

Your Pension 2020

Pensioner Spring Newsletter

INSIDE

Welcome | My Pension Online | Recent Court Rulings | Pension Pay Days
Coronavirus (COVID - 19) | Exciting Volunteering Opportunities





Contents Page

Welcome	04
My Pension Online	06
Recent Court Rulings	08
Pensions Increase 2020/21	09
Benefits and Data Matching	11
National Fraud Initiative	11
Protecting Yourself Online	12
2018/2019 Pension Fund Accounts	14
Coronavirus (COVID-19)	16
The Silver Line	17
Pension Paydays 2020-21	18
Death Grant	20
P60s and Pay Advices	21
Exciting Volunteering Opportunities	22
Cumbria Safe Families	23
Tell Us once	24
Power of Attorney	27
Changes to your circumstances	27
Contact Details	28

Welcome to the 2020 Spring Newsletter

It's been nearly 12 months since I took up the post of Director of Pensions Administration for Local Pensions Partnership (LPP) and what a year it has been! I am immensely proud of the progress our teams have made; delivering stability and improved member experiences.

After ensuring that the business was achieving all Service Level Agreements with clients, the focus is moving to deliver qualitative results as well as quantitative results. In order to do this, it's really important to us that we understand what you think about our service and what you would like to see us improve on. We've implemented member satisfaction surveys to hear your opinions – when you call our Pensions Helpdesk; at the end of the retirement process and after we've resolved complaints.

There are a number of strategic change programmes starting across the business. We are reviewing our core IT systems and will replace those that are not fit to support us in delivering enhanced member experience.

We are also looking to improve our member communications – ensuring that we move away from pensions jargon and communicate in ways that everyone can understand.

I am hugely excited about the opportunities we have to develop LPP Pensions Administration further and improving our service to members, employers and clients.

I hope you enjoy this newsletter and as always welcome your feedback on any of the services we provide.

Jo Darbyshire
Director of Pensions Administration



My Pension Online

Keeping it simple!



Do you like to keep things simple? Keeping in touch with your pension is important but it doesn't need to be complicated. At LPP we like to keep things simple for our members which is why we recommend signing up to **My Pension Online**. Having access to My Pension Online is an easy way to stay up to date with your pension and allows you to access important documents such as your annual P60 certificate.

As a member of My Pension Online you can:

- ✓ Access your annual P60 certificate
- ✓ Update nominated beneficiaries for death grant ((if applicable)
- ✓ Change contact details quickly and securely
- ✓ Change bank account details
- ✓ Receive e-communications

You can register in three easy steps

Step 1 – Complete the registration form online

Step 2 – LPP will send you a unique activation code

Step 3 – Once you have been issued your activation code you can go online and set up your username and password

Once registered, we can then contact you electronically when we want to share information with you about your pension.

If you would like support using My Pension Online call the Pensions Helpdesk on **0300 323 0260**.



Recent Court Rulings

Age Discrimination

You may be aware of the recent court case following the introduction of the Career Average Revalued Earnings (CARE) pension for firefighters and the judiciary. The case centred on the decision that only those closest to their schemes Normal Pension Age (NPA) would receive full transitional protection. As a result of the government losing the court case, we expect amendment regulations to be introduced in the next 18 months which may involve a minor change to a small number of members pensions who have retired since 2014. We will be contacting those affected once amended regulations have been released.

Opposite Sex Civil Partnerships

The government recently extended the Civil Partnership Act 2004 to include opposite-sex couples. The change is in response to the Supreme Court ruling that it was unlawful to deny opposite-sex couples the right to enter a civil partnership. The 2019 Act took effect from 26 May 2019.

The intention for the purposes of the pension scheme is that opposite-sex civil partners will be treated in the same way as those in an opposite-sex marriage.

Pensions Increase 2020/21

The government has approved the rate of increase for all public service pensions. The increase is effective from 6 April 2020 and is 1.7% for all pensioners in receipt of their pension from 8 April 2019 (except those under 55 who retired on grounds other than ill health).

The increase is set in line with the Consumer Price Index in September 2019. It does not reflect the performance of the Pension Scheme and we do not have the power to pay any additional increase.

Please find the increase amounts below, these are pro-rated depending on the date your pension started.

