

Quarterly Report - Communication & Training Team

Current Period Oct – Dec 2022

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| Communications Policy and Training Policy | Drafted Communications Policy for 2023/24 and Training Policy for 2023/24 and issued for review. |
| Employee Presentations | <p>LGPS Overview webinar to all members in November.</p> <p>Intro to LGPS presentation to Surrey Business Support team in November.</p> <p>'My Pension' portal webinar to all members in November.</p> <p>Wellbeing roadshows for all staff in November.</p> <p>Intro to LGPS presentation to Surrey CC staff via Olive in December.</p> |
| Newsletters | <p>October, November, and December staff newsletters issued.</p> <p>December employer newsletter issued.</p> |
| Training | <p>Arranged officer training from LGA for fundamentals and insights residential course. Also, external training regarding technical accounting, the Perspective system and CIPP Certificate in Accounting course.</p> <p>Arranged National Knowledge Assessment for LPC and PFC members. Following the results of the assessment, a full report of results will be available.</p> <p>Updated LPB & PFC Induction Handbook.</p> <p>Created an officer Induction Handbook and Manager Handbook to standardise the new starter process for staff.</p> |
| General | Created E cards for the SPT, to be used for reward and recognition purposes, and for celebrations. |

Upcoming Milestones Jan – Mar 2023

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| Annual Benefit Statements | <p>Update the Annual Return spreadsheet video for Employers and load to the Employer website.</p> <p>Assisting the Employer team to send the initial annual return communication to Employers.</p> |
| Employee Presentations | <p>LGPS overview presentation to Surrey staff via Olive in March.</p> <p>Increasing and decreasing benefits webinar to all staff in February.</p> <p>Presentation to the Early Careers Network in February, to encourage younger members of staff to engage with their pension.</p> <p>Presentations are now being facilitated only, with delivery by the Service Delivery team.</p> |
| Employer Presentations | <p>Arrange with Hymans to deliver a further three presentations to Employers:</p> <ul style="list-style-type: none"> • Understanding how the LGPS works • The Importance of Data – impact on members and employers • Pensions terminology and historic issues e.g., rule of 85, McCloud, Goodwin, member protections. |
| Newsletters | <p>January, February, and March staff newsletters to be issued.</p> <p>March employer newsletter to be issued.</p> <p>Pensioner newsletter to be created and sent to printers for distribution with the pension increase letters and P60s.</p> <p>Spring active member newsletter to be issued by 31 March.</p> |
| Training | <p>Develop an Induction Handbook for manager grades, to standardise the new starter process for managers.</p> <p>Create a training matrix for all staff, to document the skills required for each position and compare this with existing</p> |

staff skills to highlight training required. Develop a training plan based on the results.

Develop and deliver the first in house training course required, commencing with the service delivery teams.

Develop and deliver customer services training to all staff, which incorporates customer complaints.

General

Continue staff workshops to review the most effective frequency and medium to provide information, in addition or as an alternative to newsletters.

New staff engagement SharePoint site to be developed to include recommendations from the above workshops.

Create a formal request process for Communication and Training needs in addition to the agreed programme of work.

Agree and commission an animated SPT logo, to use at the start of training courses, videos, and presentations.

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