Quarterly Report - Communication & Training Team

Current Period Jan – Mar 2023

Annual Benefit Statements	Updated the Annual Return spreadsheet video for Employers and uploaded to the Employer website.
	Assisted the Employer team to send the initial annual return communication to Employers.
Employee Presentations	Increasing and decreasing benefits webinar to all staff in February.
	Presentation to the Early Careers Network in February, to encourage younger members of staff to engage with their pension.
	Wellbeing Roadshow presentation support & admin support.
	Presentations are now being facilitated only, with delivery by the Service Delivery team. We helped with setting up & advertising 3 new webinars to active members.
Employer Presentations	Arranged with Hymans to deliver a further three presentations to Employers (topics below). They were very well attended & received.

- 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.

In talks with Employer Manager regarding future employer presentations & meetings.

Newsletters

January, February & March staff newsletters issued & well received.

Spring employer newsletter compiled & distributed via email.

Pensioner newsletter created and sent to printers for distribution with the pension increase letters and P60s.

Spring active member newsletter issued by email, uploaded to website & sent paper copies to members who had requested them.

Deferred newsletter created ready for distribution alongside annual benefit statements later in the year.

Further newsletters will be produced throughout the year in agreement with the Comms Policy which was agreed upon by the committee in the last meeting.

Training

Updated Induction Handbook to include manager grades to standardise the new starter process for managers.

Recruitment Handbook created & issued via SharePoint.

Skills matrix updated with Service delivery competency levels in order to prioritise the technical training matrix.

Developed and delivered the first Customer Service Training to whole of SPT. Feedback was positive & an online version of the course will soon be available.

Following the identification of training priorities, the Introduction to Transfers online course will soon be available to all staff.

We are in the process of creating an extensive career pathway tool to enable SPT to identify development opportunities. Launch is planned for the beginning of June.

General

Delivered effective workshops which allowed us to review the most effective frequency and medium to provide information, in addition or as an alternative to newsletters.

New staff engagement SharePoint site developed & ready to launch alongside the new Shared drive alternative.

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

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

Workforce strategy in process and will be brought to the board for ratification in the next meeting.

Moving forwards it has been decided that Change Management updates will form a new and separate chapter & will no longer be under Service Delivery.

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