

Lancashire County Council

Lancashire Local Pension Board

Tuesday, 19th October, 2021 at 2.00 pm in Jordan Suite - The Exchange -
County Hall, Preston

Agenda

Part I (Open to Press and Public)

No.	Item	
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- | | | |
|-----|---|-----------------|
| 1. | Apologies | |
| 2. | Disclosure of Pecuniary and Non-Pecuniary Interests | |
| 3. | Minutes of the Last Meeting.
To be confirmed, and signed by the Chair. | (Pages 1 - 8) |
| 4. | Feedback from members of the Board on pension related training. | (Pages 9 - 10) |
| 5. | Part I reports considered by the Pension Fund Committee | (Pages 11 - 12) |
| 6. | Regulatory Update | (Pages 13 - 18) |
| 7. | Update on Lancashire Local Pension Board Workplan | (Pages 19 - 24) |
| 8. | Lancashire County Pension Fund Breaches Report | (Pages 25 - 28) |
| 9. | The Pensions Regulator - Public Service Governance and Administration Survey 2020/21 - Research Report | (Pages 29 - 32) |
| 10. | Communications Update | (Pages 33 - 46) |

11. Urgent Business

An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

12. Date of Next Meeting

The next scheduled meeting of the Board will be held at 2.00pm on the 18 January 2022 either virtually or at County Hall, Preston.

13. Exclusion of Press and Public

The Board is asked to consider whether, under Section 100A(4) of the Local Government Act, 1972, it considers that the public should be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 12A to the Local Government Act, 1972, as indicated against the heading to the item.

Part II (Not Open to Press and Public)

- | | |
|---|-------------------|
| 14. Responsible Investment Report | (Pages 47 - 60) |
| 15. Annual Report on Cyber Security | (Pages 61 - 68) |
| 16. Local Pensions Partnership (Administration) Audit Assurance and Project Pension Administration Core Evolution (PACE) | (Pages 69 - 88) |
| 17. Lancashire County Pension Fund Risk Register | (Pages 89 - 112) |
| 18. Part II reports considered by the recent Pension Fund Committee | (Pages 113 - 114) |

L Sales
Director of Corporate Services

County Hall
Preston

Agenda Item 3

Lancashire Local Pension Board

Minutes of the Virtual Meeting held via Zoom on Tuesday, 6th July, 2021
starting at 2.00 pm

Present:

Chair

William Bourne

Board Members

Tony Pounder, Employer representative - LCC
County Councillor Matthew Salter, Employer representative - LCC)
Steve Thompson, Employer representative - Unitary, City, Boroughs, Police and Fire
Carl Gibson, Employer representative - Other Employers
Kathryn Haigh, Scheme Member representative
Yvonne Moulton, Scheme Member representative
Deborah Parker, Scheme Member representative.
Kevin Ellard, Scheme Member representative

Others:

County Councillor Eddie Pope	Chair of the Pension Fund Committee
County Councillor Alan Schofield	Chair of the Audit, Risk & Governance Committee.
Laura Sales	Director of Corporate Services & Monitoring Officer, Lancashire County Council
Ruth Lowry	Head of Internal Audit, Lancashire County Council.
Sean Greene	Head of Pension Fund, Lancashire County Council.
Mukhtar Master	Governance & Risk Officer, LCPF, Lancashire County Council
Mike Neville	Senior Democratic Services Officer, Lancashire County Council.
Jo Darbyshire	Managing Director, Local Pensions Partnership Administration.
Rachel Blundell	Operations Director, Local Pensions Partnership Administration.
John Crowhurst	Commercial Director, Local Pensions Partnership.

1. Membership and Terms of Reference of the Board

The Chair presented a report on the constitution, membership and Terms of Reference of the Board and informed the meeting that Mr Ellard had agreed to share with Mr Gibson lead responsibility for discussions at future meetings relating to risk.

Mr Pounder informed the Board that he intended to retire in January 2022.

Resolved:

1. That the current constitution (9 Board members) and membership of the Lancashire Local Pension Board, as set out below, is noted.

Mr W Bourne - Independent Chair

County Councillor M Salter - Employer representative (Lancashire County Council)

Mr T Pounder - Employer representative (Lancashire County Council)

Mr S Thompson - Employer representative (Unitary, City, Borough Councils and Police/Fire)

Mr C Gibson - Employer representative (Other Employers)

Ms K Haigh - Scheme member representative.

Ms Y Moulton - Scheme member representative.

Ms D Parker - Scheme member representative.

Mr K Ellard - Scheme member representative.

2. That the current Terms of Reference of the Board, as referred to in the report presented, are noted and that a copy be placed in the Minute Book.
3. That the Succession Plan for Board members, as set out at Appendix 'A' to the report presented, is noted and updated in due course to reflect the retirement of Mr T Pounder in January 2022 and the appointment of a replacement Employer representative for Lancashire County Council.

2. Apologies

No apologies for absence were presented.

3. Disclosure of Pecuniary and Non-Pecuniary Interests

No declarations of interest regarding items on the agenda were made at this point in the meeting.

4. Minutes of the Meetings held in April and January 2021.

The Chair presented the Minutes from the previous two meetings and noted that the clarification referred to at item 3 in the Minutes from the 20th April 2021 had been received.

Resolved:

1. That the Minutes of the meeting held on the 20th April 2021 are confirmed as an accurate record and signed by the Chair in due course.

2. That in view of the decision set out at 1 above the Minutes of the meeting held on the 19th January 2021 are also confirmed and signed by the Chair in due course.

5. Lancashire County Pension Fund Breaches Report

Mr Master, Governance and Risk Officer from the Pension Fund Team, reported that during the period April to June 2021 there had been no breaches of contribution payments and four data breaches, neither of which had been deemed significant enough to warrant reporting to the Information Commissioner. He also informed the Board that there had been one Code of Practice 14 breach which had not been considered significant enough to require reporting to the Pensions Regulator and corrective action had been taken as soon as the breach had been identified in order to minimise or prevent a future recurrence.

With regard to the discussion under item 9 at the previous meeting Mr Master confirmed that having reviewed the number of incidents where employers had failed to submit contribution figures no 'repeat offenders' had been identified.

Resolved: That the summary of the Lancashire County Pension Fund Breaches Log for the period 1st April to 30th June 2021, as set out in the report presented, is noted.

6. Regulatory Update

Mr M Master, Governance and Risk Officer from the Pension Fund Team, presented a report which updated the Board on various pension regulatory issues.

In considering the report Board members referred to the new requirement for councils/combined authorities in England to provide data on exit payments to inform the development of the Governments policy commitment to end excessively high exit payments in the public sector. The McCloud judgement was also discussed, particularly with regard to the workload for unfunded schemes that may have only undertaken annual updates. It was noted that Lancashire was in a good position to respond as the Local Pensions Partnership Administration had been regularly collecting data for some time.

Resolved: That the updates on regulatory matters, as set out in the report presented and discussed at the meeting, are noted.

7. Feedback from members of the Board on pension related training.

The Chair presented a report on training which Board members had participated in since the last meeting and invited those present to give feedback. Mrs D Parker confirmed that she had watched recordings in the Pensions Library of the 9th June 2021 presentation to new members of the Pension Fund Committee and the 23rd June 2021 training session on the County Council Statement of Accounts.

Resolved:

1. That the feedback given at the meeting in relation to the training received by members of the Board is noted.
2. That the 2021/22 Training Record for Mrs D Parker be updated in relation to the recorded training events held on the 9th and 23rd June 2021 viewed from the Pensions Library.

