



PENSIONS COMMITTEE 26 March 2013	REPORT
--	---------------

Subject Heading:	REVIEW OF COMMUNICATION STRATEGY
CMT Lead	Andrew Blake-Herbert
Report Author and contact details:	Contact: Karen Balam Designation: Transactional Manager Telephone: (01708) 432271 E-mail Address: Karen.balam@havering.gov.uk
Policy context:	Regulation 67 of the LGPS (Administration) Regulations 2008 requires an administrative authority to keep this document under review.
Financial summary:	There are no direct financial implications arising from this report. Delivering communications is a cost to the fund.

The subject matter of this report deals with the following Council Objectives

Clean, safe and green borough	<input type="checkbox"/>
Excellence in education and learning	<input type="checkbox"/>
Opportunities for all through economic, social and cultural activity	<input type="checkbox"/>
Value and enhance the life of every individual	<input checked="" type="checkbox"/>
High customer satisfaction and a stable council tax	<input type="checkbox"/>

SUMMARY

In line with the Local Government Pensions Scheme Regulations and good practice the London Borough of Havering as an administering authority has a duty to undertake, at least annually, a review of the Pension Fund's Communication Strategy.

This report sets out the Pension Fund's communication priorities and the proposed revised Communication Strategy 2013 – 2015.

RECOMMENDATIONS

- 1 Consider and agree the revised Communication Strategy 2013 – 2015, including the communication priorities identified (Appendix A)

REPORT DETAIL

1. Communication Strategy Review and Update

- 1.1 LGPS (Administration) Regulations 2008, Regulation 67, states that the administration authority must keep the Policy concerning communication with members and employers under review.

2 Draft Communication Strategy (Appendix A)







- 2.1 This sets out how the provision of information and publicity about the pension scheme is communicated to members, representatives of members and employing authorities. It also includes the format, frequency and method of distributing such information.

- 2.2 Underpinning the proposed Communication Strategy are three areas of action which will allow the Pension Administration Team to **‘Get ready for new challenges’** in order to be prepared to meet four areas of significant challenge during the period of the strategy. The four areas of significant challenge are:














- Automatic Enrolment;
- The introduction of the new CARE pension scheme from April 2014;
- The Triennial Valuation; and
- Procuring a new pension software system in readiness for the 2014 pension changes.


3 Summary Review of Communication Strategy November 2010 – March 2012

- 3.1. This sets out a review of the Communication Strategy presented to Committee in November 2010 (Appendix B), identifying what has been achieved and what is outstanding.

Communication Responsibilities	Paper Form	Electronic Form	Web	Face	Audience/ Frequency	Achieved
Recent changes					All/ As required	Yes
Regular Updates					Employers/ As required	Yes

Pensions Committee, 26 March 2013

Employers Guide					Employers/ As required	Yes (Guide being updated)
Pension Fund Annual Report and Accounts					Scheme Members and Employers/ Annually	Yes
Newsletters					Scheme Members/ As required	Yes
Benefit Statements					Active and deferred members/ Annually	Active – Yes (where records can be relied on) Deferred – Yes (where address confirmed)
Scheme Literature					Scheme Members/ As required	Yes
Pay Advice					Pensioners/ Initial and then three times a year	Yes
Scheme booklet					Prospective Scheme Members/ As required	Yes
Corporate Induction					Prospective and Active Scheme Members/ As required	Yes
Correspondence					All/ As required	Yes
Team meetings					ISS Pension Team/ Monthly	Yes
Seminars					ISS Pension Team and Fund Management/ As required	Yes
Training					ISS Pension Team, Fund Management, Pension Committee Members/ As required	Yes
Roadshows					Prospective and Active Scheme Members/ As required	Yes (Automatic Enrolment)

Pre-retirement Courses					All employees/ As required	Yes
-------------------------------	--	--	--	---	---------------------------------------	------------

Internet

The fund has established it's own website containing Scheme details, Newsletters, factsheets, forms and other literature. There is also links to other organisations relevant to Scheme members, e.g. Directgov, the LGPS national website, Audit Commission and the Pensions Regulator.

The Council website has a Pension Fund page which has a number of strategies and financial information for pension fund members to view.

Intranet

The Council's Intranet area contains a link to the fund website.

Appropriate staff have been enabled to use the corporate network in order to access the internet.

Other

- i) Pension team members, together with HR and Payroll teams, attended recruitment days to help streamline the processing of new starters for two major recruitment exercises.
- ii) The Council actively participates in the Audit Commission National Fraud Initiative which identifies potential fraud via data matching information on the systems of various organisations.
- iii) The Pension Administration team are members of the CIPFA Benchmarking club, and team members attend the Benchmarking Steering Groups and review meetings.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no financial implications arising directly from this report. The review of the Communications Strategy will ensure that the London Borough of Havering as the administering authority is compliant with regulations.

Delivering the communications strategy is a cost to the fund. The Pensions Team will analyse the costs and benefits of all our future communication activities with a view to using the most efficient and effective methods, subject to appropriate systems to facilitate efficient communication methods.

Legal implications and risks:

None arise from this report.

Human Resources implications and risks:

None arise from this report.

Equalities implications and risks:

None arise from this report.

BACKGROUND PAPERS

Communications Strategy (November 2010)