

**Lancashire Local Pension Board**

Meeting to be held on Tuesday, 18 October 2022

Electoral Division affected:  
N/A;

**Communications Update**

Appendix 'A' refers

Contact for further information:

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**Brief Summary**

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

**Recommendation**

The Board is asked to note this report.

**Detail**

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 1 (June-September 2022) and is set out at Appendix 'A'.

The executive summary by Chris Dawson, Head of Engagement at LPPA, sets out some key highlights for the previous quarter. The report then details the following activities of the LPPA Engagement, Marketing & Communications Team:

- Employer and Member Training.
- Engagement Team Activity.
- Member communications.
- Online Member Training.
- Employer Communications.
- Web Development.
- Planned Activity Q3 2022/2023.

LPPA communications have continued with their 'business as usual' work such as delivering the Annual Benefit Statement communications to LCPF members and published their summer newsletter. The LPPA Engagement Team continue to support employers in preparing to go live with Universal Pensions Management system in October 2022.

## **Pension Fund Team Update**

### **Valuation 2022 Activity**

The Fund delivered several valuation engagement sessions with the following groups of employers:

- Councils, Lancashire Constabulary and Lancashire Fire and Rescue Service;
- Higher education and further education employers;
- Academies; and
- Other employers

At these sessions the following items were presented by the Head of Fund, Technical Pensions Lead and the Fund Actuary, Mercer.

- Recap on 2019 Valuation;
- Inter-Valuation Experience (background on impact from the last three years);
- 2022 Valuation results;
- Post Valuation Experience (impact since 31<sup>st</sup> March 2022);
- Employer Risk.

Following the engagement sessions communications will be circulated shortly to invite employers to 1-2-1 sessions to discuss their individual valuation results with the Head of Fund, Technical Pensions Lead and the Actuary, Mercers.

A workshop on the 2022 valuation will be held at 1.00pm on 1<sup>st</sup> November 2022 for members of the Pension Fund Committee and the Local Pension Board.

## **Communications Strategy Update**

At the previous Pension Board an update was given on the initial scoping of a Communication Strategy for the Fund.

Following that meeting the Fund has investigated options to identify the communication and engagement needs of members and employers and have identified the following options:

- Option 1 – Feedback and Best Practice Review
  - Engagement with employers to understand individual employer needs for communications.
  - Short member questionnaire to understand the member requirements which could be incorporated into a communications strategy.
  - Investigate best practice across the industry and identify topical issues to cover.



- Option 2 – Individual Member Survey
  - Interviews with key stakeholders such as employers and board members to identify communication needs
  - Longer member questionnaire which would be facilitated by design consultant
- Option 3 – Market Research Support Role
  - Support on development of member questionnaire and working with the Fund to review survey output and develop action plan.

For options 2 and 3 the employer engagement will be done as a separate exercise.

The Fund will consider which option is most appropriate and proceed with developing a strategy.

### **Delays and Constraints**

The Fund is committed to developing and implementing a communications strategy, however, there have been some delays due to resourcing and other priority activities.

**Concurrent implementation of systems** – The Fund has been heavily involved in ensuring that the transition from Altair to UPM and transitioning to Oracle Fusion is seamless. That has required reallocation of duties across the team.

A quick win under development is to consult with the County Council's Internal Communications Team to understand what support they may be able to offer to scheme members on pensions communications. However, this will best take place after Project PACE has been delivered for Lancashire on 28<sup>th</sup> October 2022 as there could impact on the administration service due to the potential increase in members attempting to contact LPPA.

**Staffing changes within Governance** – Due to the recent departure of the Governance and Risk Officer and recruitment to the Senior Governance Officer role the Fund has had to reprioritise its workload to manage through the transition period.

### **Next Steps**

The Fund will engage with the Board members to identify the areas that need to be incorporated into a communication strategy for the Fund.

The Fund has developed a series of questions to put to the Board's communications lead members, and an email will be sent out following this meeting to provide a response.

Progress on the Communications Strategy is expected to increase in the new year following delivery of Project PACE.



## Consultations

Head of Engagement, Marketing and Communications, LPPA

## Implications:

This item has the following implications, as indicated:

## Risk management

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

## Local Government (Access to Information) Act 1985

### List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

