

AGREEMENT AND ACTIONS

**Communications Working Group
11am to 2pm – 30th January 2018
Victoria Room – 18 Smith Square**

1. Present

Andy Brooks (Gwent (Torfaen) Pension Fund)
Andy Hemming (West Midlands Pension Fund)
Ben Altoft (Avon Pension Fund)
Becky O'Shea (Oxfordshire Pension Fund)
Cheryl Platts (Buckinghamshire Pension Fund)
Cory Blose (LGSS)
Guy Hayton (Merseyside Pension Fund)
Jenny Gregory (East Riding Pension Fund)
Karen Brooker (Kent Pension Fund)
Lorraine Bennett (LGPC Secretariat)
Mandy Judd (Hampshire Pension Fund)
Martin Griffiths (Staffordshire Pension Fund)
Matt Allen (Cornwall Pension Fund)
Matt Trodd (Hampshire Pension Fund)
Neil Lewins (Local Pensions Partnership)
Pamela Bruce (Lothian Pension Fund) – via conference call
Paul Cooper (Tyne and Wear Pension Fund)
Rachel Howe - Chair (West Midlands Pension Fund)
Rebecca Clough (Shropshire Pension Fund)
Steve Makin (Avon Pension Fund)

Apologies

Carol Haywood (Leicestershire Pension Fund)
David Williams (Environment Agency)
Stuart Duncombe (West Yorkshire Pension Fund)
Mathew James - Vice Chair (Dyfed Pension Fund)

2. Actions and agreements from last meeting held on 23 October 2017

Minutes from the last meeting were agreed.

Action 5 (reviewing content of 2014 videos and taking action as necessary) has not been completed yet and it is not envisaged it will be looked at until the Summer of 2018.

Action 10 (asking Treasury to confirm PI and Treasury Order earlier this year) has been taken up by SAB. All other actions are either completed or being covered in today's meeting.

3. Member website

Statistics

	Sept 2017	January 2018	% increase
Users	33,821	38,664	14.32%
Sessions	45,424	53,105	16.90%
Page views	243,034	281,636	15.88%
Bounce rate	32.33%	31.83%	-1.55%

Chair asked for data on where the traffic comes from. LB to provide statistics with the minutes.

Closure of previous sites

LB informed the group that the www.lgps.org.uk has disappeared. The site was hosted by the central LGA team and when queried they stated that the site had been taken down about 18 months ago. LGA have only had one query as to where the site has gone and Scotland have had no queries so it appears the impact is minimal. However, given that Scottish members do not have a website that deals with the final salary scheme now the creation of the combined final salary and CARE website for LGPS Scotland is now high priority.

Action 1: LB to provide statistics on how users of lgpsmember.org access the site. **[Post meeting update: see documents attached in appendix 1]**

Action 2: LB to create national Scottish site ASAP.

4. AVC FAQ

Thanks were given to Steve Makin and Andy Hemming for producing the draft FAQ. The group liked the look and feel of the FAQ and agreed it is something that is needed.

It was agreed that AA, LTA and APCs should be covered briefly in the FAQ – a discussion about whether to include SCAVCs took place with mixed views. It was suggested that a short paragraph could be inserted and those funds who didn't want to use it could take it out.

The AVC sub-group agreed to check the FAQ by February 9th and feedback comments. AVC sub-group is made up of RC, SM, CH, AB, JW, SD, DW and LB.

AH /RH would check that the document could be produced in a Word format so it could be amended by individual funds.

Action 3: AVC sub-group to review and feedback comments by Feb 9th.

5. AVCs and Freedom & Choice

Production of communication materials in relation to AVCs to meet the disclosure requirements in the Disclosure Regulations 2013

Since the last meeting the AVC sub-group discussed a way forward with the guide/template letters. RC put the flow charts together and although they haven't been exactly replicated they have been very useful in helping LB get to the final position.

The guide is almost finished and will be circulated to the group within the next week.

The following members agreed to check the guide by Feb 23rd – AB, RC, RH (or some-one at WMPF), NL and JG.

Action 4: LB to finish guide and circulate the group

Action 5: Above members to feedback comments by February 23rd

6. ABS

BC talked through the work that Shropshire, Staffs, and West Mids have undertaken on customer journey mapping on ABS. AH handed round

some early results from work – 491 completed surveys (see appendix 2 attached). Early indications are that members would like to see the value of their benefits if they retired from age 55.