8. Part I reports presented to the recent Pension Fund Committee

The Head of Fund presented a report on items considered by the Pension Fund Committee on the 18th June 2021 under Part I of the agenda and highlighted the decisions taken regarding:

- The LCPF 2020/21 budget monitoring report.
- The LCPF inter valuation contribution review policy and Admission and Termination policy

With regard to the LCPF and Lancashire County Council Annual Governance Statement the Board noted that the intention was for the Fund to review and compare governance statements with other Funds and seek to identify examples of best practice.

Resolved: That the Part I reports considered by the Pension Fund Committee on the 18th June 2021 and decisions taken are noted.

9. Written resolution - Local Pension Board Annual Report 2020/21

The Chair presented a report on the amended Pension Board Annual Report 2020/21, which had been approved using the written resolution procedure, and informed the meeting of an amendment under 'Activities' which had been agreed at the Pension Fund Committee on the 18th June 2021 as highlighted in the Appendix to the report.

Resolved:

1. That the approval of the Pension Board Annual Report 2020/21 and its recommendation to the Pension Fund Committee for inclusion in the Lancashire County Pension Fund Annual Report using the written resolution procedure is noted.
2. That the Board note and agree the subsequent amendment to the Annual Report 2020/21 as approved by the Pension Fund Committee on the 18th June 2021 and highlighted in Appendix 'A' to the report presented.

10. Urgent Business

No items of urgent business were raised at the meeting.

11. Date of Next Meeting

It was noted that the next scheduled meeting would be held at 2pm on the 19th October 2021 either virtually or at County Hall, Preston.

12. Exclusion of Press and Public

Resolved: That the press and public be excluded from the meeting during consideration of the following items of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act, 1972, as indicated against the heading of each item. It is considered that in all the circumstances the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

13. Local Pensions Partnership Administration Update

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

A detailed report was presented on the activity/performance of the Local Pensions Partnership Administration which included:

- An outline of key activities completed in 2020/21.
- Details of Service Level Performance on casework activities.
- Information regarding Helpdesk performance and customer satisfaction scores.
- Service improvements completed in 2020/21 and scheduled for 2021/22.
- Engagement updates and priorities, and
- An outline of data quality scores for 2020/21.

In considering the report Board members discussed various points with both the Managing Director and the Operations Director from the Local Pensions Partnership Administration Ltd who answered queries and provided clarification on some aspects of the report.

Resolved: That the Board welcome the detailed and transparent reporting by the Local Pensions Partnership Administration Ltd, note the continuing improvement in performance and recognise that there are still some areas where improvements can be made.

14. Local Pensions Partnership Administration - Project PACE update

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

John Crowhurst, Commercial Director, Local Pensions Partnership gave a presentation on the Pension Administration Core Evolution (PACE) project which

would replace existing systems with a single system. The Board noted that the project would be implemented in two phases with Lancashire being in the second phase – due to go live in September 2022.

Resolved: That the presentation on the Pension Administration Core Evolution (PACE) project is noted and the Pension Board receive regular updates on the project in the future.

15. Local Pensions Partnership Administration - Audit Assurance Report

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

Following the discussion at the previous meeting the Board considered an updated Internal Audit report in relation to the Local Pensions Partnership (Administration) Ltd benefits administration function. In considering the report the Board referred to the Internal Audit Assurance report presented to the meeting on the 13th October 2020 and the report from the Head of Internal Audit considered by the Pension Fund Committee on the 18th June 2021.

It was noted that whilst the new pension administration system discussed under the previous item would address a number of points raised it would be operational in September 2022. However, the Board recognised that the Management Action points in the Internal Audit report would mitigate the identified risks in the interim period.

The Board also noted that the Head of Internal Audit would present a report on the matter to the Audit, Risk and Governance Committee on the 26th July 2021.

Resolved:

1. That the Pension Board are content the proposed Management Action Points, as set out in the Appendix to the report presented sufficiently mitigate identified risks over the next two years pending implementation of the Pension Administration Core Evolution project.
2. That the Pension Board receive regular updates on implementation of the Management Action Points referred to at 1 above moving forward.
3. That the Managing Director at Local Pensions Partnership (Administration) Ltd provide the Pension Board with an explanation as to how in the future the Company will provide independent audit assurance to the Board and Pension Fund Committee in the short term and longer term.

16. Local Pensions Partnership Administration - Communications Update

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the

Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

The Board considered a communications update report from the Engagement and Communications Team at Local Pensions Partnership (Administration) Ltd which included details of engagement activities for Q1 (April to June 2021).

Resolved: That the updates set out in the report are noted.

17. LCPF Risk Register Review Update

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

The Board considered a report on the proposed amendments to how risks associated with the Fund were recorded and reported (as discussed at the Board on the 20th April 2021) which included a template for updating all risks in the future and a heat map to provide a visual representation of all Fund risks mapped against the risk matrix.

Resolved: That the work to date on improvements to recording/reporting risks associated with the whole Fund, as set out in the report presented, is noted.

18. Part II reports from the most recent Pension Fund Committee

(Exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all the circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

A report was presented on the six items considered by the Pension Fund Committee on the 18th June 2021 under Part II of the agenda, some of which had been discussed earlier in the meeting.

Resolved: That the reports considered by the Pension Fund Committee on the 18th June 2021 under Part II of the agenda and decisions taken are noted.

L Sales
Director of Corporate Services

County Hall
Preston

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected: None;

Feedback from members of the Board on pension related training.

Contact for further information: Mike Neville, Tel: (01772) 533431, Senior Democratic Services Officer, mike.neville@lancashire.gov.uk

Executive Summary

This report relates to training which members of the Board have received since the last meeting and gives individuals an opportunity to provide feedback on their experience.

Recommendation

Individual members of the Board are asked to provide feedback on their experience regarding the training referred to in the report.

Background and Advice

In March 2019 the Pension Fund Committee agreed a revised Training Policy which set out the approach to supporting the learning/development needs of individuals with responsibility for the strategic direction, governance and oversight of the Lancashire County Pension Fund through their membership of the Committee or the Lancashire Local Pension Board.

Below is a list of pensions related external conferences/events or internal workshops which members of the Board have participated in since the last meeting. Individual members of the Board are invited to provide feedback on their experiences at the meeting.

1st September 2021 Workshop on the LCPF Annual Report and Accounts.

Participants - W Bourne, County Councillor M Salter, C Gibson, Ms K Haigh, Ms Y Moulton, Ms D Parker and K Ellard.

28th September 2021 CIPFA online training event for Local Pension Board

members. Participants - C Gibson and G Peach (nominee for new Lancashire County Council Employer Representative on the Board with effect from January 2022). Unfortunately Mr Ellard was unable to participate in this event due to a clash of commitments.

6th October 2021 Workshop – Responsible Investment Update from LPPI.

Participants will be reported at the meeting.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

Without the required knowledge/skills members of the Board may be ill equipped to consider issues and make informed decisions regarding the direction and operation of the Lancashire County Pension Fund.

Financial

Any delegate fee, travel or accommodation costs associated with external training are met from the Pension Board budget, which is funded by the Lancashire County Pension Fund.

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

Paper	Date	Contact/Tel
Attendance sheets for individual internal workshops	1 st September 2021 4 th October 2021	Mike Neville 01772 533431
Separate approvals by the Head of Fund under the Scheme of Delegation to Heads of Service for members of the Pension Board to participate in CIPFA online training event for Local Pension Board members.	17 th August 2021 and 16 th September 2021	Mike Neville 01772 533431

Reason for inclusion in Part II, if appropriate
N/A

Lancashire Local Pension Board

Meeting to be held on Tuesday 19th October 2021

Electoral Division affected: None

Part I reports presented to the recent Pension Fund Committee

Contact for further information: Mike Neville, Tel: (01772) 533431, Senior Democratic Services Officer, mike.neville@lancashire.gov.uk

Executive Summary

This report lists the Part I reports that were presented to the most recent meeting of the Pension Fund Committee. The Head of Fund will update members of the Board on decisions taken in respect of the reports at the meeting.

