

# Sargeant remedy - Communications

## FPS AGM 2020 : Workshop 3

# Introduction

- Fire Communications Working Group (FCWG) made up of FRA and administration colleagues.
  - Meet quarterly to discuss and develop national communications for scheme members.
  - Use shared knowledge and experience to provide central resources to reduce duplication and improve consistency.
  - The communications group links in with the technical group and regional pension officer groups.
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# Consultation proposals in brief

- The transitional period ends on 31 March 2022 – all taper members would have tapered by then.
  - On 1 April 2022, **all** members (including fully protected) will move into FPS 2015.
  - For the retrospective “remedy period” 1 April 2015 to 31 March 2022, all eligible members will be given a choice of final salary **or** CARE benefits.
  - **Either:** within 12-18 months of 2022 (immediate choice).
  - **Or:** at the date they leave the scheme (DCU).
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# Purpose of workshop

- Identify different cohorts of members who will need communicating to e.g. fully protected, taper, unprotected, active, deferred, pensioner.
  - Consider resources needed and do we expect these to be developed centrally for PS or sector-specific?
  - Discuss preferred methods of communication i.e. letter, email, web-based, videos, factsheets.
  - Choice exercises have historically been challenging (remember special members?!). What can we do to improve engagement?
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## What about...

- Members who do not respond to immediate choice exercise – consultation proposes multiple attempts to contact before allocating a default scheme (2.38 to 2.40).
  - Online tools – would need to be made available at scheme level for immediate choice (2.41 & 2.55). How could this be achieved? Software v's GAD spreadsheet?
  - Annual Benefit Statements (and PSS) – proposal for DCU to include both legacy and reformed benefits every year to retirement (A.21 – A.24).
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## Consultation questions on comms:

- Question 4: Please set out any comments on our proposed treatment of anyone who did not respond to an immediate choice exercise, including those who originally had tapered protection.
  - Question 13: Please set out any comments on our proposed treatment of annual benefit statements.
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## FCWG actions

- Work with LGA and sector to develop choice pack for members.
  - In process of adapting [resources from 2006 options exercise](#) for use in immediate detriment cases.
  - National member website in pipeline to provide central point of information – coming in 2021?
  - Continue to promote good practice and consistency in communications.
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# Workshop feedback – key points

- Consistent national approach important.
  - Different cohorts acknowledged.
  - Possibility of sharing comms e.g. election forms across public sector.
  - Different mediums of communication.
  - “TLDR” – Too Long, Didn’t Read! Consider videos, presentations, virtual sessions.
  - Members will have unique individual circumstances.
  - Need a reliable calculator with results and background calculations shown.
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# Thank you for listening

Neil Lewins – LPP and Chair of FCWG.

New members always welcome.

[We need your support –  
sign up here!](#)