The group discussed how they would like to take the item forward and agreed that a new ABS template should be considered for online statements after the customer mapping work has been finalised. The software providers would need to be consulted meaning that any changes would be in relation to the 2019 ABS onwards. It was agreed that a project plan should be drawn up and MG agreed to do this.

General discussion on getting members to sign up to MSS, how the verification process works, what funds do when they get bounce backs from emails was held GH agreed to share how this works for MSS.

AH mentioned that he had put together some animated videos for members on how to understand their ABS – he agreed to share these with the group. They were not expensive to produce so this is something the group could look to replicate on a national scale.

SD had sent a link to WYPF's pilot video explaining the ABS to members. IT issues meant the video could not be played during the meeting but a link was sent to all members. The video is not finalised but gives a good indication of what the end product will be.

Action 6: MG to put together project plan for the production of a new online ABS template

Action 7: GH agreed to share how the verification process works for MSS works at MPF

7. GDPR

Discussion of the documents produced so far was held. LB confirmed that LGA have commissioned Squire Patton Boggs to produce:

1. *Template privacy statements specifically for LGPS administering authorities that all administering authorities can use /adapt. We would like to produce -*
 - a. *A detailed privacy notice – setting out the information to be provided under articles 13 and 14 of the GDPR in one document rather than providing separate notices depending on whether the personal data has been obtained directly from individuals or not. It is likely that the data will have been obtained from both the employer and the member directly in many cases.*
 - b. *A summary privacy notice for use in newsletters / annual benefit statements etc. – this would ideally link to the detailed privacy notice that would be held on the administering authority's website or made available upon request*
2. *A memorandum of understanding document for employers - the aim of this document would be to set out that participating employers in the LGPS are able to share data with the LGPS administering authority without a data sharing agreement being in place i.e. that there is no*

legal requirement for employers to have a data sharing agreement with LGPS administering authorities as they are both data controllers. We would like the document to quote the relevant statutory references to inform an employer's data protection officer and legal department of the legal position so as to head off any issues with employers getting confused about what data they can / can't share with LGPS administering authorities.

SPB have agreed to produce the first drafts of the above to LGA by Feb 14th so circulation on a fund wide basis is likely to be March.

Discussion took place about when and how funds will issue their privacy notices.

The Chair again asked the group to review the template data protection plan, PIA and breach notification documents she circulated previously. The Chair confirmed she will set up another meeting of the GDPR sub-group for late Feb/early March when the SPB documents are available to view.

GDPR FAQ

MG and Shropshire have produced a GDRP FAQ for funds to use in the run up to 25th May where they get member queries. Thanks to both for this. A sub-group will review by 16th Feb.

Draft Data Maps

The Chair shared the draft data maps that have been put together by WMPF. These will be discussed further when the GDPR sub-group meets and will eventually be available on WMPF's website when finalised.

Action 8: CWG to review data protection plan, PIA and breach notification documents produced by the sub-group ASAP

Action 9: CB, BO, JG, AB and RH to review FAQ by 16th February.

8. Regional Comms Groups

Discussion around how regional comms groups work was held. It was established there is an all Wales group and another joint group that is a mix of 13 funds. BC and MG attend the joint group and agreed to feedback from this group to the national group at future meetings and to forward LB the agenda and minutes from their meetings.

Action 10: BC and MG to feedback from joint comms groups.

9. Communications Work Plan

2017/18 was reviewed and it was noted all deadlines would be met. A discussion was held around items for the 2018/19 plan; it was agreed to include the standing items of ABS, taxation and member website plus the 50/50 scheme. LB updated the group on the work being undertaken by SAB (i.e. the awareness programme) on the 50/50 scheme. A discussion was held on updating the 50/50 and opt out forms – making them more user friendly as part of this process.

Action 11: LB to produce and publish the work plan for 2018/19

10. AOB

- Elmes V Essex case – the group noted the judgement and discussed the implications for funds. Some funds had already done

some work to identify potential claimants; it was noted that although the numbers affected are small it took a lot of work to establish who those people are. Discussion around what would be accepted as proof of cohabitation took place given that we could be looking at assessing a period nearly 10 years ago

- Certificates of existence –discussion around this and how to trace members took place.
- Pooling communication for members – LGPS central has had lots of queries from members about pooling due to the fact the LGPS is used in the name of the pool. Other funds had not received many member queries. It was decided that LGPS Central would therefore adapt the communication put out by LGA a couple of years ago for members on pooling for their own use.

Next Meeting

Proposed date: Wednesday 16th May 2018 – 18 Smith Square.