Recommendation

The Board is asked to comment in relation to the Part I reports that were considered by the Pension Fund Committee on the 17th September 2021 and any decisions taken.

Background and Advice

At the meeting on the 17th September 2021 the Pension Fund Committee considered a number of reports in Part I of the agenda (available to the press and public) which included those listed below.

Members of the Board received notification when the agenda for the Committee was published and available to view on the [County Councils website](#). A full copy of the agenda was also made available for Board members to view via the secure online Pensions Library.

At the meeting the Head of Fund will update the Board specifically on decisions taken by Committee regarding the two items in bold below though Board members are free to ask for updates regarding all listed reports.

- **Lancashire County Pension Fund - Debt Management Policy**
- Lancashire County Pension Fund - 2021/22 Budget Monitoring Report
- **Lancashire County Pension Fund Annual Report 2020/21**
- Responsible Investment Report
- Feedback from members of the Committee on pension related training.
- Date of Next Meeting - 26th November 2021 in Committee Room 'C' - the Duke of Lancaster Room at County Hall, Preston, starting at 10.30am.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

There are no significant risk management implications associated with this report

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

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected: (All Divisions);
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Regulatory Update

Contact for further information:

Colin Smith, 01772 534826, Technical Advisor, Lancashire County Pension Fund,
Colin.Smith@lancashire.gov.uk

Executive Summary

This report sets out an update on various pension related regulatory issues to assist Board members to exercise their functions as a member of the Pension Board effectively.

Recommendation

The Board is asked to consider and note the contents of the report.

Background and Advice

1. MHCLG becomes DLUHC

On 19 September 2021, the Government announced that the Ministry of Housing, Communities and Local Government (MHCLG) will become the Department for Levelling Up, Housing and Communities (DLUHC).

2. Stronger nudge to pensions guidance consultation

A recent Department of Work and Pensions consultation which ended on 3 September 2021, focussed on draft regulations that will require occupational pension schemes, in most situations, to engage further with members aged 50 or above applying to access or to transfer out their benefits for the purposes of accessing their benefits.

The regulations will require pension schemes to explain the nature and purpose of Pension Wise guidance and facilitate the booking of a Pension Wise appointment as part of the application process. The regulations will also require the member to have confirmed that they have received the guidance or opted out of receiving it before the scheme can action the application.

The intention of the draft regulations would appear to have been aimed at Occupational and personal pension schemes rather than public sector schemes. However, it would appear to capture LGPS members who also have AVCs. The

Local Government Association have raised concerns as to whether this is intentional and if so the practicality of requiring schemes to book Pension Wise appointments on behalf of members.

3. Draft legislation following the Consultation on Implementing the increase to the minimum pension age

On 11 February 2021, HM Treasury published "Increasing the normal minimum pension age: consultation on implementation".

On 20 July 2021, HM Treasury published their response to that consultation and on the same day, HMRC published a policy paper and draft legislation. The draft legislation will be part of the next Finance Bill and will amend the Finance Act 2004. The legislation increases the minimum pension age from 55 to 57 on 6 April 2028 and provides for protected pension ages.

Though the Finance Act 2004 will provide for protected pension ages, it will be up to DLUHC whether, in the Scheme's rules, to allow LGPS members to receive payment of benefits between 55 and 57. In previous legislation when the minimum pension age shifted from 50 to 55, although protected LGPS members could still draw benefits from age 50, those payments were classed as unauthorised and subject to a tax charge.

The response confirms two changes to the position set out in the original consultation:

- if a member qualifies for a protected pension age in a pension scheme and transfers those benefits into a different scheme which also contains a protected pension age, the member will retain their protected pension age in the receiving scheme. The retained protection will, however, not apply on other benefits the member has in the receiving scheme: the transferred-in benefits will need to be ringfenced.
- there will be a window to allow individuals to join pension schemes which offer a protected pension age lasting up to 5 April 2023.

4. McCloud

The McCloud judgement, requires changes so that a revised underpin protection will apply to all members, regardless of their age, who were active members of the LGPS on 31 March 2012, build up benefits in the 2014 Scheme and do not have a disqualifying break.

On 19 July 2021, HM Treasury introduced to Parliament the Public Service Pensions and Judicial Offices Bill. The Bill makes provision to rectify the unlawful age discrimination identified by the McCloud judgment.

For the LGPS, the bill confirms which members will be in scope and what service is 'remediable'. Enabling legislation will allow for scheme regulations to be changed to implement the McCloud remedy and it is now expected that the Department for

Levelling Up, Housing and Communities will publish draft regulations later this year, with an expectation that scheme regulations would come into force on 1st April 2023.

5. Interim response to new code of practice consultation

The Pensions Regulator has published an interim response to the new single code of practice consultation. Responses to the consultation included around 10,000 individual answers.

The proposed code of practice, combining 10 codes of practice into a single code, contains greater detail on several topics, such as cyber security and new modules on matters including stewardship and climate change.

Due to the level of responses The Pensions Regulator has issued the interim response to allow time to consider these responses and does not currently have a firm publication date for the new code, but it is unlikely to become effective before summer 2022.

There was some concern in responses from public service schemes that it wasn't always clear if a module applied to them and the Pensions Regulator has indicated this is something that will be resolved in the online version.

6. Governance and Administration Survey 2020–21 results

The Pensions Regulator published the results from the Public Service Pension Scheme Governance and Administration Survey 2020-21 on 1 July 2021.

The survey was conducted online between January and March 2021 and aims to track governance and administration practices among public service pension schemes. The 2020-21 survey also included new questions on response to the pandemic, pensions dashboards and, for LGPS respondents, action taken in relation to climate-related risks and opportunities.

The survey found little change since 2019 for the key processes that The Pensions Regulator monitors as indicators of performance. Two-thirds of LGPS administering authorities who responded to the survey had all six processes in place. The six key processes are:

- having a documented policy to manage board members' conflicts of interest
- having access to the knowledge, understanding and skills needed to properly run the scheme
- having documented procedures for assessing and managing risk
- having processes to monitor records for accuracy and completeness

- having a process for resolving contribution payment issues
- having procedures to identify, assess and report breaches of the law.

The results also show improvements in risk management processes, cyber controls and the proportion of members receiving their annual benefit statement on time.

The Pensions Regulator has confirmed that they intend to conduct the next survey towards the end of 2022.

This topic is also covered in a separate agenda item issued to the Pension Board as part of these papers.

7. Public service Pensions: cost control mechanism consultation response

As reported at the last board meeting the Government announced updates on the 2016 valuations and cost control mechanism and set out the following commitments:

- the cost control element of the 2016 valuations will now be completed including the cost of implementing the McCloud remedy.
- there will be no reduction to member benefits as a result of completing the 2016 valuation if the cost ceiling is breached.
- if the cost floor is breached, this will be honoured by implementing increases in benefit accrual and/or reductions in member contributions from 1 April 2019.

However separately the Government had committed to reviewing the cost control mechanism and a report setting out their response and proposals was published on 4 October 2021.

The Government response has highlighted three areas of reform for future cost control exercises.

