



Local Pensions Partnership  
Administration



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## LPPA Engagement, Marketing & Communications Team Report June 2024

### Section 1

Engagement and Communication Activities 2024/25 Q1 (April to June to date)

### Section 2

Planned Activity Q2 2024/25

### Executive Summary

In Q1, and in addition to ongoing employer and member training, there has been a focus on several key activities including:

- Email activity to non-registered LCPF members to encourage them to sign up to PensionPoint.
- New activities to encourage employer attendance at LPPA online training (this includes additional emails promoting the benefits of attending training sessions – the most recent communication on the 4 June generated additional attendance of employers on sessions delivered w/c 10 June).
- P60 communications were issued to retired LCPF members by the statutory deadline of the 31 May.
- Improvements were made to the retirement section of the member area of the LPPA website, and a retirement newsletter was issued to active members aged >55 to provide relevant information should they be considering retirement (providing sufficient notice to their employers, tips on whether they have AVCs as part of their retirement planning etc).
- Ongoing communications to LCPF employers to ensure that monthly return submissions are up-to-date, ready to produce 2023/24 ABS documents by the statutory deadline.

In Q2 24/25, the focus will be on ABS communications to members by the statutory deadline of 31 August. In addition, LPPA will start to focus on targeted training at employers (based on performance data) that need additional support on providing on-time and accurate data submissions and forms.

All engagement and communication objectives were delivered during the period, and plans are on track for Q2 (further detail is provided in the report).

# 1 Engagement and Communication Activities 2024/25 Q1 (Apr to June)

## 1.1 Engagement Activity – Employer and Member Training

**Note** that employer training sessions are not specific to LCPF, and that multiple employers from other Funds also attend these online sessions.

Date	Activity	Employer Name	Member or Employer	Attendee Number
08/04/2024	Pre – Retirement LG (True Bearing)	Lancashire County Council	Member	15
16/04/2024	New Recruits	Lancashire Constabulary	Member	25
18/04/2024	Submitting Monthly Returns	Blackpool College	Employer	1
18/04/2024	Pre – Retirement LG (True Bearing)	Lancashire Constabulary (Support Staff)	Member	23
22/04/2024	Making sense of your pension	Open to all LCPF members	Member	2
23/04/2024	Making sense of retirement	Open to all LCPF members	Member	2
07/05/2024	LGPS Scheme Essentials	Burnley College	Employer	1
13/05/2024	Pre – Retirement LG (True Bearing)	Lancashire County Council	Member	21
15/05/2024	Employer Responsibilities	Blessed Edward Bamber Catholic Multi Academy Trust	Employer	1
20/05/2024	Making sense of your pension	Open to all LCPF members	Member	8
21/05/2024	Making sense of retirement	Open to all LCPF members	Member	5
03/06/2024	Pre – Retirement LG (True Bearing)	Lancashire County Council	Member	20
04/06/2024	Pre – Retirement LG (True Bearing)	UCLan	Member	14
11/06/2024	Submitting Monthly Returns	Lancaster City Council	Employer	1
		Forward As One		1
		UCLan		1
		STAR Academies Multi Academy Trust		2
		Learning Together Trust		1
		Preston College		1
		Blackburn with Darwen Borough Council		1
		GLL		1
		Wyre Borough Council		1

### Summary of data table (previous page):

Pre - Retirement LG (True Bearing): LPPA deliver pre-retirement sessions (same content as the Retirement Essentials workshops) and True Bearing are the organisers.

### 1.2 Engagement Activity – Employer visits and support

In addition to the employer and member training sessions delivered, there have been virtual visits and support sessions held with LCPF employers.

Date	Session	Employer Name
15/04/2024	Support Meeting	Preston College
26/04/2024	Support Meeting	Burnley College
14/05/2024	Virtual Employer Visit	Burnley Borough Council
21/05/2024	Virtual Employer Visit	Blackpool Coastal Housing
21/05/2024	Virtual Employer Visit	Lancaster & Morecombe College
24/05/2024	Support Meeting	Stir Foods
06/06/2024	Support Meeting	Blackpool and the Fylde College

### 1.3 Engagement Team Update

All employer training sessions are available to employers to book on and are open for multiple employers. Employers are expected to book on these sessions themselves. A communication was sent to all employers on 4<sup>th</sup> June inviting them to book onto training sessions, which resulted in additional Lancashire employer bookings to the training sessions in the week that followed.

From 10<sup>th</sup> June, a prompt on the employer page of the LPPA website was launched to encourage all employers (including LCPF) to sign up to training.

The team are reviewing how employers respond following the delivery of employer training sessions – although we do see good levels of attendance in the session, we currently get low levels of response when we issue feedback surveys following the training (not enough to report on).

### 1.4 PensionPoint update (12 June)

- Active members 26,462
- Deferred members 16,432
- Retired members and beneficiaries – 24,140
- **Total – 67,034**
- This represents around 33% of the total LCPF membership base.
- PensionPoint follow up [emails](#) have been sent to LCPF members who haven't yet registered
- **PensionPoint website** updated to improve the member experience – new descriptions on calculator pages, improved signposting throughout and 'page loading' wording added.

### 1.5 LCPF member and employer emails

- [P60 emails](#) sent to LCPF retired members
- Retired member newsletter sent to retired members by [email](#)
- [Member panel email](#) sent to get feedback on new retirement web pages
- Pension Pulse [bulletin](#) sent to all LCPF employers in May

- Final monthly return [reminder emails](#) sent to all LCPF employers
- Employer training reminder [email](#) sent to LCPF employers

#### 1.6 LPPA website development

- Member retirement web pages updated with [How are my benefits calculated](#) section.
- [P60 web page](#) link added to 'Popular Topics' section of the LPPA website home page.
- **Pension Pay dates** [web page](#) updated for 2024/25
- [Pension increase page](#) updated with new tab system to make it easier to navigate.
- [Pension contributions page](#) updated and navigation improved
- [Complaints and appeals page](#) updated to add clarity
- [Forms and documents page](#) updated.

#### 1.7 Letter review project

- All key retirement letters have now been reviewed and updated to improve clarity and provide a standardised format.
- Currently working through Bereavement letters to review and update.

#### 1.8 Member Sessions

All member sessions are bookable via the LPPA Member Training page.

##### **Making Sense of your Pension (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 have been in the scheme a while.

##### **Making Sense of Retirement (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.

## 2 Planned Activity Q2 2024/2025

- PensionPoint feedback is being reviewed so that we can continue to make improvements to the site.
- **Employer training sessions** will continue throughout Q4 with sessions on:
  1. Monthly Returns
  2. Employer responsibilities
  3. Scheme essentials
  4. Absence and ill health

From Q2 the employer engagement team will be taking a new approach to training. As well as the sessions being bookable via the LPPA website, we will also be contacting employers directly to sign them up to training and work with them to improve their performance (including the submission of on-time / accurate monthly data returns, and the submission of on-time leaver forms).

- Active and deferred member newsletter to be sent to LCPF members by email in July/August (and hosted on the LPPA website). **This will encourage members to register with PensionPoint, and prompt them to nominate a beneficiary using their online account**

- More LPPA website developments are being planned to improve the user experience and search functions of the website – including updates to the retirement section and ABS page.
- Annual benefit statements to be updated to PensionPoint by end of August 2024. We will email those LCPF members where we hold an email address – with additional signposting to PensionPoint to be added to the LPPA website and employer toolkit.
- We will continue to communicate with any LCPF members affected by the age discrimination remedy (McCloud), with regular updates to the dedicated page on the LPPA website.
- A review of LPPA member letters will continue throughout the year as we continue to review and update the existing format and content.