

Annual review of communication between Lancashire County Pension Fund, its employers and Scheme members
(Appendices 'A' and 'B' refer)

Contact for further information: Abbi Leech, (01772) 530808, Head of Fund
abigail.leech@lancashire.gov.uk

Executive Summary

This report presents the annual review of communication between Lancashire County Pension Fund, its employers, and scheme members.

Recommendation

The Board is asked to note the contents of the report and comment as appropriate.

Background and Advice

A copy of the Fund's Communication Policy Statement is attached at Appendix 'A'.

A number of principles underpin Fund communication and they are to: -

- Provide clear, accurate and timely communication about the Local Government Pension Scheme to all stakeholders.
- Actively promote the Scheme to prospective members and their employers.
- Take a multimedia approach in recognition that different styles and methods of communication suit different stakeholders.
- Use and encourage the use of electronic/online communication and information sharing.
- Support Scheme employers, providing publicity and information toolkits, to enable employers to fulfil their responsibility to communicate and share information with members in relation to the Scheme.
- Treat information security with the upmost importance.

Appendix 'B' sets out how the Fund applies these principles to current employer and member communication. Over the year to date the Fund has: -

- Increased the use of online self-services.
- Improved the customer experience.
- Provided support for employers and Scheme members

This pro-active approach to communication will continue to evolve as new technology and customer expectation dictate the pace of change. In light of the activity undertaken and the results achieved it is not proposed to make any changes to the Fund's Communications Policy Statement.

The Board is asked to note the contents of the report and comment as appropriate.

Consultations

N/A

Implications:

N/A

Risk management

N/A

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
-------	------	-------------

N/A

Reason for inclusion in Part II, if appropriate

N/A