Future exercises will mean that:

- The cost control mechanism will adopt a reformed scheme only design: to remove any allowance for legacy schemes in the mechanism so it only considers past and future service in the reformed schemes;
- The cost corridor will be widened: from +/-2% to +/-3% of pensionable pay;
- An economic check will be introduced: linked to expected long-term GDP so that a breach of the mechanism (and therefore benefit changes) would only be implemented if it would still have occurred had long-term economic assumptions been considered.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified

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

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected: N/A;

Lancashire Local Pension Board Workplan – 2021/22

Contact for further information:

Sean Greene, Tel: (01772) 530877, Head of Fund, Lancashire County Pension Fund
sean.greene@lancashire.gov.uk

Executive Summary

Update on the progress on activities undertaken by the Lancashire Local Pension Board so far this year 2021/22. These activities are detailed in the workplan.

Recommendation

Members of the Pension Board are asked to note the workplan at Appendix 'A' and the updates provided in this report.

Background and Advice

The Local Pension Board workplan sets out the order of matters the Pension Board will review during the financial year in order to support the Board in ensuring that all the activities are covered and that the workflow is aligned with that of the Pension Fund Committee.

As it is now part way through the financial year, this report relates to a review of progress to date on the workplan which was noted by the Pension Fund Committee in March 2021.

See below breakdown of actions taken by the board in line with the Workplan:

Governance

- **Risk Register**

It is intended that the full Risk Register will be presented to the Board every 6 months and specific key risks for discussion each quarter. As the Board is aware, work is ongoing on the Risk Register to update key risks and identify emerging risks together with development of a heat map. The Full Risk Register will be presented to the Board every July and January. However, given the development work being undertaken at the moment a full risk register is also being presented to this meeting of the Board.

- **Admissions and Termination Policy**

The Admissions and Termination Policy was approved by the Pension Fund Committee on the 17th September 2021 and implemented by the Lancashire County Council Pension Fund Team. An update on the progress will be given at the next meeting of the Board.

- **Update of Constitution, Membership and Terms of Reference of the LLPB**

The New Terms of Reference for the Board were presented in January 2021 and a review of the Local Pension Board Terms of Reference will be undertaken at the next meeting.

- **Annual Review of the effectiveness of the LLPB**

The annual review will commence in January 2022. Arrangements are being made for each member of the Board to have a one to one meeting with the Chair around the Board meeting on the 18th January 2022 and Board members will be consulted on their availability in due course.

- **Communications Plan Update**

An update on the communications plan has been provided at each Board meeting including this meeting.

- **Agenda items to be presented at this meeting**

- Annual Report on the Results of the Pensions Regulator Survey
- Annual Report on Cyber Security

- **Responsible Investment Policy**

The Responsible Investment Policy is not covered in the workplan however it is currently being reviewed by a Task and Finish Group established by the Pension Fund Committee for that specific purpose and referred to in another item on the agenda for this meeting.

Administration Performance

LPPA Pensions Administration Service Update and Monitoring update on KPIs for administration, complaints, Governance and Investments are regular items which are covered in the reports from the most recent Pension Fund Committee.

- The Annual Report on the LPPA Administration Service Update was covered in July meeting along with a presentation from a representative of LPPA.
- The LPPA Audit Assurance Report was another item covered in July and a further report on this matter is included in the agenda for this meeting together with PACE project update.

Pensions Administration Financial Monitoring

An update on the Contributions Monitoring and data breaches is included in the agenda for this this Board meeting and is a regular item at Board meetings.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The Pension Board is required under legislation to secure compliance and ensure the effective, efficient governance and administration of the Fund. The workplan ensures that its activities within this remit are undertaken at appropriate points in time during the year.

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

Paper	Date	Contact/Tel
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N/A

Reason for inclusion in Part II, if appropriate

N/A

Appendix A

Lancashire Local Pensions Board - Work programme 2021/22

Standing Items
Welcome and Apologies, Declaration of Interests, Urgent business, Exclusion of press/public, Date of the next meeting of the LLPB.
Minutes of the previous meeting of the LLPB
Feedback from Board members on conferences/events and other training received
Part I/II Reports considered by the recent Pension Fund Committee
Regulatory changes update report

Governance
Quarterly risk register report
Report update on progress of the current LLPB work plan
Interim update to the Admissions and Termination Policy
LLPB Members Training Record
Annual compliance report with the Pension Regulator's Code of Practice 14
Update of Constitution, Membership and Terms of Reference of the LLPB
Annual Review of the effectiveness of the LLPB - conclusions of the Chair and draft LLPB Annual Report for the previous year.
Approval of the annual LLPB work plan for the following year (send to PFC)
Communications plan update report
Annual report on the results of the pension regulator's survey
Review the PFC report on UK Stewardship Code Compliance
Annual report on Cyber Security
Updated Risk Management Framework

Administration Performance
LPPA Pensions Administration Service Update
Monitoring update on KPIs for admin, complaints, governance, investments.
Summary report of appeals under the internal dispute resolution procedures
Annual report on LPPA administration performance, data quality and data scores
LPPA Audit Assurance Report

Pensions Administration Financial Monitoring
Contributions monitoring and data breaches (quarterly reporting)
LCPF budget and cost per member review (with particular regard to cost savings, productivity gain, risk reduction, service improvement and performance).

Lancashire Pension Fund Policies
Actuarial Valuation
Policy - Funding Strategy Statement
Policy - Pension Administration Strategy Statement
Policy - Pension Administration Strategy Statement
Policy - Admissions & Termination Statement
Policy - Communications Policy Statement
Policy - Employer & Administering Authority Discretions
Policy - Governance Policy Statement
Policy - Death Policy
Policy - Transfers including Bulk Transfers
Policy - Abatement Policy

Lancashire Local Pension Board – 2021/22 Annual Work Plan

The pension work plan sets out the order of matters the Pension Board will review in the financial year. The work plan has been arranged into two sections an annual work plan reflecting reports presented on a quarterly basis as well as a three year work plan to reflect the frequency of policies which are refreshed every three years. The order of presentation of the agenda is as reflected below.

Lancashire Pension Fund Policies
Actuarial Valuation
Policy - Funding Strategy Statement
Policy - Pension Administration Strategy Statement
Policy - Admissions & Termination Statement
Policy - Communications Policy Statement
Policy - Employer & Administering Authority Discretions
Policy - Governance Policy Statement
Policy - Death Policy
Policy - Transfers including Bulk Transfers
Policy - Abatement Policy

*Note

Add Risk Management Framework to the April 2022 Meeting

19-Jan-21	20-Apr-21	06-Jul-21	19-Oct-21	18-Jan-22	26-Apr-22
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Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y
Y	Y	Y	Y	Y	Y

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Y	Y	Y	Y	Y	Y
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Y					
Y					
Y					

2021/22	2022/23	2023/24	2024/25	2025/26
	Y			
	Y			
Y			Y	
Y			Y	
	Y			
		Y		
Y			Y	
Y			Y	
	Y			
		Y		

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected:
(All Divisions);

Lancashire County Pension Fund Breaches Report

Contact for further information:

Mukhtar Master, 01772 532018, Governance & Risk Officer,
Mukhtar.Master@lancashire.gov.uk

Executive Summary

This report provides the Board with a summary of the Lancashire County Pension Fund Breaches Log for the period 1st July 2021 to the 30th September 2021.

The report provides breach information for contributions, data and administration breaches. Information on data and administration breaches is provided by the Local Pensions Partnership Administration Limited (LPPA).

Recommendation

The Board is asked to note the content of this report.

Background and Advice

The Lancashire County Pension Fund has policy and procedures in place to effectively record and, if necessary, report breaches to the Pension Regulator. Practical guidance in relation to the legal requirements are set out in the Pension Regulator's Code of Practice 14.

Code of Practice 14 covers areas such as:

- Governing your scheme;
- Managing Risks;
- Administration;
- Resolving Issues.

The Administration section covers aspects such as:

- Scheme record keeping;
- Maintaining Contributions;
- Providing information to members.

