

PENSION POWER LIVE!



Our Strictly Pension Power theme went down a storm during our recent attendance at Civil Service Live. Our stand was one of the busiest there, and together with attendance at our Strictly Pension Power sessions, we met over 6,000 members face-to-face over the course of the eight events.

To book a Pension Power session for your members, visit the **Pension Power** page on our website.

YOU SAID, WE DID

YOU SAID... you wanted more information about the Employer Relationship Management team.

WE HAVE... created a dedicated ERM section on our website (coming soon) where you can find out about the team and the dedicated support they can provide to you.

YOU SAID... you don't understand your role and responsibilities in the administration of the scheme and need help to understand the Stakeholder Charter.

WE HAVE... created an Employer Compliance and Engagement Matrix to help you understand what your responsibilities are, and we'll be providing you with a performance dashboard to track their delivery during the 2018 / 2019 scheme year.

For more information about this, see the article in the On the Horizon section, right.

CURRENT FOCUS

Annual Assurance Statements update

As you'll be aware, the deadline for submitting your 2018/19 Annual Assurance Statement (AAS) has now passed.

We're currently in the process of reviewing the submissions we've received so far to determine appropriate actions, which we'll share with you in the near future.

Remember, you must submit your AAS by the agreed deadline. If you're having trouble submitting your AAS, you can contact

AOC2019@mycsp.co.uk or if you need to update the contact for AAS within your organisation, please contact erms@mycsp.co.uk

Annual Statements summary

We are pleased to announce that we have now completed the distribution of 2019 ABS and PSS to all eligible members.

Since production began in June, we've been working with employers to ensure that all eligible scheme members would receive their ABS by the agreed deadline of

31 August, so lookout for final management information, which we'll be issuing soon to employers, which confirms this.

Tell us what you think!

The MyCSP communications team is holding focus groups throughout the year with members and employers to gather valuable feedback on key scheme engagement and activity. If you would like to take part in these sessions, or for more information, please contact: communications@mycsp.co.uk

Monthly website roundup

In July, the most viewed employer pages on the Civil Service Pensions website were **Contribution Rates, Employer Pension Guide, and Employer Pensions Notices.**

Meanwhile, the most popular member pages were **Bite-Size Videos** and **Retirement Modeller.**



Pension Portal promo

Now that the distribution of Annual Statements to all eligible members has finished, please ensure your members have their instruction to register on the Pension Portal.

Over 10,000 active members have already registered and are benefitting from viewing their ABS online and planning their retirement using the new pre-populated retirement modeller.

You should've already received your on-boarding **communications pack** to publicise the Pension Portal, but if you haven't, you can request one by emailing erms@mycsp.co.uk

ON THE HORIZON

Get ready for the REFs!

As autumn approaches fast, make sure you save the date for the next round of Regional Employer Forums in October.

As usual, there'll be presentations, demonstrations and scheme updates in the morning from a variety of speakers and breakout workshops in the afternoon. For more details about the events, visit the dedicated REF page on our website.

To reserve your place, simply email your preferred date and venue (and any dietary requirements you have) to ref@mycsp.co.uk

Autumn REF dates
Cardiff – 02 October
Manchester – 03 October
Edinburgh – 09 October
London – 10 October

Pause for PAW in 2019

As mentioned in the last edition of *Hot Topics...* we'll be holding a week-long celebration of all things pension from **09 to 13 September.**

Pension Awareness Week (PAW) provides a fantastic opportunity for you to engage with your members about their pension, so look out for more information coming soon about how you can get involved.

Cheque-out these changes

In order to minimise the risk of fraud, the Scheme Administrator (MyCSP) will no longer offer cheques as a standard payment method.

The Scheme Administrator will be writing to individuals currently paid their pension by cheque to offer them the opportunity to move to BACS payment.

This will also affect leavers with between 3 and 24 months' service, who will not receive a refund of their contributions unless they provide their bank details to enable a BACS payment.

This change will come into effect by the end of September, and there is no action for employers.

Pension Poetry Day

Are you a poet but don't know it? Our brand new #PensionPoet campaign will have you waxing lyrical about your Civil Service pension! Stay tuned for more details.

The Matrix... revisited

During the 2019 Spring REFs, we introduced the concept of creating a Compliance & Engagement Matrix to help employers meet their responsibilities to the scheme under the Civil Service Pensions participation agreement.

Having developed this further with employers, we're pleased to announce that we'll be launching the Compliance & Engagement Matrix in quarter three, this year. As part of this, employers will receive a performance dashboard by the end of September 2019 to monitor delivery of their objectives and to discuss with their ERM during Service Review meetings.

Look out for an EPN on this coming soon, which will outline further actions you may need to take.



Employer Administration Guidance (EAG) - module update

Thank you to those of you who completed Module 1 of the EAG on time. We hope you enjoyed it and found it useful!

We have now launched Module 2 to be completed by **31 October 2019.**

Please note the completion dates of all modules for 2019/20 in the table below.

Module	Completion period
An Introduction to Civil Service pension schemes	01 August 2019 – 31 October 2019
Member Life Cycle – part 1	01 November 2019 – 31 January 2020
Data Responsibilities	01 February 2020 – 31 March 2020
Member - Life cycle – part 2	01 April 2020 – 31 May 2020

If you still need to register to access the EAG, please email erms@mycsp.co.uk

Printing?

This document is designed to be printed in A3, landscape, so check your settings before printing.

