

## Communications Plan 2017/18

### Communications Working Group - LGPC Secretariat

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#### 1. Communications Working Group

##### a) Background

The Communications Working Group (CWG), a meeting of communication professionals from Local Government Pension Scheme (LGPS) funds in England and Wales is a collaborative forum, who meet on a quarterly basis to develop items of communication for scheme members in the LGPS. The group was created and is run by the Local Government Pensions Committee Secretariat (LGPC) (as part of the Local Government Association).

The CWG provides the opportunity for LGPS funds to share knowledge and experience in the field of communications and for this information to then assist the LGPC secretariat in the development and provision of centrally devised communications resources. The group has been in existence for a number of years and is considered a strong example of collaboration in action across the LGPS.

The CWG priorities include the identification of best practice within pension communications generally and the LGPS specifically, exploring the areas where centrally produced communications would save individual LGPS funds financial resources and staff time.

Across the LGPS, all funds have common, mutual objectives in terms of the message they need to communicate to scheme members. The CWG provides for the division of labour and sharing of knowledge, which helps to deliver an improved product and a consistency of message for all funds across the LGPS. This is even more evident in the work needed to implement large communication projects such as

LGPS 2008 and 2014 reforms and in communicating how changes to the tax controls on pensions and the ending of contracting out affects LGPS members. The documents produced by the LGPC in conjunction with the CWG for LGPS can be found on the website for employers and pension funds in England and Wales - [www.lgpsregs.org](http://www.lgpsregs.org)

The annual work plan and actions and agreements from each meeting can also be found on the employer and pension fund website at the communications work group page - <http://www.lgpsregs.org/index.php/resources/comms-resources>

Set out below are the terms of reference for the CWG including current membership of the group, role of the rotating chair, links outside the group, frequency of meetings and the role of task driven sub-groups.

### **b) Membership of the Communications Working Group**

The CWG consists of officers from LGPS funds who in the main are tasked with leading on the area of communication for their fund. These officers volunteer their time to attend quarterly meetings held in London. The LGPC are the secretariat for, and facilitate these meetings in their offices to reflect that this is the most convenient location for the group. In addition work will be carried out via email amongst the CWG, where possible.

#### **List of Members**

<b>Name</b>	<b>LGPS Pension Fund</b>
Andy Brooks	Gwent (Torfaen) Pension Fund
Ben Altoft	Avon Pension Fund
Carol Haywood	Leicestershire Pension Fund
Cheryl Platts	Buckinghamshire Pension Fund
Cory Blose	LGSS Pensions Service (Northamptonshire)
David Williams	Environment Agency Pension Fund
Diane Taylor	Tyne and Wear Pension Fund
Guy Hayton	Merseyside Pension Fund
Jenny Gregory	East Riding Pension Fund
Jenny Wylie / Becky O'Shea	Oxfordshire Pension Fund
Karen Brooker /Nicola Brockwell	Kent Pension Fund
Mandy Judd	Hampshire Pension Fund
Martin Griffiths	Staffordshire Pension Fund
Mathew James (vice chair)	Dyfed Pension Fund
Matt Allen	Cornwall Pension Fund
Neil Lewins	Local Pensions Partnership
Pamela Bruce	Lothian Pension Fund
Rachel Howe (chair)	West Midlands Pension Fund
Rebecca Clough	Shropshire Pension Fund
Steve Makin	Avon Pension Fund
Stuart Duncombe	West Yorkshire Pension Fund
Zoe Stannard	Wiltshire Pension Fund
<b>Secretariat</b>	
Lorraine Bennett	LGPC

### c) Terms of Reference

**Membership:** Individuals can put themselves forward for membership of the group to the LGPC secretariat for consideration. To ensure effective debate and discussion can occur, the optimum number which the group aims to retain is 20 members. Once at capacity the group will retain requests for membership from other interested parties and where members leave or are unable to attend meetings then consideration will be made by the secretariat to incorporate these requests.

**Frequency of meetings:** Quarterly meetings held in London with dates agreed by consensus with the CWG. Actions and agreements from CWG meetings are made available from <http://www.lgpsregs.org/bulletinsetc/cwgminutes.php>

**Chair:** The secretariat will seek nominations from CWG members for the role of chair on a biennial basis. The chair will preside over each of the quarterly meetings. Where more than one nomination is received the group will undertake a ballot (managed by the secretariat) to determine the chair for that year. The chair shall take over their role every two years in April in line with that year's new annual communications plan. A chair may retain the role of chair for subsequent years up to a maximum number of years as agreed by the group and the LGPC secretariat.

**Vice-chair:** The secretariat will seek nominations from CWG members for the role of vice-chair on a biennial basis. The vice-chair will preside over quarterly meetings where the chair is unable to attend. Where more than one nomination is received the group will undertake a ballot (managed by the secretariat) to determine the vice-chair for that year. The vice chair shall take over their role every two years in April in line with that year's new annual communications plan. A vice-chair may retain the role of chair for subsequent years up to a maximum number of years as agreed by the group and the LGPC secretariat.