The Lancashire County Pension Fund, in line with the breaches policy and supported by the Local Pension Partnership Administration Limited, have established a log to record all incidents which fall outside of the requirements of Code of Practice 14.

Contribution Breaches:

In the period July 2021 to September 2021 (September contributions have not been collected at the time of writing this report) there has been one breach. The breach was a small contractor who did not have any money in their account when the direct debit was attempted for collection and therefore the statutory deadline was breached. The contributions have subsequently been received by BACs.

There were no breaches in quarter 1 (April - June 2021) and there were no breaches in the previous quarter.

There were a number of incidents recorded in the period which have resulted in corrective action being taken. A total of 55 employers failed to submit contribution figures for Q1 and 18 for Q2*. They have all been contacted in accordance with the Stage 2 escalation procedures, which ensure that all incidents are corrected swiftly. For Q1, the number of employers which failed to submit contributions represents 5.66% of the total submissions, in monetary values this equates to 0.88% of the total contributions received during the period and for Q2* this represents 2.65% and 0.80% respectively.

	Q3 Oct-Dec 20	Q4 Jan-Mar 21	Q1 Apr-Jun 21	Q2* Jul-Sep 21
Incidents	57	52	55	18
Breach	0	0	0	1

* Incomplete – only includes 2 months data.

Data Breaches:

For the period 1st July 2021 to the 30th September 2021 there were a total of 3 data breaches:

July	<ul style="list-style-type: none">An ex-spouse was provided with member details in error within divorce documentation. (This has also been reported as a complaint).
August	<ul style="list-style-type: none">One data breach occurred in August. An incorrect email address was held on a member's records. This is a breach of principle 4, accuracy of data. No information has been issued to the incorrect address.
September	<ul style="list-style-type: none">A letter to a dependent of a deceased member was sent to an incorrect address. The wrong address had been provided to LPPA.

All data breaches are managed through the Information Governance Team of Lancashire County Council who deemed them not significant enough to warrant reporting to the Information Commissioner.

Summary Table:

	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22
Data Breaches	2	5	8	4	3*

*Correct to 29th September 2021

Administration Breaches:

The systems developed by LPPA report breaches in two different ways:

1. COP 14 Breach – a breach based on the Code of Practice 14 from the Pension Regulator.
2. A process breach – a breach contravening agreed and accepted administrative processes.

There was one COP14 breach in the period and no process breaches:

	COP 14 Breach	LPPA PROCESS BREACH	TOTAL
July	1	0	1
August	0	0	0
September	0	0	0
Total	1	0	1*

*Correct to 29th September 2021.

July	COP14: An AVC transfer was completed without the necessary discharge forms being completed.
August	N/A.
September	N/A

None of the breaches were material or worthy of reporting to the regulator. Corrective action was implemented as soon as the breaches came to light to minimise or prevent future recurrence.

Consultations

Local Pensions Partnership Administration Limited were consulted with regards to the administration and data breaches. The County Council's Finance Team were consulted with regards to contributions.

Implications:

This item has the following implications, as indicated:

Risk management

The Lancashire Local Pension Board provide scrutiny and support to the Pension Fund Committee, in relation to their responsibility to ensure there is effective compliance with the Pension Regulators' Code of Practice 14 – Governance and administration of public service pension schemes.

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

Paper	Date	Contact/Tel
Code of Practice 14 - Governance and administration of public service pension schemes	April 2015	Mukhtar Master 01772 532018

Reason for inclusion in Part II, if appropriate.

N/A

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected: N/A;

The Pensions Regulator - Public Service Governance and Administration Survey 2020/21 – Research Report

Contact for further information:

Mukhtar Master 01772 532018, Governance & Risk Officer, Lancashire County Pension Fund, Mukhtar.Master@lancashire.gov.uk

Executive Summary

This report provides the Pension Board with a summarised position of the Pension Regulator's survey findings in relation to governance and administration practices among public service pension schemes. The survey included questions on schemes responses to the COVID-19 pandemic, perceptions of the pensions dashboards and actions taken by LGPS schemes in relation to climate related risks.

The survey was completed by 193 public service pension schemes.

Recommendation

The Board is asked to note and comment on the report.

Background and Advice

The specific objectives of the 2020/21 report were to continue to track:

- Public service pension schemes' governance and administration practices, including their approach to risk management, complaints and breaches of the law and any barriers they faced;
- The cyber security controls that schemes had in place and any breaches/attacks experienced;
- Perceptions of TPR and its effectiveness at improving scheme governance and administration standards.

In addition, the 2020-21 survey also sought to understand:

- Schemes' response to the COVID-19 pandemic, with a particular focus on business continuity planning;
- Awareness and perceptions of the pensions dashboards, and any challenges anticipated;

- The extent to which Local Government schemes assessed, managed and prioritised climate-related risks and opportunities.

The results show improvements in risk management processes, cyber controls and the proportion of members receiving their annual benefit statement on time.

Governance has generally stood up well given the unique challenges the last year has presented. However, funds within the Local Government Pension Scheme identified the following top three barriers to improving governance and administration over the next 12 months as follows:

- Volume of changes required to comply with legislation (63%);
- Complexity of the Scheme (60%); and
- McCloud remediation process (47%).

A copy of the research report can be found by clicking the link below:-

[Public service governance and administration survey 2020-21
\(thepensionsregulator.gov.uk\)](https://thepensionsregulator.gov.uk/public-service-governance-and-administration-survey-2020-21)

The survey found little change since 2019 for the key processes that the TPR monitors as indicators of performance. Two thirds of LGPS administering authorities who responded had all six processes in place. The six key processes are:

- have a documented policy to manage board members' conflicts of interest
- have access to the knowledge, understanding and skills needed to properly run the scheme
- have documented procedures for assessing and managing risk
- have processes to monitor records for accuracy and completeness
- have a process for resolving contribution payment issues
- have procedures to identify, assess and report breaches of the law

In relation to the COVID-19 pandemic it was identified that 95% of schemes had a business continuity plan in place before the first lockdown.

Most schemes had an understanding and awareness of the Pensions Dashboard however there were concerns about how to implement the requirements.

Further commentary

Lancashire County Pension Fund performed well against the results of the six key processes and was in line with or exceeded governance and administration practice results (including Pension Board governance, risk management, record keeping and annual benefit statements).

The research covers a number of changes that funds will need to deal with in the future (predominantly pensions dashboards and climate change disclosure requirements). The pensions team has included pensions dashboards within its three-year strategic plan and, during discussions within the Responsible Investment Task & Finish Group, identified the need to plan for forthcoming climate change disclosure requirements. In addition, further consideration will be given to cyber

security and business continuity as an impact assessment of the Pensions Regulator single code of practice is undertaken by the pensions governance team.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified.

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

Paper	Date	Contact/Tel
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N/A

Reason for inclusion in Part II, if appropriate

N/A

Lancashire Local Pension Board

Meeting to be held on Tuesday, 19 October 2021

Electoral Division affected:
(All Divisions);

Communications Update

(Appendices 'A' and 'B' refer)

Contact for further information:

Mukhtar Master, 01772 532018, Governance & Risk Officer,
mukhtar.master@lancashire.gov.uk

Executive Summary

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

Recommendation

The Board is asked to note this report.

Background and Advice

LPPA Communication Update

LPPA provides communication and engagement services for the Lancashire County Pension Fund (LCPF) to all scheme members and employers.

The update from LPPA provides the Engagement Activities for Quarter 2 (July - September 2021/22) and is set out at Appendix 'A'.

The update provides information on the following activities:

- Employer Visits and Training;
- Newsletters;
- Online training;
- Annual Benefits Statements Activity;
- Planned Activity Q3 2021/2022.

In addition, the LPPA member communications schedule 2021/22 is enclosed at Appendix 'B' for information.

