

Quarterly Report - Communication & Training Team

Current Period July – September 2022

Annual Benefit Statements	<p>Completed active and deferred member communication, including paper copy requests.</p> <p>Issued ABS communication and media to employers.</p> <p>Held ABS webinars for members in July and September.</p> <p>Created ABS blog for SPT website.</p> <p>Published ABS Jive articles for Surrey CC staff.</p>
Employee Presentations	<p>Retirement presentation to Surrey Heath in August.</p> <p>Intro to LGPS presentation to Surrey Heath in September.</p> <p>Intro to LGPS presentation to Surrey CC staff via Olive in September.</p>
SPF Website	<p>Ongoing updates including news items on the death of the Queen, the Responsible Investment survey, and the Bank of England pledge.</p>
Newsletters	<p>July, August, and September staff newsletters issued.</p> <p>September employer newsletter issued.</p>
Training	<p>Arranged officer training from LGA on aggregation, document production and insights residential course. Also, external training regarding effective report writing.</p>
General	<p>Co-ordinated with the Wellbeing team to produce content on the current cost of living crisis.</p> <p>Co-ordinated the Responsible Investment survey and sent out emails and letters to all active, deferred and pensioner members.</p> <p>Ongoing support of the RI survey, answering queries and issuing paper copies of the survey.</p>

Upcoming Milestones Oct – Dec 2022

Responsible Investment Survey	<p>Reminder emails and letters to be issued week beginning 17 October.</p> <p>Assist with collating results of the survey.</p>
Employee Presentations	<p>LGPS overview member webinar booked November.</p> <p>‘My Pension’ portal member webinar booked for December.</p> <p>Intro to LGPS presentation to Surrey CC staff via Olive in December.</p>
SPF Website	<p>Develop business case on the feasibility of creating an in-house fully editable member website as an alternative to the bespoke existing site.</p>
Newsletters	<p>October, November, and December staff newsletters to be issued.</p> <p>December employer newsletter to be issued.</p>
Training	<p>Aim to develop a training academy underpinned by four workstreams - induction programme, trainee programme, on the job training and career development.</p> <p>Three staff enrolled in 9-month CIPP Certificate in Pensions Administration course starting October.</p> <p>PFC & LPB member audit of training record held prior to upload onto LOLA.</p> <p>National Knowledge Assessment for members running to 19 October to identify any training requirements.</p>
General	<p>Staff workshops arranged to review the most effective frequency and medium to provide information, in addition or as an alternative to newsletters.</p> <p>New staff engagement SharePoint site to be developed to include recommendations from the above workshops.</p>