

Appendix 'B'

Your Pension Service - Employer and Member Communication

Purpose

To inform the Local Pension Board of how Your Pension Service (YPS) currently communicates with employers and scheme members of Lancashire County Pension Fund.

Summary

Communications are aligned to Lancashire County Pension Fund's Communication Policy Statement (Appendix 'A' refers). Communications are delivered by the YPS Partnerships Team. The Team hosts a wide range of events and services and provides the link between YPS, scheme members and employers.

Communications Activity

Communication and information is provided via various media including website, telephone, email, on-line/self-service, mail, face-to-face and conferencing.

Website

The YPS website www.yourpensionservice.org.uk is at the heart of YPS communications and is the customer's intranet site, providing both employers and members with pension related information including: -

- Guides, leaflets and forms.
- New starter information.
- Current news and updates.
- Annual Newsletters.
- Fund documents and information.
- Service standards, feedback forms, online surveys.
- Contact details.

Also included is an employer area containing a comprehensive employer procedure guide, access to e-forms and the monthly data collection portal; EPIC.

Telephone

A dedicated telephone helpdesk provides the first point of contact for scheme members and employers and includes intranet and email access. More than 60,000 calls and over 30,000 email contacts are handled on an annual basis.

Email

All employers receive bulletins and newsletters as and when appropriate and in particular when legislative changes occur that may affect them.

YPS holds more than 40,000 member email addresses and increasingly uses email to communicate with members to inform them of information posted online, including annual benefit statements and newsletters.

Email is also becoming the norm for day to day transactional administration services with both members and employers, providing a faster, more secure option than traditional paper mailing.

On-line/self-service

'My Pension Online' is an online facility providing member and employer self-service options.

Member Self Service - Members can view their details and update YPS with any changes in address, bank and contact details. Members can also process various pension estimates to assist with planning for retirement. Members can also view their annual benefit statements. Other benefits of the system include allowing members to view their nominated beneficiaries and pensioners can view payslips and P60's.

Employer Self Service – Employers can view, check and amend their employee pension records. Employers can also process various pension estimates.

Mail

Traditional paper mail remains a constant in terms of day to day transactional administration services.

Face-to Face

YPS hosts pension surgeries throughout the county on an annual basis, specifically to help members understand their annual benefit statements, although any member can attend so that their queries can be dealt with face to face.

Drop-in sessions are hosted during the year where members (including pensioners) can be helped through the process of registering to use the online self-service system.

The Partnerships Team visits employers (with more than 100 active members) on an annual basis in order to maintain relationships, update employers of any change affecting them and to address any issues that may have arisen during the year.

Conferencing

YPS facilitates a number of conferences and events annually and throughout the year, as well as presenting at employer-led events upon request, including:

- Presenting at new starter induction courses.
- Presenting at pre-retirement courses.
- Undertaking 'scheme basics' presentations.

- Facilitating an annual Fund members meeting.
- Hosting an annual employers practitioner conference.
- Facilitating an annual directors brief.
- Hosting Road-shows where significant change occurs.
- Undertaking tailored presentations at the request of scheme employers.