

Communications Plan 2018/19

Communications Working Group - LGPC Secretariat

Content	Pages
1. Communications Working Group <ul style="list-style-type: none"> a. Background b. Membership c. Terms of Reference 	1-3
2. Communication Plan	4
3. Work plan for 2018/19 <ul style="list-style-type: none"> Standing items <ul style="list-style-type: none"> a. Annual Benefits Statements b. Pensions Taxation c. Member website Items specific to 2018/19 <ul style="list-style-type: none"> d. Additional Voluntary Contributions (AVCs) - member leaflet e. 50/50 section f. Amending regulations 	4-6
4. Further information	6

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 scheme reforms, 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

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

Name	LGPS Pension Fund
Andy Hemming	West Midlands 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
Gareth Hall	Gwent (Torfaen) 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 / Matt Trodd	Hampshire Pension Fund
Martin Griffiths (vice-chair)	Staffordshire Pension Fund
Mathew James	Dyfed Pension Fund
Matt Allen	Cornwall Pension Fund
Neil Lewins	Local Pensions Partnership
Pamela Bruce	Lothian Pension Fund
Paul Cooper	Tyne and Wear 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
Secretariat	

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 approximately 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 2018/19 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 2018/19

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 2018/19 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

Core topic	Details	Timeframe (aim for delivery)
Standing agenda items		
Annual Benefit Statements	<ul style="list-style-type: none"> - Following on from customer journey mapping work undertaken last year– the current layout of the ABS will be reviewed. A new online version will be produced and the possibility of providing a video to help explain the ABS investigated. - Evaluate results from member surveys - Agree how the project will be taken forward - Meet with software suppliers - Present re-designed ABS for sign off by the LGA 	<ul style="list-style-type: none"> - April 2018 - July 2018 - Autumn 2018 - March 2019

Pensions Taxation	- Review of the current member communication on pension taxation	- August 2018
Member Website	<ul style="list-style-type: none"> - Review of the usage/ behavioural statistics each quarter - Updates to website due to LGPS (Amendment) Regulations 2018 - To investigate either re-introducing adapted versions of the 2014 videos or creating new videos. - Launch of new Scottish member website 	<ul style="list-style-type: none"> - Each quarter - June 2018 - March 2019 - September 2018
Agenda items specific to 2018/19		
Additional Voluntary Contributions (AVCs) Member leaflet	- Production of a member leaflet to explain AVC options when a member leaves, re-joins or transfers benefits out of the LGPS	- June 2018
50/50 section	- To assist the Scheme Advisory Board in their 50/50 section awareness project	- Autumn 2018

Further information

If you have any queries regarding the information in this document please contact Lorraine Bennett – lorraine.bennett@local.gov.uk

V2.0 – 24 May 2018