



Local Pensions Partnership
Administration



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LPPA Engagement, Marketing & Communications Team Report December 21

Section 1

Engagement Activities Q3 2021/22 (Oct 21- Dec 21)

Section 2

Planned Activity Q4 2021/2022 (Jan 22- March 22)

This report provides an overview of activities undertaken by the LPPA Engagement, Marketing & Communications Team in the period October to December 2021 (to date), and some of the activities the team will undertaking 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 Q3 2021/22 (October 21 to December 21)

1.1 Employer Visits and Training

Date	Activity	Employer Name	Number Attended
01/10/2021	Employer Visit (R/A)	Blackpool Borough Council	2
04/10/2021	Employer Visit (support)	Preston College	1
05/10/2021	Employer training - 30 day notification	Blackpool & Fylde College	1
05/10/2021	Employer Visit (R/A)	Roseacre Primary	2
07/10/2021	Employer Visit (R/A)	Cidari Multi Academy	2
11/10/2021	Client meeting	Lancashire County Council	2
15/10/2021	Retirement Essentials (monthly)		12
19/10/2021	Employer training - Leaver essentials	Roseacre Primary Academy	2
19/10/2021	Employer training - Leaver essentials	Star Academies	1
19/10/2021	Employer training - Leaver essentials	Lancaster City Council	1
19/10/2021	Employer training - Leaver essentials	Ribble Valley Borough Council	1
19/10/2021	Employer training - Leaver essentials	Blackburn with Darwen Borough Council	1
19/10/2021	Employer training - Leaver essentials	Edge Hill University	2
19/10/2021	Employer training - Leaver essentials	The Lancashire Colleges	1
19/10/2021	Employer training - Leaver essentials	Cidari Education Ltd	1
19/10/2021	Employer training - Leaver essentials	Preston City Council	1
19/10/2021	Employer training - Leaver essentials	Blackpool & Fylde College	2
19/10/2021	Employer training - Leaver essentials	Blackburn College	3
20/10/2021	Employer training - 30 day notification	Anchorsholme Academy	1
20/10/2021	Employer training - 30 day notification	Wyre Borough Council	2
20/10/2021	Employer training - 30 day notification	Lancashire County Council	1
20/10/2021	Employer training - 30 day notification	Rosendale Borough Council	1
29/10/2021	Employer Visit (support)	LCC Payroll client team	4
02/11/2021	Employer Visit (support)	Blackpool & Fylde College	3
02/11/2021	Employer Visit (support)	Capita	4
10/11/2021	Employer training - Ill Health Awareness	Roseacre Primary (ATC Trust)	1
10/11/2021	Employer training - Ill Health Awareness	FCAT	1
10/11/2021	Employer training - Ill Health Awareness	Education Partnership Trust	1
10/11/2021	Employer training - Ill Health Awareness	Ribble Valley Borough Council	2
10/11/2021	Employer training - Ill Health Awareness	Lancashire County Council	1
10/11/2021	Employer training - Ill Health Awareness	Hyndburn Borough Council	1

24/11/2021	Employer Visit (support)	Blackpool & Fylde College	2
24/11/2021	Scheme Essentials (monthly)		13
25/11/2021	Employer Visit (support)	Blackpool & Fylde College	2
25/11/2021	Retirement Essentials (monthly)	Blackburn with Darwen	7
29/11/2021	Employer Visit (support)	FCAT	2

Summary of data table above:

19th October 21, Employer Scheme Leaver Essentials Training - attended by 11 LCPF employers (13 attendees)

10th November 21, Ill Health Awareness Training - attended by 6 LCPF employers (7 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) as well as working to manage the number of outstanding leaver forms in preparation for Valuation.

1.4 *Engagement Team Update*

There have been new additions to the Engagement Team in Q3. Emma Hebblethwaite has been appointed as the new Operations Manager- Employer Engagement and will be the point of contact for the Engagement Team in the interim. There have also been three new Engagement Officers appointed to the team, further updates and plans for 22/23 will be communicated in the New Year.

