



City of Westminster

Superannuation Committee

Date:	15th February 2012
Classification:	For Publication
Title:	Update report on the LGPS employee and ex-employee engagement strategy.
Report of:	Acting Director of Human Resources
Wards Involved:	Not Applicable
Policy Context:	Administration and Communication of the LGPS to Employees.
Financial Summary:	There are no financial implications arising from this report
Report Author and Contact Details:	Carolyn Beech Tel: 020 7641 3221 Email: cbeech@westminster.gov.uk

1. Summary

- 1.1** This report updates the committee regarding the actions undertaken by Human Resources and the London Pensions Fund Authority (LPFA) to implement the employee engagement strategy.
- 1.2** The overarching aim of the strategy is to maximise membership of the scheme through improved information and support.
- 1.3** The context of no employee salary increases since 2009, the unfavourable economic situation and the potential of reduced benefits for members going forward is recognised as a challenge to increasing membership to the scheme.

2. Recommendation

- 2.1** That the Committee note the report.

3. Background

- 3.1** At the last Superannuation Committee meeting a strategic plan was presented by the Acting Director of Human Resources to drive improvements in

communications of the benefits of the LGPS and to work with the LPFA to engage more actively with employees and pensioners.

4. Action Plan

- 4.1 An updated detailed version of the plan is attached (see appendix A).
- 4.2 In particular the committee is asked to note that, pension open house briefing sessions were implemented for employees. The sessions were very successful in communicating to employees the benefits of the scheme and how the proposed changes to the LGPS would potentially impact upon these benefits.
- 4.3 Following those sessions employees (members and non members of the LGPS) have been provided with the opportunity to discuss their particular circumstances with the LGPS in 1-2-1 surgeries. Feedback from the sessions was overwhelmingly positive (for details see appendix B). A second session is being planned with the LPFA and will be delivered before 31st March.
- 4.4 Another planned development has been that the LPFA and Human Resources are working together to implement a bespoke pensions web-site for members. The website will hold both administration information and financial information on the fund. Examples of the screen shots are attached (see appendix C). Features include allowing members to view their own records and the ability to download forms and simplified information, in addition to fund and investment details. The target date for the website to go live to members is 1st March 2012.
- 4.5 Human Resources Department is also organising a new fund member panel to contribute and to review significant communications to members, it is envisioned that the panel will include representatives from Human Resources, Unison, other employees and pensioners representatives. The Panel is due to be convened in June.
- 4.6 It is anticipated that in February managers will be sent briefing note detailing that there are no increases or amendments to the scheme anticipated in the coming financial year and the overall benefits of the LGPS. The aim is for managers to cascade this information down to staff.
- 4.7 Since the last meeting a bespoke letter to all high earners has been sent from the LPFA regarding life time allowances. This is a reminder letter following the initial letter in October 2011. Mike Allen, Pensions Director, from the LPFA is meeting with high earning employees who have expressed concern regarding their position.
- 4.8 A bespoke letter from the LPFA to pensioners regarding pensions increases for 2012/13 is currently being created and the opportunity will be taken to include a promotion of the new pensions website and to give pensioners information on details of the fund (for details see appendix D).

Background Documents

- Updated HR Pensions Action Plan.
- Feedback summary on the pension sessions
- Website screen prints
- Pensions Increase Draft

