

PAWs FOR PENSIONS

Thousands take time out to PAWs for pensions

Last month, we were flying the flag for pensions with our annual Pension Awareness Week activities, which this year, due to the pandemic took place online.

Each day we delivered a 'Live@lunch' session which broadcast, in total, to over 5,000 members and covered a variety of topics from life events to the 2015 Remedy Programme and the road to retirement.

Feedback from members has been overwhelmingly positive:



"Just finished listening to my first live at lunch today. Have to say it was fantastic!"

"It was clear and concise, and good that it was based around real questions."

"This was a great way to get information over to staff who would otherwise struggle to understand their pensions. Can we please have more of these types of live sessions? A big thank you to everyone involved :)"

"I found them really useful with very informative speakers who explained things very clearly and helpfully which gave me a better understanding of things, and also made me aware of things I didn't know like the Portal, calculator, app etc. Many thanks and I look forward to attending more Live@Lunch virtual sessions as I wouldn't be able to attend any sessions in person normally so it gave me and many others a chance to attend."

"Brilliant. Friday's session was of most interest to me as I have started my retirement request. I was struggling with getting information about 'what happens next' and you've given details of where to find this. Thank you."

"Really well done – our members would have loved the session. I know I did."



Thank you to all those employers who supported the event and promoted it to their staff, especially Louise Ibbetson from DWP who did a sterling job. The entire week was a real success and has proven that digital delivery really works.

Videos of each of the five broadcasts are available to view on the [scheme website](#)

CURRENT FOCUS

Interface compliance

Due to the impact of Covid-19 and the likely changes to the interface due to the 2015 Remedy Programme, we've decided to delay the introduction of the 0.25% compliance measure for interfaces until later in 2021. We'll update you via an EPN to ensure you're given enough time to prepare for the eventual change prior to its implementation.

Public service pension schemes consultation

The public service pension schemes consultation to remove the discrimination identified by the courts in the 2015 pension reforms has now closed. The consultation ran from 16 July 2020 to 11.59pm 11 October 2020.

The government is considering the responses and will set out its next steps in due course. We'll update you once we know the outcome from this feedback.

REFs

Due to the ongoing restrictions, the REFs will once again take the form of a slide deck, hosted on the scheme website complete with voiceover. We'll send you an email when it's loaded to the web.

COMING UP

Help Centres

We launched the help centres (both Member and Employer) in 2019. Whilst they've both seen some usage, the analytics show that they haven't delivered the traction we'd envisaged.

At the same time, the improvements to the scheme website have proven to deliver an effective experience for members seeking information.

From the latest member engagement survey, the percentage of members able to find the information they were looking for on the website has increased by 14.33% and the percentage of members who said they found information on the website 'easily/very easily' has increased by 37.68%.

In comparison, the same survey highlighted that help centre usage was low; nearly 69% of respondents had never used it.

So, from 22 November, both help centres will be switched off. At the same time, we're looking to enhance the search facility of the scheme website to further enhance user experience.

As employers, you'll still be able to access the EPG from your dedicated section of the web so you shouldn't notice any difference in service.



As some employers actively promote the member help centres through their email footer, please swop over to the 'Brush up on your benefits' email footer which can be downloaded from the member engagement materials page on the [website](#).

EPN to watch out for

The Added Pension and EPA EPN will be issued around Christmas time – watch out for it landing in your inbox.

In the news

The next issue of the active member newsletter will be issued between late January and late February next year. This builds on the success of our first active member newsletter which was issued earlier this year. The newsletter, which promoted the pension portal and other digital services available to members, had the following impact:

- At the beginning of the distribution period, the active Portal registration count stood at **55,252** and by the end of it, the number reached **74,981** – a total of **19,729** new registrations over the period.
- Web visits, DBN completions and member engagement survey completion volumes (all promoted in the newsletter) rose significantly week-on-week over the course of the distribution period.



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