

Communications Plan 2019/20

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 scheme reforms, changes to the tax controls on pensions and the ending of contracting out.

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
1.	Alastair Johnston	Durham Pension Fund
2.	Amanda Jupp	Orbis
3.	Andy Hemming	West Midlands Pension Fund
4.	Ashleigh Salter	Wiltshire Pension Fund
5.	Ben Altoft	Avon Pension Fund
6.	Cheryl Platts	Buckinghamshire Pension Fund
7.	Gareth Hall	Gwent (Torfaen) Pension Fund
8.	Guy Hayton	Merseyside Pension Fund
9.	Jacinta Wilmot	Environment Agency Pension Fund
10.	Jenny Gregory	East Riding Pension Fund
11.	Jenny Wylie / Becky O'Shea	Oxfordshire Pension Fund
12.	Karen Brooker	Kent Pension Fund
13.	Kathleen Meacock	Clwyd Pension Fund
14.	Mandy Judd	Hampshire Pension Fund
15.	Martin Griffiths (chair)	Staffordshire Pension Fund
16.	Matthew Allen (vice-chair)	Cornwall Pension Fund
17.	Pamela Bruce	Lothian Pension Fund
18.	Rebecca Clough	Shropshire Pension Fund
19.	Sharon Grimshaw	LGSS Pensions Service (Northamptonshire)
20.	Sinead Nicholson	NILGOSC
21.	Steve Makin	Tyne and Wear Pension Fund
22.	Stuart Duncombe	West Yorkshire Pension Fund
	Secretariat	
23.	Lorraine Bennett	LGPC
24.	Rachel Abbey	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 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 2019/20 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 2019/20

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 2019/20 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	Following on from customer journey mapping work previously undertaken – the data items to be included in the ABS will be reviewed.	
- Finalise data items to be included in the ABS from 2020		July 2019
- Notify and meet software suppliers		July / August 2019
- CWG and LGA to approve final version.		September 2019
Pensions Taxation	Review of the current member communication on pension taxation	
- Factsheets review		December 2019
- Production of member videos on AA and LTA		October 2019
Member Website	Review of information provided on the member website	
- Review of the usage/ behavioural statistics annually		April each year
- Production of 5 member videos		October 2019
- Review of website content		March 2020

Core topic	Details	Timeframe (aim for delivery)
Items specific to 2019/20		
Employer online training	To investigate employer online training	
- Investigate the production of online employer training modules for: <ul style="list-style-type: none"> o overview of discretions o ill health o outsourcing o APP o Final Pay 	April 2020	
Pre-retirement booklet	Production of a booklet for members	
- Sub-group of CWG to form	July 2019	
- Sub-group to work with regional communications group to produce first draft	October 2019	
- CWG to sign off final version	November 2019	
£95k cap	Member and employer communications	
- Production of member and employer communications to explain how the £95k cap works	TBC	
Cost Cap & McCloud	Member and employer communications	
- Production of member and employer communications to explain any changes brought about by the cost cap and McCloud.	TBC	

Further information

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

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