



Local Pensions Partnership
Administration



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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:

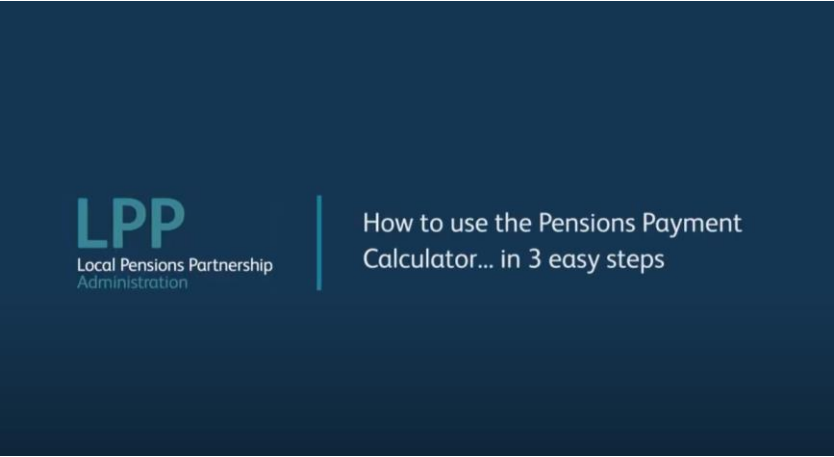
1. Auto-copy of a submitted Employer contact form (as an audit trail of the enquiry, that the employer can refer to in future correspondence with LPPA)
2. Employers can also use the form to upload multiple documents, of a larger file size

- 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

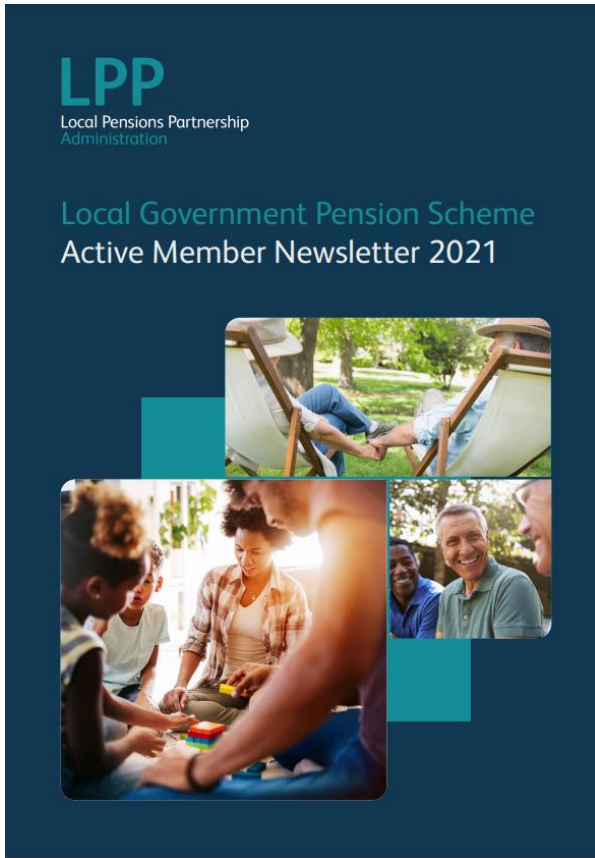
Employer visits are being carried out with employers who are providing a significant number of retirement notifications, less than 30 days notice from the members retirement date. The aim of these sessions is to support the employer in providing as much notice as possible, minimising the risk of late 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.

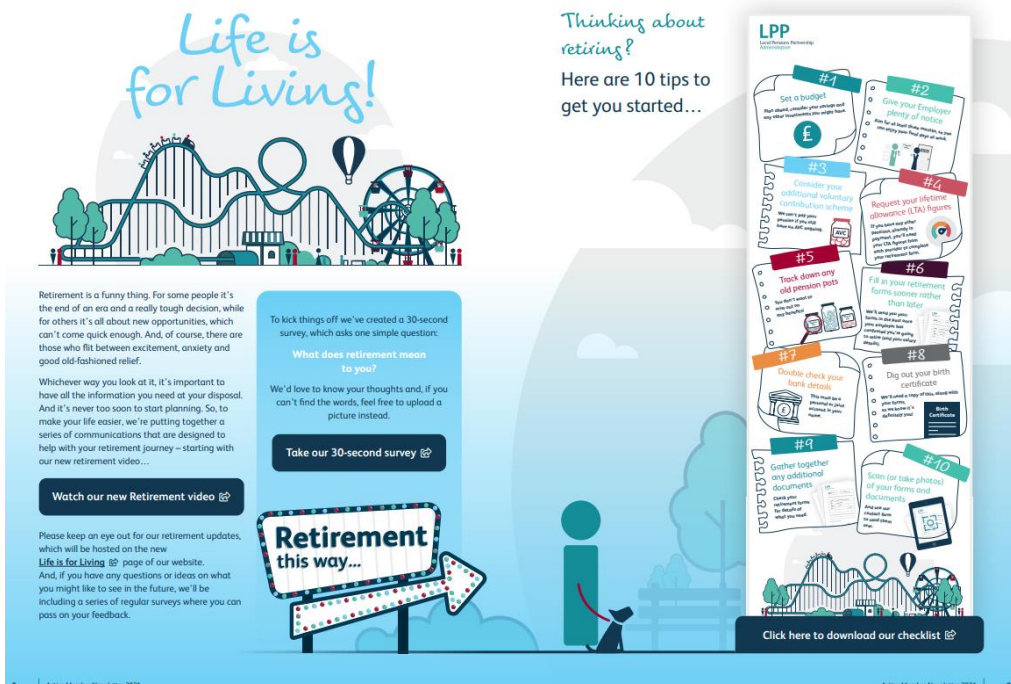
APPENDIX

Active Member Newsletter 2021

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



Front cover



Example inside spread