

CAMBRIDGESHIRE PENSION FUND



Pension Committee

Date: 7 July 2016

Report by: Head of Pensions

Subject:	Cambridgeshire Pension Fund 2016-17 Communication Plan
Purpose of the Report	To present the Cambridgeshire Pension Fund Communication Plan for the 2016-17 financial year to the Pension Committee.
Recommendations	The Committee are asked to approve the Communication Plan
Enquiries to:	Name - Cory Blose – LGSS Employer Services and Systems Manager Tel – 01604 367264 E-mail – cblose@northamptonshire.gov.uk

1. Background

- 1.1 The Local Government Pension Scheme Regulations 2013 (The Regulations) requires the Pension Fund to prepare, maintain and publish a written statement setting out its policy concerning communications with members and scheme employers. A Communication Plan allows stakeholders to have a structured outline of the proposed communication activity for the year demonstrating customer focus and planned compliance to meet statutory deadlines.

2. Legal Requirements

- 2.1 Under 61(1) of the regulations an Administering Authority must prepare maintain and publish a written statement setting out its policy concerning communications with members, representatives of members, prospective members and scheme employers.
- 2.2 Section 61 (2) states that in particular the statement must set out its policy on the following –
 - (a) the provision of information and publicity about the Scheme to members, representatives of members and Scheme employers;
 - (b) the format, frequency and method of distributing such information or publicity; and
 - (c) the promotion of the Scheme to prospective members and their employers.
- 2.3 Section 61 (3) states that the statement must be revised and published by the administering authority following a material change in their policy on any of the matters referred to above.

- 2.4 The Communication Plan in Appendix 1 of the report forms part of the policy as required by the above regulations and sets out the communication activities for the 2016-17 scheme year specifying the time frame for publishing communication items.

3. The Communication Plan

- 3.1 The Communications Plan details the written and web based communications, reports and training that is planned to be delivered to provide to the Fund's stakeholders who include active scheme members; deferred scheme members; prospective scheme members; retired scheme members; dependant scheme members; scheme employers; and Fund staff.
- 3.2 The plan sets clear deadlines for these communications to ensure that statutory deadlines are met for key communications such as Annual Benefit Statements, amendments to Fund policy, Scheme changes, and publishing our annual reports and accounts.
- 3.3 The plan also provides a schedule of planned engagement activities such as member and employer newsletters and employer training sessions to ensure our stakeholders are provided with the information they need to stay informed about the Local Government Pension Scheme and engaged with the Fund.

4. Progress against the Communication Plan to date

- 4.1 All activities scheduled for April have been delivered and have had a positive impact on the service. For example, in response to a direct communication promoting the use of Member Self Service and informing members, for the second time, that annual benefit statements will be issued electronically this year, the average number of weekly e-mails received regarding Member Self Service, was more than double each of the previous two months, increasing from 26.9 and 23.5 emails per week, in February and March respectively, to 58.7 in April.
- 4.2 A positive response to our Employer Forums was received with 57 employers in attendance and feedback about the day was overwhelmingly positive. Employers particularly liked that increased time was dedicated to training workshops and this feedback will be taken into consideration for future events.

5. Relevant Pension Fund Objectives

Have robust governance arrangements in place, to facilitate informed decision making, supported by appropriate advice, policies and strategies, whilst ensuring compliance with appropriate legislation and statutory guidance. <i>Objective 1</i>
Ensure the relevant stakeholders responsible for managing, governing and administering the Fund, understand their roles and responsibilities and have the appropriate skills and knowledge to ensure those attributes are maintained in a changing environment. <i>Objective 3</i>
Continually monitor and measure clearly articulated objectives through business planning. <i>Objective 4</i>
Continually monitor and manage risk, ensuring the relevant stakeholders are able to mitigate risk where appropriate. <i>Objective 5</i>

Put in place performance standards for the Fund and its employers and ensure these are monitored and developed as necessary. <i>Objective 8</i>
Promote the Scheme as a valuable benefit. <i>Objective 12</i>
Deliver consistent plain English communications to Stakeholders. <i>Objective 13</i>
Provide Scheme members with up to date information about the Scheme in order that they can make informed decisions about their benefits. <i>Objective 14</i>

4. Finance & Resources Implications

4.1 Not applicable

5. Risk Implications

a) Risk(s) associated with the proposal

Risk	Mitigation	Residual Risk
There are no risks associated with this proposal.		

b) Risk(s) associated with not undertaking the proposal

Risk	Risk Rating
Failure to comply with statutory obligations set out in Regulation 61 of the Regulations to provide members and scheme employers with certain key communications throughout the scheme year	Red

6. Communication Implications

Website	The approved communication plan will be published on the LGSS Pensions website as an appendix to the Communication Policy and a “latest news” article will be published to inform stakeholders that the plan has been updated.
----------------	--

7. Legal Implications

7.1 Not applicable

8 Consultation with Key Advisers

8.1 Consultation with the Funds advisers was not required for this report.

9. Alternative Options Considered

9.1 Not applicable

10. Background Papers

10.1 Not applicable

11. Appendices

11.1 Appendix 1 – Communication Plan

Checklist of Key Approvals	
Is this decision included in the Business Plan?	Not applicable
Will further decisions be required? If so, please outline the timetable here	Not applicable
Is this report proposing an amendment to the budget and/or policy framework?	No
Has this report been cleared by Chief Finance Officer/Section 151 Officer?	Sarah Heywood – 14/6/2016
Has this report been cleared by Head of Pensions?	Mark Whitby – 25/5/2016
Has the Chairman of the Pension Fund Committee been consulted?	Councillor Leeke – 14/6/2016
Has this report been cleared by Legal Services?	Quentin Baker – 15/6/2016