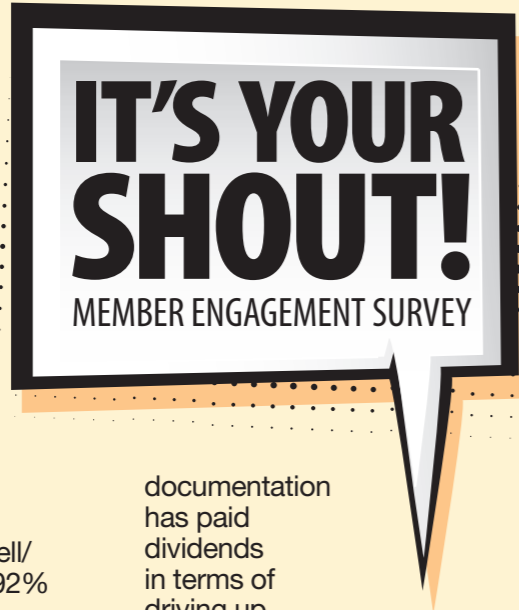


THE RESULTS ARE IN

Engaging members pays off

Thank you to everyone who helped to promote the member engagement survey, our first full survey since 2016. We received a whopping 5571 responses, 10% over the target! The results are very positive and demonstrate what we've collectively achieved.



The highlights of the results are as follows:

- The % of members who understand their benefits 'well/very well' has increased by 92% since 2016.
- The % of members looking for information about their pension more often (once a week/once a month/three times a year) has increased overall by 12%.
 - Once week = 63.75 increase
 - Once a month = 68.86% increase
 - Three times a year = 136.45% increase
- The % of members of members able to find the information they were looking for on the website has increased by 14.33%.
- The % of members who said they found information on the website 'easily/very easily' has increased by 37.68%.
- Our improvements to the website in terms of content, layout and navigation has made the web easier to use and easier for members to find the information they need.
- All of our efforts to engage members creatively, simplistically and in an empowering way whether through Civil Service Live, Pension Power or improved

documentation has paid dividends in terms of driving up engagement and understanding.

- Website usage amongst the engaged audience remains high.
- Key opportunities for engagement on the member journey are retirement, death benefit nominations and ABS.
- The take up of the Pension Portal amongst those surveyed is high and there's an opportunity to increase Retirement Modeller usage.

Areas for improvement:

- Usage of the Member Help Centre is low
- We need more employers to help us to spread the word by using the campaign collateral which is available for download from the website.

However, the results of this survey overall are proof positive that the collaborative approach we've taken to demystify the world of pensions, taking a member centric approach, has delivered the required results and is a template for future activity.

CURRENT FOCUS

Annual statements – progress so far

It's a case of 'so far, so good' with this year's annual statements exercise.

- ABS – 449,135 produced, 421,861 distributed
- PSS – 7,072 produced, 5,724 distributed

One challenge due to lockdown is the issuing of statements to 'bespoke' employers (which incorporates secure employers) who would normally send out the statements to their employees themselves. As those employers aren't in their offices at the moment, that's tricky. The workaround is to direct members to the pension portal for their online ABS and to issue PSS by email, Paper copies will then be issued once employers are back in offices and are able to do so.

As a reminder of what part you need to play, see EPN598 - Employer actions for the delivery of Annual Benefit Statements (ABS) and Pension Savings Statements (PSS) in 2020.

Finally, for the first time this year members can update their death benefit nomination/s (DBN) online. Since the new service went live, over 6,000 members have done just that!

Looking after your loved ones

To further promote the DBN on-line functionality, we've created a new campaign which will remind members of the importance of their DBN and how they can keep it up to date.

As usual, we've created both portrait and landscape versions of the campaign which can be downloaded from here: www.civilservicepensionscheme.org.uk/employers/member-engagement-materials



Annual Assurance Statement - thanks for your responsiveness

Thank you to all of those employers who returned their Annual Assurance Statement by the due deadline of 4 August. We received 86% on time and are now working with the small number of employers whose return remains outstanding.

2015 consultation now open

The **HM Treasury public service pensions consultation** to remove the discrimination identified by the courts in the 2015 pension reforms (known as the McCloud judgment) is now live. For anybody who was an active member of the civil service pension schemes on or before 31 March 2012 and continued to be a Civil Service Pension member on 1 April 2015 (or left service and then returned within 5 years) this may affect them and we'd appreciate your help in promoting the consultation and guiding members to the website from where they can learn more and if they wish, have their say.

COMING SOON



PAWS FOR PENSIONS Pension Awareness Week 2020

It's nearly time to 'PAWs' for pensions 14 - 18 September

Each year, we deliver a 5-day member engagement event called Pension Awareness Week (PAW).

PAW provides an opportunity for members to engage with their Civil Service pension, supporting one of the scheme's strategic goals of ensuring members "value and understand their Civil Service pension and are actively planning for their retirement".

In previous years, PAW activities were delivered across multiple employer sites. However, due to COVID-19, this year's will be delivered remotely, via a suitable online platform.

This year's theme is 'PAWs for pensions', encouraging members to take time out of their schedule to become more informed about their benefits.

Each of PAW's five days will be themed, and each theme will be designed to promote Civil Service Pensions existing digital offering to members. Each day will have a call to action that will a) provide a tangible benefit to CSP members, and b) enable us to measure the effectiveness of the campaign.

As part of this year's PAW activity (and based on the success of this year's digital Civil Service Live), we'll also host a daily 'Live@Lunch' session.

Live@Lunch sessions will be hosted by Subject Matter Experts from Civil Service Pensions. Where appropriate, the lunchtime event will feature a video which can then subsequently be hosted on the scheme website.

We'll be hosting two generic pension surgeries and then three events tailored to i) 'newbies' who want to know more, ii) life stages which may affect your pension and finally iii) the route from partial to full retirement.



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