Pension Fund Team Update

Member communications

The LCPF is in the final stages of producing the Annual Fund Report for 2020/21. The document once completed will be made available on the LCPF website.

The Fund recognises that the Annual Report is a lengthy document due to detailed statutory requirements. Hence, this year the fund is trialling the production of a brief summary document highlighting key areas of activity and performance which will be relevant to scheme members. It is anticipated that this will include content on the difference between LCPF and LPPA, an overview of the year, key statistics and investment information (including responsible investment). It will be made available to members and employers once the Annual Report is published.

As indicated in Appendix B, key member communications around this stage of the year have been annual benefit and annual allowance statements. 53,003 and 60,701 annual benefit statements were issued to active and deferred members respectively.

Employer engagement

The pensions team is currently undertaking planning for the 2022 valuation which includes an employer engagement workstream. This workstream is key to the smooth running of the valuation and will involve:

- Deciding on, and communication of, initial key messages on valuation, including general direction of travel;
- Written / verbal communications with employers, including Director's Briefing later in 2021; and
- Considering data quality and its impact in advance of valuation.

Finally, the fund website has been updated to include a section on 'Prospective Employers', see link below. This content will support organisations that are considering participating in the Fund under an admitted body or academy status.

<https://lancashirecountypensionfund.org.uk/prospective-employers/>

Consultations

Head of Engagement, Marketing and Communications, LPPA.
Fund Actuary, Mercer.

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
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None

Reason for inclusion in Part II, if appropriate.

N/A



Local Pensions Partnership
Administration



WORKING
TOGETHER



FORWARD
THINKING



COMMITTED TO
EXCELLENCE



DOING THE
RIGHT THING

LPPA Engagement, Marketing & Communications Team Report

Sept 21

Section 1

Engagement Activities Q2 2021/22 (July 21 to September 21)

Section 2

Planned Activity Q3 2021/2022 - LCPF Employer Activities (October to December)

This report provides an overview of activities undertaken by the LPPA Engagement, Marketing & Communications Team in the period July to September 2021 (to date), and some of the activities the team will undertake with employers in the next 3 months.

Note this update doesn't include activities relating to project PACE, as these will be communicated separately.

Chris Dawson

Head of Engagement, Marketing & Communications (LPPA)

LPPA Engagement, Marketing & Communications Team Report

1 Engagement Activities Q2 2021/22 (July 21 to September 21)

1.1 Employer Visits and Training

Date	Employer Name	Subject	Numbers attended
09/07/2021	Lancaster University	Employer Visit	4
14/07/2021	ATC Trust	Employer Scheme Leaver Essentials Training	1
14/07/2021	Blackpool Transport Services LTD	Employer Scheme Leaver Essentials Training	1
14/07/2021	Community Council of Lancashire - Community Futures	Employer Scheme Leaver Essentials Training	1
14/07/2021	UCLAN	Employer Scheme Leaver Essentials Training	4
14/07/2021	Lancaster City Council	Employer Scheme Leaver Essentials Training	3
14/07/2021	Norbreck Primary Academy	Employer Scheme Leaver Essentials Training	1
14/07/2021	Burnley College	Employer Scheme Leaver Essentials Training	2
14/07/2021	Lancashire County Council	Employer Scheme Leaver Essentials Training	4
14/07/2021	ENGIE Services Limited	Employer Scheme Leaver Essentials Training	1
14/07/2021	Andron Contract Services Limited	Employer Scheme Leaver Essentials Training	1
14/07/2021	Lancaster & Morecambe College	Employer Scheme Leaver Essentials Training	2
14/07/2021	West Lancs Council	Employer Scheme Leaver Essentials Training	1
14/07/2021	Maharishi School Trust Ltd	Employer Scheme Leaver Essentials Training	1
14/07/2021	Moor Park High School and Sixth Form	Employer Scheme Leaver Essentials Training	1
14/07/2021	Star Academies	Employer Scheme Leaver Essentials Training	1
14/07/2021	FCC Environment UK Ltd	Employer Scheme Leaver Essentials Training	1
14/07/2021	Blackburn with Darwen Borough Council	Employer Scheme Leaver Essentials Training	7
14/07/2021	Arch Bishop Temple School	Employer Scheme Leaver Essentials Training	1
14/07/2021	The Bay Learning Trust	Employer Scheme Leaver Essentials Training	1
26/07/2021	Blackpool & Fylde College	Employer Visit	1
27/07/2021	Wigan Council	Absence & APP Training	1
27/07/2021	Archbishop Temple School	Absence & APP Training	1
27/07/2021	MHA Moore and Smalley	Absence & APP Training	1
27/07/2021	University of Cumbria	Absence & APP Training	1
27/07/2021	Hyndburn Borough Council	Absence & APP Training	1

27/07/2021	Lancashire County Council	Absence & APP Training	4
27/07/2021	Preston City Council	Absence & APP Training	2
27/07/2021	Preston's College	Absence & APP Training	1
27/07/2021	Blackburn with Darwen Borough Council	Absence & APP Training	3
27/07/2021	Edge Hill University	Absence & APP Training	5
03/08/2021	Wigan Council	Employer My Pension Online Awareness	1
03/08/2021	West Lancs Borough Council	Employer My Pension Online Awareness	1
03/08/2021	University of Central Lancashire	Employer My Pension Online Awareness	3
03/08/2021	Together Housing	Employer My Pension Online Awareness	1
03/08/2021	The Pennine Trust	Employer My Pension Online Awareness	1
03/08/2021	Star Academies	Employer My Pension Online Awareness	1
03/08/2021	St Marys Academy Blackpool - Blackpool Council	Employer My Pension Online Awareness	6
03/08/2021	Blackburn with Darwen Borough Council	Employer My Pension Online Awareness	27
03/08/2021	Blackpool Coastal Housing	Employer My Pension Online Awareness	2
03/08/2021	Blackpool Council	Employer My Pension Online Awareness	2
03/08/2021	Blackpool & The Fylde College	Employer My Pension Online Awareness	1
03/08/2021	Edge Hill University	Employer My Pension Online Awareness	4
03/08/2021	Fylde Coast Academy Trust	Employer My Pension Online Awareness	2
03/08/2021	Hyndburn Borough Council	Employer My Pension Online Awareness	20
03/08/2021	Lancashire County Council	Employer My Pension Online Awareness	3
03/08/2021	Lancaster & Morecambe College	Employer My Pension Online Awareness	2
03/08/2021	Lancaster City Council	Employer My Pension Online Awareness	1
03/08/2021	Liberata	Employer My Pension Online Awareness	1
03/08/2021	Myerscough College	Employer My Pension Online Awareness	1
03/08/2021	Norbreck Primary Academy	Employer My Pension Online Awareness	1
03/08/2021	Pendle Leisure Street	Employer My Pension Online Awareness	1
03/08/2021	Preston City Council	Employer My Pension Online Awareness	1
03/08/2021	Preston Manor College	Employer My Pension Online Awareness	1
03/08/2021	Preston's College	Employer My Pension Online Awareness Employer My Pension Online Awareness	1

03/08/2021	Progress Housing Association	Employer My Pension Online Awareness	3
03/08/2021	Ribble Valley Borough Council	Employer My Pension Online awareness	1
03/08/2021	Safenet Domestic Abuse	Employer My Pension Online Awareness	1
11/08/2021	Ribble Valley Borough Council	Ill Health Awareness	1
11/08/2021	Pendle Leisure Trust	Ill Health Awareness	1
16/08/2021	The Pennine Trust	Employer Visit	1
24/08/2021	Serco	Employer Visit	1
06/09/2021	Roseacre Primary Academy	Employer Visit	1
08/09/2021	Kirkham Grammar	Employer Visit	1
10/09/2021	Preston College	Employer Visit	1
14/09/2021	Blackpool & Fylde College	Employer visit	4
21/09/2021	Ribble Valley Borough Council	Employer Visit	1
23/09/2021	Cardinal Newman College	Employer Visit	(planned)
24/09/2021	Runshaw College	Employer Visit	(planned)

