

## Report of the Section 1.5.1. Officer

Pension Fund Committee – 3 July 2014

### REPORT ON LOCAL GOVERNMENT PENSION SCHEME CONSULTATION REGULATIONS

Purpose: The report presents an overview of the communication strategy which will be undertaken to encourage Scheme members to register to use Member Self Service

Report Author: Lynne Miller – Pensions Manager

Finance Officer: Jeff Dong – Chief Treasury & Technical Officer

Legal Officer: Nigel Havard

Access to Services Officer:

#### **FOR INFORMATION**

#### **1. Background**

1.1 The Committee approved the purchase of Member Self Service (MSS) on 13<sup>th</sup> March 2014.

1.2 MSS will provide Scheme members with secure online access to their details held on the pension database as well as allow them to make some amendments to the data held, such as their Death Grant Expression of Wish and perform estimates of benefit calculations.

1.3 The Committee requested that a follow-up report be provided to update them on the performance of the system and the communication strategy being undertaken.

1.4 The system is currently at its implementation stage and therefore an update on its performance will be provided at further meetings; however this report presents an overview of the communication strategy which will be undertaken to encourage Scheme members to register to use MSS.

#### **2. Main Body**

2.1 An implementation plan for MSS has been devised between the Fund and *heywood*, the supplier with a provisional go-live date for late August 2014.

2.2 MSS will be accessed from the front page of the Fund's website.

- 2.3 The go-live date is timed to tie in with the distribution of the Annual Benefit Statements for 2013/14 which have to be issued by 31<sup>st</sup> August 2014, in accordance with the regulations.
- 2.4 The Annual Benefit Statements will contain a loose-leafed insert which will outline the benefits of registering to use MSS as well as provide details of how to obtain an activation key from the Fund. This will notify all active members of the new facility.
- 2.5 MSS has already been highlighted to employers during recent meetings. Following the launch of MSS, the Fund will ask permission from its participating employers to visit staff premises to further promote the facility as well as be on hand to assist with registration. Permission will also be sought to advertise on notice boards and through work emails
- 2.6 It is also the intention to send activation keys to all new members in 'New Member Packs' at commencement as well as include information in any correspondence where it is appropriate.
- 2.7 The facility will also be promoted during induction courses, pre-retirement courses and any other presentations or meetings that the Fund arranges or is invited to attend.
- 2.8 Pensioner members will receive the information contained on the Annual Benefit Statement insert in their Annual Newsletter which will next be distributed in April 2015. Pensioner members will be able to view the current value of their pension and submit a change of address or bank/building society account.
- 2.9 Deferred members will receive the same insert in their Annual Benefit Statement which will be distributed circa June 2015.

#### **4. Equality and Engagement Implications**

- 4.1 There are no equality and engagement implications.

#### **5. Legal Implications**

- 5.1 There are no legal implications.

#### **6. Financial Implications**

- 6.1 There are no financial implications.

### **FOR INFORMATION**

**Background papers:** None

**Appendices:** None.