or email us.

Please include the following information:

- Full name
- Date of birth
- National Insurance number
- Previous address

We cannot accept change of addresses by telephone.

To change your name, provide a copy of the relevant certificate (e.g. marriage or deed poll).

You can upload this via the Member Portal, or send a copy by post or as a clear scanned image by email.

## Bank details

The most secure way to update your bank details is through the [Member Portal](#).

Alternatively, you can send us a signed letter by post or email (as a clear scanned image).

Changes received after the 17th of each month may not apply to your next pension payment, and will take effect from the following payment.

If a payment is returned by your bank or building society, we will suspend your pension until we receive updated details.

Once processed, any arrears will be included in the next payroll run.

# Acting on someone's behalf

Some pensioners ask relatives or friends for help with their financial affairs.

To allow someone to discuss your pension details with us, please complete a Letter of Authority form: <https://www.hants.gov.uk/hampshire-services/pensions/fire-rescue/forms-guides/WestSussexForms>

To enable someone to make changes to your pension record (e.g. address or bank details), we need evidence of:

- Power of Attorney, or
- Court of Protection Order.

For guidance on setting up a Power of Attorney, visit: [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney).

## Fraud prevention

To prevent fraud, we regularly review members' entitlement to receive pension benefits. Occasionally, we may contact you - especially if you live overseas - for confirmation of details.

If contacted, please respond promptly using the online or paper forms provided. Paper forms can be returned by post or email.

Our auditors may also request pension payment details to compare records with other public bodies as part of fraud prevention.

## Transfers and divorce

Please note that it is not possible to transfer a pension in payment to another pension scheme.

You may be asked for a Cash Equivalent Value (CEV) as part of any divorce proceedings. If so, please send us your written request for a CEV. In all cases there will be a charge for providing this information.

Don't forget to keep us updated with any change of address resulting from your divorce.

# Pension increases

Your pension is reviewed each year, in line with inflation. Any increase is applied from April. This year the increase is effective from 6 April 2026. The rate of the increase is set by HM Treasury based on the rate of the Consumer Price Index (CPI) in the previous September.

Once the rate of increase has been approved by Parliament, we are formally notified and can apply the change to your pension.

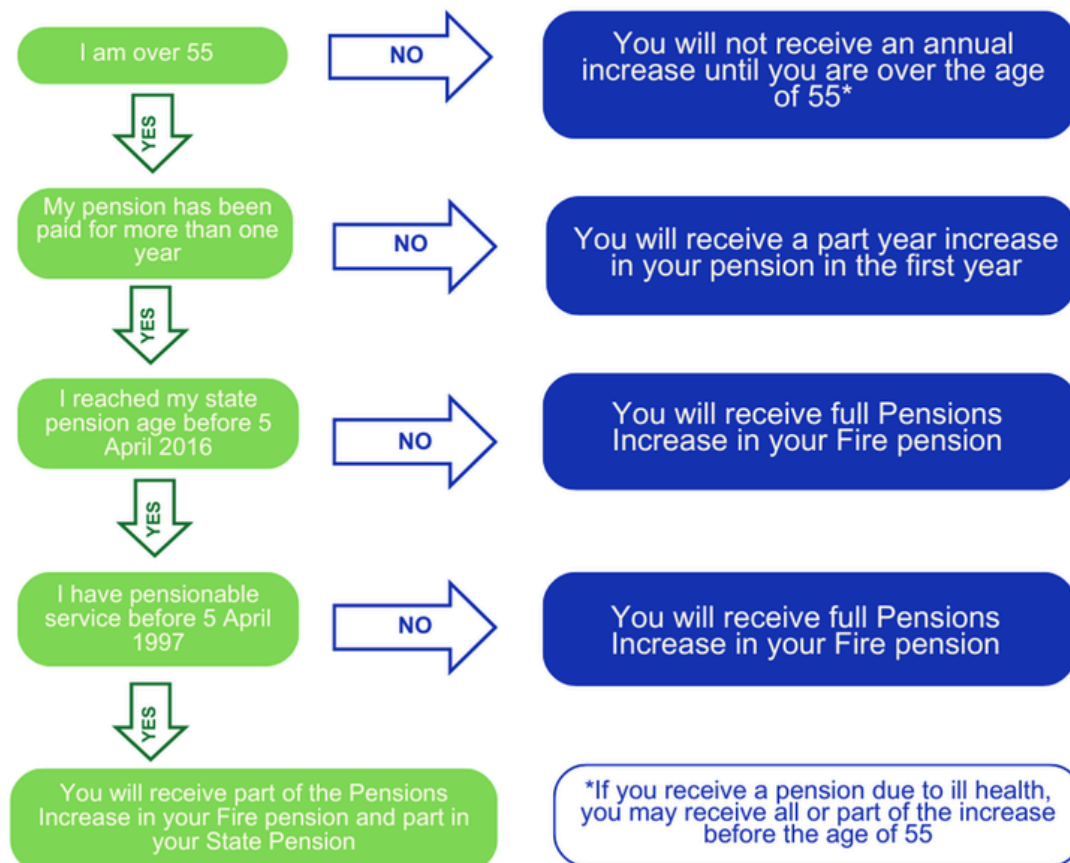
The full increase for April 2026 is 3.8%.