Summary of data table above:

14 July 21, Employer Scheme Leaver Essentials Training - attended by 19 LCPF employers (35 attendees)

27 July 21, Absence and APP Training - attended by 10 LCPF employers (20 attendees)

3 August 21, Employer My Pension Online Awareness - attended by 27 LCPF employers (91 attendees)

Employer Visits are aimed at covering several Employer processes, and to provide support to improve overall performance (Employers identified as requiring support in the LCPF Employer Performance report). More recently, this includes discussions on improving the number of on-time retirement notifications (provided to LPPA at least 30 days before the members retirement date)

1.4 Member Newsletters (Active)

The Active newsletter for LCPF Members was issued in Q2 (as well as uploading the newsletter to their online pension account, it was also issued by email to any contactable members). Example spreads can be viewed in the appendix in this report.

- The newsletter adopted a less formal, more informative 'magazine-style' format to increase LCPF member engagement
- The newsletter included a bespoke LCPF spread (from Sean Greene as the new Head of Fund)
- The email was issued using a direct link to newsletter (no need to log in via My Pension Online)
- Engagement to date has been good (c.50% email open rates)

1.5 Member Communications

Member Scheme Essentials (online sessions)

These two-hour online sessions are aimed at Members to help improve their knowledge of their LGPS pension, whether they have recently joined the Scheme, or are approaching retirement. There have been 3 sessions in Q2. These are run monthly.

Member Retirement Essentials (online sessions)

These two-hour online sessions are aimed at Members who are reaching retirement age (age 55 and over) to help improve their knowledge of the retirement process and claiming their LGPS pension. There have been 3 sessions so far in Q2. These are run monthly.

Date	Subject	Numbers of LCPF members attending
13/07/2021	Retirement Essentials	24
28/07/2021	Scheme Essentials	18
19/08/2021	Retirement Essentials	46
26/08/2021	Scheme Essentials	15
15/09/2021	Scheme Essentials	102
16/09/2021	Retirement Essentials	30

Both the Member Scheme Essentials and the Member Retirement Essentials are being delivered online by the Engagement team.

1.6 ABS activity

Email notifications were issued to LCPF members, to confirm that their ABS was available to view (for any not registered with My Pension Online, an activation key was also issued to enable them to access their online account). In addition, paper copies were provided to any members who had requested them. This was all completed by the statutory deadline (end of August).

1.7 Ongoing Website Development

The following improvements were made to the LPPA website in Q2:

- Employer and Member Contact Forms

Improvements to our contact forms including:

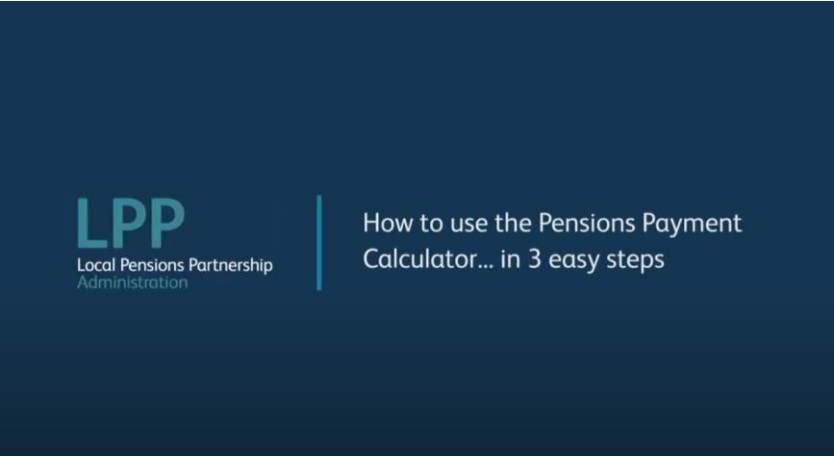
1. Auto-copy of a submitted Employer contact form (as an audit trail of the enquiry, that the employer can refer to in future correspondence with LPPA)
2. Employers can also use the form to upload multiple documents, of a larger file size

- Additional LPPA video animations:

1. **Getting to Know LPPA** – this video has been developed to explain who we are and what we do. It will be used generally on the website, and specifically as part of the ‘Welcome’ process that we are looking to enhance. The video can be viewed by clicking the following image:



2. **How to use the online pension calculator (3 easy steps)** – the pension benefits calculator is a function in My Pension Online and is used by members who are looking to run pension estimates online (rather than call the Helpdesk). It receives a large number of interactions, and it was felt that a video guide will assist members further. The video can be viewed by clicking the following image:



2 Planned Activity Q3 2021/2022 - LCPF Employer Activities (October to December)

Date	Employer Name	Subject
19/10/2021	LCPF – multiple employers	Employer Scheme Leaver Essentials Training
10/11/2021	LCPF – multiple employers	Employer Ill Health Awareness Training
07/12/2021	LCPF – multiple employers	Employer Scheme Leaver Essentials Training

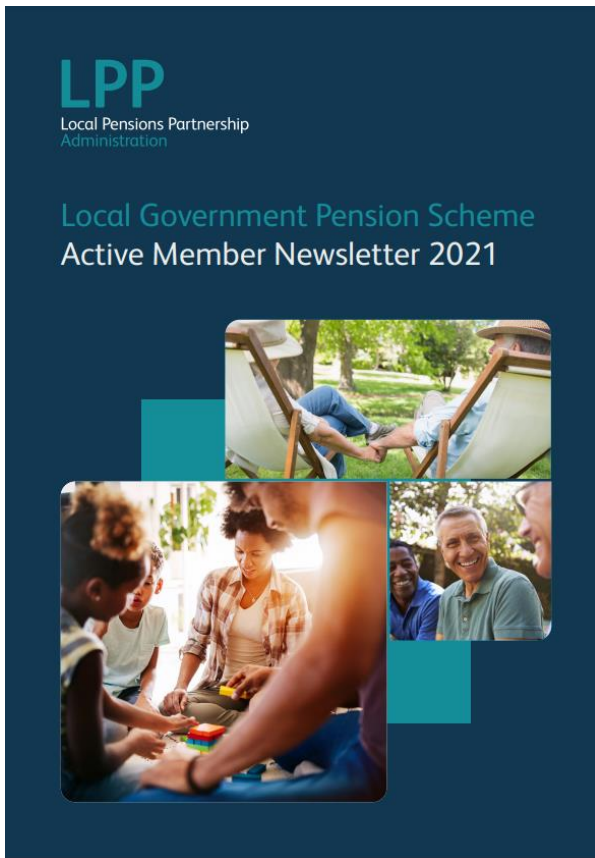
Employer visits are being carried out with employers who are providing a significant number of retirement notifications, less than 30 days notice from the members retirement date. The aim of these sessions is to support the employer in providing as much notice as possible, minimising the risk of late payment to the member. This topic will also be covered in the BAU training sessions which are planned for Q3 (listed above)

Individual support meetings for LCPF employers for the next 3 months are currently being discussed and arranged, details will be provided in the next report.

