

**Lancashire Local Pension Board**  
Meeting to be held on 18 January 2016

Electoral Division affected: None
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**Review of Communication between Lancashire County Pension Fund, its Employers and Scheme Members**  
(Appendices 'A', 'B' and 'C' refer)

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**Executive Summary**

This report reviews communication between Lancashire County Pension Fund, its employers and scheme members.

**Recommendation**

The Board is asked to note the contents of the report and comment as appropriate.

**Background and Advice**

A copy of the Fund's Communication Policy Statement is attached at Appendix 'A'. A number of principles underpin Fund communication and they are to: -

- Provide clear, accurate and timely communication about the Local Government Pension Scheme to all stakeholders.
- Actively promote the Scheme to prospective members and their employers.
- Take a multimedia approach in recognition that different styles and methods of communication suit different stakeholders.
- Use and encourage the use of electronic/online communication and information sharing.
- Support Scheme employers, providing publicity and information toolkits, to enable employers to fulfil their responsibility to communicate and share information with members in relation to the Scheme.
- Treat information security with the utmost importance.

Appendix 'B' sets out how the Fund applies these principles to current employer and member communication. Appendix 'B' also sets out ways in which feedback is sought. There is no doubt that the Fund has a pro-active approach to communication. Future plans include: -

- Increasingly interactive online self-services.

- Improving the customer experience.
- Additional support for employers.

Appendix 'C' sets out what the Fund expects from its employers. In brief the Fund expects employers to:

- Pay contributions accurately and on time in line with legislative requirements.
- Submit accurate member data in line with Fund requirements and timescales.
- Supply additional information when a member leaves their employment or retires.

Appendix 'C' clearly highlights 'leavers' as an area where improvement in information flow is needed. Raising awareness, targeted employer training and improvements in automated/electronic notifications will be utilised to achieve improved employer reporting, although ultimately employers must be reported to The Pensions Regulator where information is not forthcoming.

Overall, this review indicates that a significant amount of resource and effort is used to encourage two-way communication with both employers and scheme members. The Fund expects that this intensive level of effort will enhance and improve:

- Data accuracy.
- Communication channels.
- Information sharing.
- Customer satisfaction.
- Scheme membership.

Even without this pro-active approach, there is no doubt that communication will continue to evolve, as new technology, increasing levels of scrutiny, customer expectation and a seemingly never ending stream of legislative amendments, dictate the pace of change.

The Board is asked to note the contents of the report and comment as appropriate.

### **Consultations**

N/A

### **Implications:**

N/A

### **Risk management**

N/A

**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