

DATES FOR YOUR DAIRY

Regional Employer Forums coming soon

The dates and locations of the first round of Regional Employer Forums for 2020 have been agreed and are as follows:

- Cardiff 21 April
- Manchester 22 April
- London 28 April
- Edinburgh 29 April

A 'save the date' email will be sent to our delegate list in the New Year and once the agenda has been agreed, a further, more detailed invite will be issued in due course.

If you haven't attended one of the events before, they're a great opportunity to hear first-hand from Cabinet Office and MyCSP about upcoming activities and campaigns, the latest updates on legislative issues and a chance for you to have your say.

For more info, contact ref@mycsp.co.uk



Civil Service Live dates and locations

It may be winter outside but in our hearts... it's time to think about summer and **Civil Service Live!** Civil Service Pensions will once again be hosting a stand and delivering Pension Power presentations across all the locations. Need dates for your diary? Look no further:

- North East | Northumbria University, Newcastle, Thursday 11 June.
- Scotland | SECC, Glasgow, Thursday 18 June.
- North West | ACC, Liverpool, Thursday 25 June.
- Wales | ICC Wales, Newport, Tuesday 30 June.
- Midlands | NEC, Birmingham, Thursday 9 July.
- South East | QEII, London, Tuesday 14 and Wednesday 15 July.



Civil Service

Live

CURRENT FOCUS

Member Portal registrations

Since the Pension Portal went live in April, a total of 36,894 pensioners (5.8%) and 41,171 active members (8.7%) have registered for it and started to use it to check their pension details online.

To encourage more members to access the portal (and the pre-populated modeller), please remember to use the promotional materials which were created to help you to drive awareness and engagement. The materials can be found [here](#).



Monthly Website Round Up

Scheme website activity in November saw a 10.1% decrease in users and a 9.2% decrease in sessions compared to October. This is not unexpected and is the usual seasonal fluctuation. However, positively, the number of users was 7% up on the same period last year. The website is quickly becoming the first point of call for all pension information, which will mean there will be less member queries for you to answer. Please continue to help us to promote it as the 'one stop shop' for information for members.

ERM page survey

We're always looking to understand how we can continue to assist you as employers in your day-to-day role delivering the Civil Service Pension Scheme to your members. With that in mind, we'd welcome your feedback, through completion of this [quick online survey](#).

New Starter Pack online

When welcoming your new starters, for pension packs, please follow the process detailed in [section 4.1](#) of the Employer Pension Guide (EPG) Ordering Starter Packs.

If you've followed the usual process for ordering a new starter pack but your member hasn't received it, you can download the relevant new starter pack forms from the [Employer Forms page](#) and issue them directly to the member. For the password to open the file, email ERMS@mycsp.co.uk

Resource accounts

EPN586: This EPN gives employers notice of the information the Scheme Administrator (MyCSP) requires in an initial fact gathering exercise and highlights the support available to employers.



McCloud Judgement

For the most up to date information from the scheme about the McCloud judgment, please refer to the dedicated pages on the scheme website which can be found [here](#).

COMING SOON

Member newsletter

For the first time, we'll be sending a newsletter to active members to alert them to news and views about the pension scheme. We already do this for our pensioner members and it's very well received and an excellent way of sharing information and asking for action to be taken.

The newsletter will be issued to all active members from the middle of January, to their home address (except for employees of our secure clients who will follow the distribution protocols associated with Annual Benefit Statements).

We'll send you a copy of the newsletter before it's issued so that you can see it before it goes live.

COMING SOON

Added pension

Keep an eye out in the next few weeks for the EPN reminder regarding buying Added Pension before **1 April 2020** and the deadline for purchasing Added Pension and EPA during 2020/21.

And finally

As it's that time of year, we'd like to wish all our employers a very Merry Christmas, happy holidays and season's greetings. It's a pleasure working with you and we look forward to more engagement, awareness and collaboration in 2020!



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