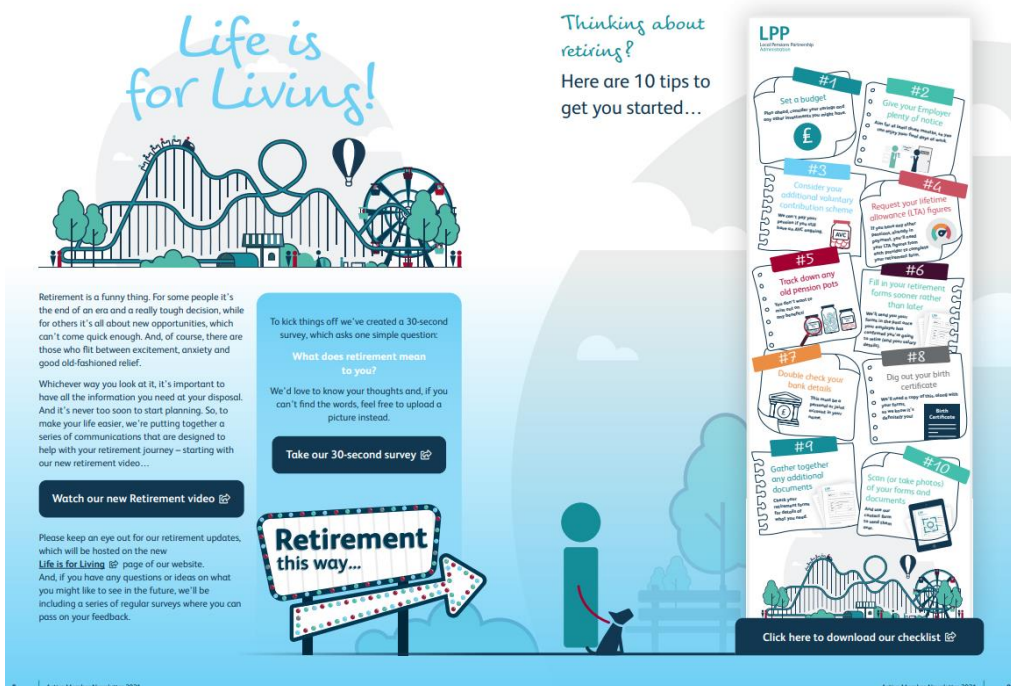
APPENDIX

Active Member Newsletter 2021

(note. The LCPF version included the logo alongside LPPA on the front cover)



Front cover



Example inside spread

STATUTORY MEMBER COMMUNICATIONS SCHEDULE 2021/22

		2021								2022				
		APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	
ACTIVE	Annual Benefit Statement (ABS)	Statutory deadline, activity completed by the end of August												
	Member Newsletters			Member Newsletter added to My Pension Online (MPO) and LPPA website										
	Pensions Increase	Annual Pensions Increase is confirmed, and details are added to the LPPA website		Detail of Annual Pensions Increase is included in the Member Newsletter										
	Annual Allowance							Mailed out letter to all Members who are impacted by the Annual Allowance						
DEFERRED	Annual Benefit Statement (ABS)*	Deferred LGPS ABS issued April to May												
	Member Newsletters		Member Newsletter added to MPO and LPPA website											
	Pensions Increase	Annual Pensions Increase is confirmed, and details are added to the LPPA website	Detail of Annual Pensions Increase is included in the Member Newsletter											
	Annual Allowance							Mailed out letter to all Members who are impacted by the Annual Allowance						
RETIRED	P60 #	Statutory deadline, activity completed by the end of May									P60 templates to HMRC for approval by end January	Email data selection agreed by end Feb		
	Member Newsletters	Member Newsletter added to MPO and LPPA website											Pensioner Spring Newsletter	
	Pensions Increase	Annual Pensions Increase is confirmed, and details are added to the LPPA website												
	Monthly Pay Advice (Payslips) #	Managed by Payroll team on a monthly basis												

* Police and Fire Annual Benefit Statements (ABS) are issued during the same period April to May. # Only for Clients who LPPA provide Payroll services for.

▼ PLEASE REFER TO THE NEXT PAGE FOR MORE DETAILS ON ACTIVITY (COMMUNICATION CHANNELS) ▼



SPRING ACTIVITY



SUMMER ACTIVITY



AUTUMN ACTIVITY



WINTER ACTIVITY

ACTIVE

PENSIONS INCREASE APRIL 2021



Annual Pensions Increase is confirmed, and details are added to the LPPA website.

ANNUAL BENEFIT STATEMENT MAY – AUGUST 2021



Statutory deadline, activity completed by the end of August

Email issued to Members registered with My Pension Online (MPO) and those who are email contactable / not MPO registered, recommending they register to access their ABS. A paper document will be mailed to 'No Ecomms' flagged Members.

Additional activity includes Member updates on the LPPA website, and recorded IVR messages (for Members calling the Helpdesk), recommending they register and log in to MPO to access their documents.

MEMBER NEWSLETTERS JUNE & JULY 2021



Member Newsletter added to MPO and LPPA website

Email update to Members registered with MPO (and those who are email contactable / not MPO registered, recommending they register to access their newsletter).

PENSIONS INCREASE JUNE & JULY 2021



Detail of Annual Pensions Increase is included in the Member Newsletter.

ANNUAL ALLOWANCE OCTOBER 2021



Mailed out letter to all Members who are impacted by the Annual Allowance.

DEFERRED

PENSIONS INCREASE APRIL 2021



Annual Pensions Increase is confirmed, and details are added to the LPPA website.

ANNUAL BENEFIT STATEMENT APRIL & MAY 2021



Deferred LGPS ABS issued April to May

Email issued to Members registered with My Pension Online (MPO) and those who are email contactable / not MPO registered, recommending they register to access their ABS. A paper document will be mailed to 'No Ecomms' flagged Members.

Additional activity includes Member updates on the LPPA website, and recorded IVR messages (for Members calling the Helpdesk), recommending they register and log in to MPO to access their documents.

MEMBER NEWSLETTERS MAY & JUNE 2021



Member Newsletter added to MPO and LPPA website

Email update to Members registered with MPO (and those who are email contactable / not MPO registered, recommending they register to access their newsletter).

PENSIONS INCREASE MAY & JUNE 2021



Detail of Annual Pensions Increase is included in the Member Newsletter.

ANNUAL ALLOWANCE OCTOBER 2021



Mailed out letter to all Members who are impacted by the Annual Allowance.

RETIRED

MEMBER NEWSLETTERS APRIL 2021



Member Newsletter added to MPO and LPPA website

Email update to Members registered with MPO (and those who are email contactable / not MPO registered, recommending they register to access their newsletter).

PENSIONS INCREASE APRIL 2021



Annual Pensions Increase is confirmed, details are added to the LPPA website and to the newsletter.

P60 APRIL & MAY 2021



Statutory deadline, activity completed by the end of May

Email issued to Members registered with My Pension Online (MPO) and those who are email contactable / not MPO registered, recommending they register to access their P60. A paper document will be mailed to 'No Ecomms' flagged Members.

Additional activity includes Member updates on the LPPA website, and recorded IVR messages (for Members calling the Helpdesk), recommending they register and log in to MPO to access their documents.

MONTHLY PAY ADVICE (PAYSLIPS) APRIL 2021 – MARCH 2022



Annual Pensions Increase is confirmed, and details are added to the LPPA website.

P60 JANUARY 2022



P60 templates to HMRC for approval by end Jan.

P60 FEBRUARY 2022



Email data selection agreed by end Feb.

MEMBER NEWSLETTERS MARCH 2022



Retired Spring Newsletter

Agenda Item 14

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

Appendix A

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

Agenda Item 15

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

Appendix A

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

Agenda Item 16

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

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Document is Restricted

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

Agenda Item 17

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

(NOT FOR PUBLICATION: By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

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Document is Restricted

Agenda Item 18

(NOT FOR PUBLICATION: By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A of the Local Government Act 1972. It is considered that all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information)

Document is Restricted

