

**Lancashire Local Pension Board**  
Meeting to be held on 19 October 2015

Electoral Division affected: None
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**Lancashire County Pension Fund Administration Report and Communications Strategy**

(Appendices 'A' - 'C' refer)

Contact for further information:

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**Executive Summary**

This report includes further information in respect of administration and communication as requested by the Board at its meeting on 8 July 2015.

The reporting format is set out in the form of a draft revised Interim Administration Report (Appendix 'A') which is produced in line with the current Service Level Agreement (SLA) between Lancashire County Pension Fund and the service provider; Lancashire County Council's 'Your Pension Service' (Appendix 'B'). The SLA includes provision to carry out communications in line with the Fund's Communication Policy Statement (Appendix 'C'). The draft interim report has recently been reviewed and revised to incorporate a customer service section and a comprehensive update on Scheme communication.

Comments are sought from the Lancashire Local Pension Board prior to the report being presented at the next scheduled meeting of the Lancashire County Pension Fund Committee on 27 November 2015.

**Recommendation**

The Board is asked to comment on the draft revised Interim Administration Report as set out at Appendix 'A'.

**Background and Advice**

At its inaugural meeting on 8 July 2015, the Board requested more information in respect of administration and communication. In particular more information on complaints and compliments and the customer experience upon retirement was requested.

A report is set out in the form of a draft revised Interim Administration Report (Appendix 'A' refers) which is produced in line with the current Service Level Agreement (SLA) between Lancashire County Pension Fund and the service

provider; Lancashire County Councils 'Your Pension Service' (Appendix 'B' refers). The SLA includes provision to carry out communications in line with the Fund's Communication Policy Statement (Appendix 'C' refers). The draft interim report has recently been reviewed and revised to incorporate a customer service section and a comprehensive update on Scheme communication.

Comments are sought from the Lancashire Local Pension Board prior to the Report being presented at the next scheduled meeting of the Lancashire County Pension Fund Committee on 27 November 2015.

### **Consultations**

N/A

### **Implications:**

This item has the following implications, as indicated:

### **Risk management**

There are no significant risk management implications.

### **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