**Secretariat:** The secretariat will devise the agenda and prepare papers for meetings of the CWG. They will liaise with the group when formulating agendas and look to issue agendas 5 working days before any meeting. The minutes of meetings (taken by the secretariat) will focus on the actions and agreements and be made available to CWG members for review 5 working days after any meeting. The secretariat will also be responsible for the creation of an annual communications plan and will make any final decision about the work that is contained in that plan following consultation with CWG members and in line with the work plan of the LGPC secretariat.

**Link to other structures:** Working and liaising with groups such as the Scheme Advisory Board, regional communications groups, Pensions Officers Groups, Technical Group etc. In addition the CWG will seek to develop a closer relationship with other public service pension schemes identifying lessons to be learned and best practice across the sector.

**Sub-groups:** Where specific task-based projects are required CWG members to break into sub-groups to deliver that project.

## 2. Communications Plan

An annual plan will be created each year for the CWG to detail the work that the group would be focusing on in that year. This is also to ensure that all Pension Funds and employers are aware of the items of communication the group is aiming to produce.

This plan sets out the objectives for the year 2017/18 alongside a timeframe for the development of communication items. The secretariat will be responsible for updating the plan in line with developments over the year. The items in this plan are over and above the regular items of communication prepared by the LGPC (including, for example the regular suite of member guides).

Previous communication plans can be viewed [here](#).

## 3. Work plan 2017/18

The work plan contains standing agenda items that are under review each year alongside special items that come about as a result of changes to the scheme or related legislation.

The standing agenda items in addition to the 2017/18 specific items are set out in the table below. All items of the work plan are to be carried out by the LGPC in conjunction with CWG members. Any documentation produced will be available from [www.lgpsregs.org](http://www.lgpsregs.org)

Core topic	Details	Timeframe (aim for delivery)
<b>Standing agenda items</b>		
<b>Annual Benefit Statements</b>	<ul style="list-style-type: none"> <li>- To undertake a review of the experience of LGPS Funds each autumn and identify lessons to be learnt from the exercise as well as improvements which can be made to the ABS template.</li> <li>- In light of a lack of member feedback to the ABS exercise the group are undertaking work to better understand members' views on the ABS.</li> <li>- A review of the ABS template will be carried out once the member testing is complete</li> </ul>	<ul style="list-style-type: none"> <li>- Autumn each year</li> <li>- January 2018</li> <li>- March 2018</li> </ul>
<b>Pensions Taxation</b>	<ul style="list-style-type: none"> <li>- Review of the current member communication on pension taxation</li> </ul>	<ul style="list-style-type: none"> <li>- August 2017</li> </ul>
<b>Member Website</b>	<ul style="list-style-type: none"> <li>- Review of the usage/ behavioural statistics each quarter</li> </ul>	<ul style="list-style-type: none"> <li>- Each quarter</li> </ul>

	<ul style="list-style-type: none"> <li>- Updates to website due to regulation/overriding regulation changes</li> <li>- To investigate either re-introducing adapted versions of the 2014 videos or creating new videos.</li> <li>- Closure of <a href="http://www.lgps.org.uk">www.lgps.org.uk</a> once the Scottish member site has been launched.</li> </ul>	<ul style="list-style-type: none"> <li>- As appropriate</li> <li>- March 2018</li> <li>- March 2018</li> </ul>
<b>Agenda items specific to 2017/18</b>		
<b>Additional Voluntary Contributions (AVCs) Member leaflet</b>	<ul style="list-style-type: none"> <li>- Production of a member leaflet to explain AVC options when a member leaves, re-joins or transfers benefits out of the LGPS</li> </ul>	<ul style="list-style-type: none"> <li>- March 2018</li> </ul>
<b>AVC – Freedom and Choice</b>	<ul style="list-style-type: none"> <li>- The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 were amended on account of the ‘Freedom and Choice’ changes introduced 6 April 2015.</li> <li>- Review of the current communication around AVCs to check the disclosure requirements are being met; in particular for members who leave over age 54 years and 8 months and for those transferring their AVC fund to another pension arrangement in order to access flexible benefits.</li> </ul>	<ul style="list-style-type: none"> <li>- February 2018</li> </ul>
<b>General Data Protections Regulations (GDPR)</b>	<ul style="list-style-type: none"> <li>- On 25 May 2018 the EU’s General Data Protection Regulation (GDPR) comes into force containing new standards for the protection of individual’s personal data in the European Economic Area.</li> <li>- A sub group of the CWG will produce sample documentation , to help funds meet their GDPR responsibilities</li> <li>- The documentation will include a Privacy Impact Assessment (PIA) template, a Fair Processing Notice (FPN), an incident report form and a data protection Policy.</li> </ul>	<ul style="list-style-type: none"> <li>- March 2018</li> </ul>

**Further information**

If you have any queries regarding the information in this document please contact  
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