

Cambridgeshire Pension Fund

Pension Fund Committee

Date: 24 March 2022

Report by: Head of Pensions

Subject: Pension Fund communications plan 2022/23

Purpose of the report: To present the communications plan for the 2022/23 Scheme year.

Recommendation: The Pension Fund Committee is asked to:
Approve the Fund's communications plan for 2022/23.

Enquiries to: Cory Blose, Employer Services & Communications Manager
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1. Background

- 1.1 Regulation 61 of the Local Government Pension Scheme Regulations 2013 state that an administering authority must prepare, maintain and publish a written statement setting out its policy concerning communications with members and scheme employers.
- 1.2 The communications plan for 2022/23 details the communications activities to be undertaken within the scheme year and can be found in appendix 1 of this report.

2. Key activities

- 2.1 The communications plan included as appendix 1 outlines our planned communication activities for the year, on a monthly basis, for each of our stakeholders.
- 2.2 The communications plan shows our intention to trial communications segmented by life stage like retirement planning for the over 50s and a follow up communication for new starters to the Fund, reminding them of key activities that they should consider like transferring in a previous pension.
- 2.3 It also highlights our planned engagement with key stakeholders on our website review.
- 2.4 With 2022 being a valuation year, it outlines our plan to consult with employers on our fund strategy statement and to follow up with an employers forum for further engagement.
- 2.5 The plan also includes timings for issuing statutory communications and cyclical newsletters, surveys, employer training, and web updates.

3. Relevant Fund objectives

- To promote the scheme as a valuable benefit.
- To deliver consistent plain English communications to stakeholders.
- To provide scheme members with up to date information about the scheme in order that they can make informed decisions about their benefits.
- To seek and review regular feedback from all stakeholders and use the feedback appropriately to shape the administration of the Fund.

4. Risk management

4.1 We are required by legislation to prepare, maintain and publish a written statement setting out our policy concerning communications with members and scheme employers.

The mitigated risks associated with this report have been captured in the Fund's risk register as detailed below -

Risk	Residual risk rating
Information may not be provided to stakeholders as required.	Green
Failure to administer the scheme in line with regulations and guidance	Green

4.3 Please see the full version of the risk register on the [key documents page of our website.](#)

5. Communication implications

5.1 The communications plan will be updated on an annual basis and will be presented to the Pension Fund Committee in quarter four of each scheme year.

6. Finance & resources implications

6.1 There are no direct finance and resourcing implications of this plan. Ongoing communication costs are picked up in the administration budget.

6.2 Our drive to increase electronic communications should save costs in the long term.

7. Legal implications

7.1 Not applicable

8. Consultation with key advisers

8.1 Consultation with the Fund's advisers was not required for this report.

9. Alternative options considered

9.1 Not applicable

10. Background papers

10.1 Our communications strategy can be found on the [key documents page of our website](#).

11. Appendices

11.1 Appendix 1 – communications plan 2022/23.

Checklist of Key Approvals

Has this report been cleared by Section 151 Officer? Sarah Heywood – 14/3/2022

Has this report been cleared by Head of Pensions? Mark Whitby – 23/2/2022

Has the Chair of the Pension Committee been consulted? Councillor Whelan – 11/3/2022

Has this report been cleared by Legal Services? Fiona McMillan – 2/3/2022

Communications plan 2022/23

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
APR	Member survey. LGA new website launch.	Employer responsibilities training LGA new website launch Valuation communication.	LGA new website launch.	Member survey. LGA new website launch.	Member survey. LGA new website launch.	Member survey. LGA new website launch.	LGA new website launch.
MAY	Member survey.	Pensionable pay & i-Connect training. Outsourcing and TUPes training.		Member survey. Annual benefit statement communications. Online pension account promotion. Newsletter. Anti-Fraud communication.	Payslip – online pension Member survey.	Payslip – online pension Member survey.	Pensions service meeting.
JUN	Member survey. Website review. Planning for retirement communication and webinar.	Discretions training. Employer newsletter. Website review.	Website review.	Member survey. Website review. Planning for retirement communication.	Member survey. Website review.	Member survey.	Website review.

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
JUL	Online pension account promotion. Member survey.	Employer responsibilities training.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	Pensions service meeting.
AUG	Annual benefit statement communication. Online pension account promotion. Anti-Fraud communication. Newsletter. Member survey.	Active annual benefit statement comms materials for employers. Anti-Fraud communication.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	
SEPT	Online pension account promotion. Member survey. Follow up communication for new starters.	Ill-health retirement training. Active annual benefit statement comms materials for employers. Pensionable pay & i-Connect training. Employer newsletter.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	Pensions service meeting.
OCT	Member survey. Pension saving statements. Website review.	Employer responsibilities training. Outsourcing and TUPes training. Website review.	Website review.	Member survey. Website review.	Member survey. Website review.	Member survey. Website review.	Website review.

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
NOV	Member survey.	Fund strategy statement consultation. Individual employer valuation results and draft contribution rates. Employer forum.		Member survey.	Member survey.	Member survey.	Pensions service meeting.
DEC	Member survey.	Pensionable pay & i-Connect training. Employer contribution rate consultations		Member survey.	Member survey.	Member survey.	
JAN	Member survey.	Employer responsibilities training. Employer contribution rate consultations. Employer survey.		Member survey.	Member survey.	Member survey.	Pensions service meeting.
FEB	Member survey.	Pensionable pay & i-Connect training. Confirmation of final employer contribution rates. Discretions training. Employer newsletter.		Member survey.	Member survey.	Member survey.	Confirmation of final employer contribution rates.

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
MAR	Member survey. Valuation report and rates and adjustments certificate.	Ill health training. Valuation report and rates and adjustments certificate.		Member survey. Valuation report and rates and adjustments certificate.	Newsletter – All schemes Payslip – online pension promotion Member survey. Valuation report and rates and adjustments certificate.	Newsletter – All schemes Payslip – online pension promotion Member survey. Valuation report and rates and adjustments certificate.	Pensions service meeting. Valuation report and rates and adjustments certificate.
Ad hoc Comms	Website updates	Training Workshops Pension Bulletins Website updates Valuation Report (every 3 yrs)	Promotional Posters Website updates	Website updates	Website updates	Annual review of entitlement – May/June. Website updates	Website updates