

**Lancashire Local Pension Board**  
Meeting to be held on Tuesday, 2 April 2024

Electoral Division affected:  
N/A;

**Communications update**

Appendix 'A' refers.

Contact for further information:  
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**Brief Summary**

This report provides the Local Pension Board with a communications update from the Local Pensions Partnership Administration Limited (LPPA) Engagement and Communications Team and the Pension Fund Team.

**Recommendation**

The Board is asked to consider and comment on this report.

**Detail**

**LPPA Update**

LPPA provides communication and engagement services to all scheme members and employers of the Lancashire County Pension Fund (LCPF). The update from LPPA set out at Appendix 'A' provides information on the Engagement Activities for Quarter 4 (January to March 2024) and the executive summary sets out some key highlights for the quarter.

In Q4, LPPA continued to engage with employers to ensure the monthly returns are submitted on time and include the mandatory reasons for leaving.

Other key highlights include the issue of Life Certificates to retired overseas members and the launch of a new retirement section on the LPPA website.

Specific details relating to LPPA activity can be found in appendix 'A'.



## **Pension Fund Team Update**

### Employer Data

The Fund team have been supporting LPPA in obtaining data required for McCloud remedy as well as the submission of monthly files. The Fund team have been establishing direct contact with the employers that are still to submit the required data which has resulted in a positive impact on the amount of submitted data from employers.

### Digital Gap

The Fund team have also been working closely with LPPA to enhance the work being undertaken by LPPA to bridge the 'digital gap'. The term 'digital gap' relates to those members who are yet registered on PensionPoint, and for whom the Fund does not have contact email addresses or have opted out of e-comms altogether. Fund officers have explored potential options with LPPA to address the issue, such as engaging with employers to obtain member email addresses, which LPPA is considering.

## **Consultations**

Head of Engagement, Marketing and Communications - LPPA

### **Implications:**

This item has the following implications, as indicated:

### **Risk management**

The Fund has a statutory responsibility to communicate effectively with members and employers.

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

Paper	Date	Contact/Tel
N/A	N/A	N/A

Reason for inclusion in Part II, if appropriate

N/A