1.5 *Member Communications*

There have been various communications sent in Q3 which have included topics as detailed below:

- Life is for Living (retirement campaign) email – a survey asking members to pass on their views of retirement in a single word, sentence, or image. There were over 12,000 responses (across all clients) and the LPPA Communications Team have since put together an online video & report outlining findings.
- An LGPS member panel has been set up with a view to getting more member insights. The panel meets quarterly and is continuing to grow. This presents a real opportunity to ensure LPPA communications are useful and relevant to members.
- Pension Awareness communications. A new web page has been set up to direct members to useful information relating to their pension.
- Emails were sent to members encouraging them to nominate a beneficiary (if they haven't done so already) through their My Pension Online Account.

1.6 *Member Sessions*

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 Q3. 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 Q3. These are run monthly.

Date	Subject	Numbers of LCPF members attending
15/10/2021	Retirement Essentials	12
26/10/2021	Scheme Essentials	9
15/11/2021	Retirement Essentials	11
24/11/2021	Scheme Essentials	13
14/12/2021	Scheme Essentials	20 currently booked
16/12/2021	Retirement Essentials	13 currently booked

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

1.7 Ongoing Website Development

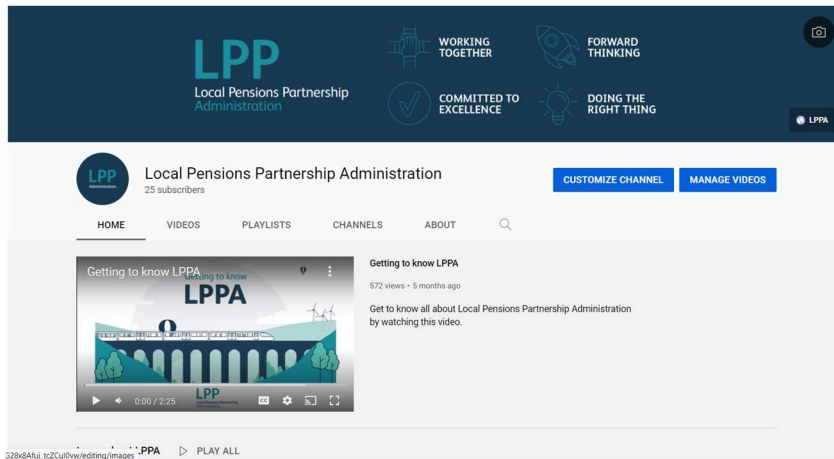
1. **More than just a great pension**– this video has been developed to explain to our members what a defined benefit scheme is, and the benefits that the scheme offers to Local Government, Police and Fire pension members.

[More than just a great pension - YouTube](#)



- Updates to LPPA YouTube Channel

In Q3 there have been various videos recorded and uploaded to our YouTube channel. Examples of these videos are our Scheme Essentials Session (Member), Absence and APP (Employer) and Ill Health Retirement (Employer). These have been uploaded to accommodate any members or employers that are not able to attend our session.



2 **Planned Activity Q4 2021/2022 - LCPF Employer Activities (January to March)**

- As mentioned above the Engagement team has focused on updating the LPPA YouTube Channel with all the Employer Sessions in order for them to be readily available for all employers to view. Due to LPPA's Project PACE the Engagement Team will be focusing on the smooth delivery of the new Employer Portal, meaning that live sessions will not be taking place.

Please see the below table for all the sessions that are available on our YouTube Channel, available using the below link:

[Local Pensions Partnership Administration - YouTube](#)

Subject
Employer Scheme Leaver Essentials Training
Employer Ill Health Awareness Training
Employer Absence and APP Training

- Employer visits have been and are continuing to be carried out with employers that have a high number of outstanding leaver forms to ensure any training needs are being met. The aim of these sessions is to ensure that the data is correct for valuation that is taking place next year. This will continue to be prioritised over the next quarter.