For pensions which began before 8 April 2019 the increase is 1.7 per cent. For pensions which began on or after 8 April 2019 the increases (following the calculation set out in article 3) are as follows.

Pensions Beginning	Increase
8 April 2019 - 21 April 2019	1.70 %
22 April 2019 - 21 May 2019	1.56 %
22 May 2019 - 21 June 2019	1.42 %
22 June 2019 - 21 July 2019	1.28 %
22 July 2019 - 21 August 2019	1.13 %
22 August 2019 - 21 September 2019	0.99 %
22 September 2019 - 21 October 2019	0.85 %
22 October 2019 - 21 November 2019	0.71 %
22 November 2019 - 21 December 2019	0.57 %
22 December 2019 - 21 January 2020	0.43 %
22 January 2020 - 21 February 2020	0.28 %
22 February 2020 - 21 March 2020	0.14 %



Benefits and Data Matching

If you are claiming any type of benefit, for example housing benefit, you need to declare that you are drawing a pension. This is because its value may affect your entitlement to benefits. Failure to do so may be considered a form of fraud and may lead to an overpayment of benefits. You should notify your benefits office of any changes as soon as possible.

Key payroll data and identifiers such as contact details may be provided to bodies responsible for auditing and administering public funds for the purposes of preventing and detecting fraud.

National Fraud Initiative

As part of the National Fraud initiative organised by the Cabinet Office and carried out under the Local Audit and Accountability Act 2014, regular checks are carried out to ensure our records are up to date in relation to members who may have passed away and do not have next of kin who can inform us.

Unfortunately, this does not include members who reside overseas and therefore, should this apply to you, you will be periodically contacted and asked to complete a declaration of life. It is important that you respond to our request in a timely manner so we can continue paying your pension without any issues. This exercise is undertaken not only to protect public funds but also so we can contact any beneficiaries who may be due payments under pension scheme rules.

Protecting Yourself Online

Online scams and how to avoid them

Numerous scams are in operation to get you to provide personal details, such as your bank account or credit card details, for fraud. Be wary of anyone who asks for your bank or credit card details. Phishing is a mostly email-based scam that lures you under false pretences to websites which look legitimate to get you to provide personal information. Such emails appear to be from recognisable sources such as banks but link to fraudulent websites.

- If in doubt, don't open emails or attachments.
- Before disclosing any personal information online, make sure you know who you are dealing with.
- Be suspicious of anyone who asks for your bank account or credit card details or asks for your password.
- Examine the email sender's address carefully before opening an email, and do not click on any links or email attachments unless you are sure of the sender's identity.

Check that the link looks correct before you click on it – if you are using webmail in a browser, hovering over the link with your cursor should allow you to see the actual link in the bottom left corner of your browser. As a rule, don't click on any links in emails unless you've requested the email - visit the website you're being asked to by typing the address in manually, using a bookmark or a search engine.

How to protect your identity online

Do not make too much personal information available to lots of people, for example by having open access on social networking sites. Your personal information can be used to steal your identity. Only use secure sites when shopping online – secure sites usually carry the green padlock symbol in the address bar. However, this on its own is not a guarantee that you're visiting the site you think you are – make sure the address for the website is the one you would expect as well.

Be careful when providing your:

- Full name
- Full address
- Date of birth
- Telephone number
- National insurance number
- Birthplace
- Previous addresses
- Bank account details or payment card details
- Account information

When choosing a password, avoid obvious choices such as mother's maiden name, child's name, pet's name, or other references that someone may be able to find out through information you have posted elsewhere. Try to use random mixtures of numbers and letters. Use different passwords for different sites. For more on online safety visit: <https://ico.org.uk/your-data-matters/online/social-networking/>

Contains public sector information licensed under the Open Government Licence v3.0.

COVID-19 Scams

With the recent outbreak of COVID – 19 there has been a reported rise in fraudulent activity, many people want to do their bit to help elderly and vulnerable neighbours, but be extra vigilant off and online when accepting help or being asked to provide information related to the current situation.

The Local Government Association advises that anyone stuck at home without food or medical supplies or is lonely due to self-isolation and does not have family or neighbours they can rely on should contact their local council for assistance.