However, you may not receive the full pension increase with your Firefighters' pension. There are three main reasons for this - Your age, how long your pension has been in payment and the State Pension.

There are more details of how the pension increase is applied to your pension on our website. The flowchart below shows how your pension will be increased each year.

## PENSIONS INCREASE

This flowchart will give an indication of whether you will receive an increase in your Fire pension - it will not cover all circumstances.



## Overseas payments

We use a system called Convera to pay pensions to overseas bank accounts. We need two weeks' notice to set up the arrangement with Convera before we can make payment to overseas accounts.

Convera do not charge an administration fee. Instead, they make their margin through a reduction to the exchange rate payable.

## Re-employment

If you are re-employed in any capacity with any Fire & Rescue Authority you must write to us with your salary, grade, hours and any subsequent changes.

Such employment may affect your pension. If your pension is overpaid because you fail to notify us of your re-employment, the overpayment will be recovered from future payments.

## Modification

If you are affected by National Insurance modification regulations, then details of any modification to your pension benefit were included in your original retirement letter.

If modification applies to your pension, and you have not yet reached state pension age (SPA), we will write to you the month before SPA to inform you of the adjustment that will be made.

## Tell Us Once

We participate in the 'Tell Us Once' service that is offered when a bereavement is registered.

You can find out more about the service at:

[www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once](http://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once)

# Injury pension and state benefits

If you receive an injury pension and state benefits related to your duty injury, these benefits may be deducted from your pension.

Please inform us of any changes to these benefits (other than annual increases) or if you are not entitled to them, so we can adjust your pension correctly.

We will need copies of any letters from the Department for Work and Pensions confirming your benefit entitlement and amounts.

## Dependants' benefits

If you die before your partner, they may be eligible to receive a pension. The rules for this depend on when you left the employment for which you are now receiving a pension.

The scheme regulations are very complicated and there is no straightforward answer to the question: 'how much will my dependants get in the event of my death?'

The amounts that are payable depend on a number of factors, including:

- when you left the scheme,
- your pensionable service,
- your marital status, and
- whether you have eligible children.

Note: if you marry after you stop contributing into a membership, this may affect the amount of pension payable to your surviving partner.

You can find more information about dependants' benefits on our website. If you require specific information based on your own circumstances, please use the 'request for a partner pension estimate' form on our website.

# Contacting us

<b>Send us a secure message through the Member Portal</b>	To register or sign into Hampshire Pension Services Member Portal, visit: <a href="https://mypensionportal.hants.gov.uk">mypensionportal.hants.gov.uk</a>
<b>Website</b>	<a href="https://www.hants.gov.uk/pensions">www.hants.gov.uk/pensions</a>
<b>Write to</b>	Hampshire Pension Services The Castle Winchester Hampshire SO23 8UB
<b>Telephone</b>	01962 845588
<b>Opening Hours</b>	Monday to Friday: 09:00 to 16:30 Weekends and public holidays: Closed

## Our service aims

We aim to:

- Treat all members fairly and politely
- Answer all your calls promptly, within office hours.
- Reply to all letters or emails within five working days or contact you to explain why we need to take longer to resolve your query.

Hampshire Pension Services have maintained the Customer Service Excellence certification following an annual review in February 2026. We have held this since being first awarded it in 2009.

We are continuously looking for ways to improve our service and welcome any feedback that you give us. If appropriate, we will change our processes to ensure we provide you with a service that best meets your needs. You can write to us with any feedback or complete our online survey.

If you are unhappy with the service we have provided, please let us know. Most problems can be put right informally, however if you wish to make a formal complaint please write to us at the above address or email [pensions@hants.gov.uk](mailto:pensions@hants.gov.uk).

# Useful contacts

## **GOV.UK - General information about government services**

Website: [www.gov.uk](http://www.gov.uk)

## **Department for Work and Pensions (DWP) - Queries about your State Pension**

Telephone: 0800 731 0469

## **Department for Work and Pensions (DWP) - Claim your State Pension**

Telephone: 0800 731 7898

## **Money Helper - Free and impartial advice on money and pensions, set up by government**

Website: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

Telephone: 0800 011 3797

## **TaxAid - Help with a tax problem if HMRC can't sort it out**

Website: [www.taxaid.org.uk](http://www.taxaid.org.uk)

## **Tax Help for Older People – Tax advice for older people on low income**

Website: [www.taxvol.org.uk](http://www.taxvol.org.uk)

Telephone: 01308 488066

## **Pensions Ombudsman**

Address: 10 South Colonnade, Canary Wharf, E14 4PU

Website: [www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

Telephone: 0800 917 4487

## **HMRC**

Pay As You Earn Address: HM Revenue and Customs, BX9 1AS

Telephone: 0300 200 3300