Find your local council online: www.gov.uk/find-local-council. If you do not have access to the internet use **BT operator services: 118 500**

The National Trading Standards Scams Team has a Friends Against Scams Initiative which aims to protect and prevent people becoming victims of scams. For more information visit their website: www.friendsagainstscams.org.uk

Cumbria Local Government

2018/2019 Pension Fund Accounts

Member contributions

£17.3m

Investment income

£52.4m

Retirement lump sums

£11.3m

Employer future service contributions

£43.3m

Pensions paid

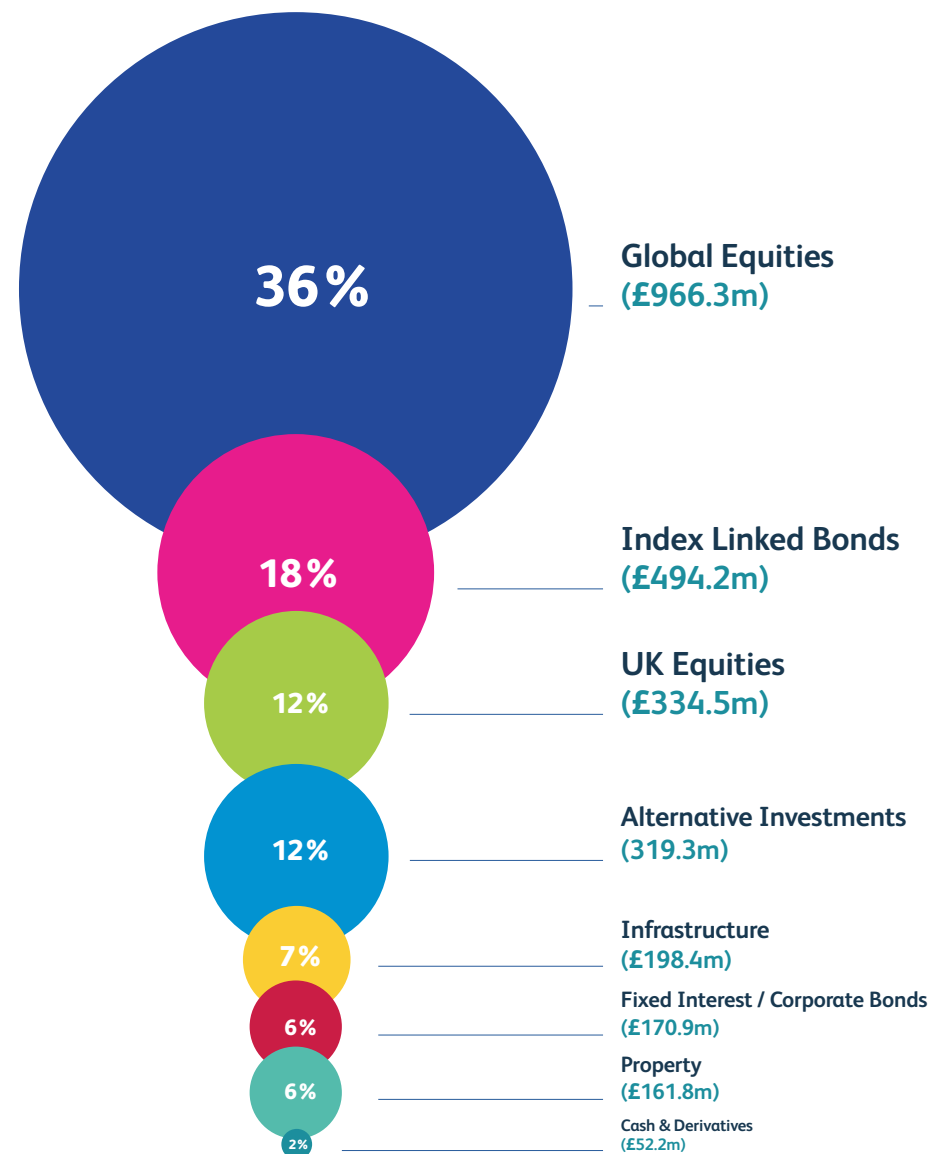
£70.5m

Annual increase in the value of the Fund

£140m

Value of fund at 31 March 2019

£2.7bn



This information is taken from the 2018/19 Annual Report & Accounts.

Investment Assets held by the Fund at 31 March 2019 (**£2,698 million**)

Coronavirus (COVID-19)

Coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China in December 2019.

Public Health England continue to update its Coronavirus Information. Read the latest information about the situation in the UK, along with guidance for what to do if you think you're at risk.

Go to **NHSUK/coronavirus** for information about the virus and how to protect yourself. Use the **111 online coronavirus service** to check if you need medical help.

The government has published its **coronavirus action plan** and expanded its **public information campaign**.

Keep up to date with the government's latest advice: **www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public**.

Updates to any impact on LPP service will be posted on the Your Pension website. **www.yourpension.org.uk**

Contains public sector information licensed under the Open Government Licence v3.0.

The Silver Line

Sometimes you just want someone to say goodnight to

The Silver Line, a helpline dedicated to providing support for older people living with loneliness and social isolation, has received in excess of 2.5 million calls since it was established in 2013. In October 2019 they became a subsidiary of Age UK.

Close to 1,500 people per day reach out to the helpline. There are thought to be around 1.2 million chronically lonely older people across the UK. That number is set to rise to 2 million by 2026 and The Silver Line is the front line of defence, combatting the destructive effects of this issue. Available 24 hours, 7 days, 365 days a year, it is the only free, national, confidential helpline offering information, friendship and advice to older people.

Over half of the people that call The Silver Line say that they have nobody else to speak to, the vast majority of them live alone and have very little human contact from day to day. Without our wonderful staff and volunteers, these people would be utterly isolated.

The Silver Line is providing a vital public service, funded entirely by charitable giving. It needs public support if it is to continue meeting and expanding in line with demand. To find out how you access their service or volunteer, visit **www.thesilverline.org.uk/what-we-do** alternatively phone **0800 4 70 80 90**.



Pension Paydays 2020-21

Month	Payment Date
April 2020	30 April
May 2020	29 May
June 2020	30 June
July 2020	31 July
August 2020	28 August
September 2020	30 September
October 2020	30 October
November 2020	30 November
December 2020	24 December
January 2021	29 January
February 2021	26 February
March 2021	31 March



Death Grant

Did you know that a lump sum death grant may be payable if you die while in receipt of a pension?

Whether one is payable will, generally, depend on whether you were under age 75 at death and how long your pension had been in payment.

It can take time to work out who should receive the death grant. To help us pay the death grant more quickly, you should complete the death grant nomination section on My Pension Online. To sign up visit <https://cumbrialive.yourpension.org.uk/>, alternatively go to the guides, leaflets and forms section of www.yourpensionservice.org.uk. It is also important that you keep your nomination up to date as your situation changes.

Survivor benefits

An ongoing pension is provided to your spouse, registered civil partner or, subject to certain qualifying conditions, your eligible cohabiting partner (if you were a member of the LGPS on or after 1 April 2008). We will also pay pensions to your eligible children for as long as they remain eligible.

Further information

For more information, please see our factsheet 'What happens to your pension when you die', which you can find at www.yourpensionservice.org.uk/local-government-scheme/members-active-deferred-pensioner/guides-leaflets-and-forms/

Letting us know about your death

When you die, we will stop paying your pension. To avoid overpayments (which we will reclaim), we will need to be told as soon as possible about your death.

P60s and Pay Advices

Unless you have opted out of electronic communications you will no longer receive paper P60s or pay advices. Your electronic P60 will be available to you within 'My Pension Online' by 1 May 2020.

If you have already opted out of electronic communications, you will receive your P60 through the post by 29 May 2020. Electronic pay advices will be available online for all pension payments, while paper pay advices will only be issued when there is a variance in net pay.

We are committed to electronic communications so that we can provide you with the most efficient service. You do not normally need to have a paper copy of your P60 unless you submit a self-assessment tax return.

Visit '**My Pension Online**' to sign up. Your P60 will be found in the 'Member Documents' Section.

Exciting Volunteering Opportunities

Cumbria County Council has a vision to use the power and potential in our communities to help prevent people from hitting crisis, to support communities, to support themselves and each other to raise aspirations and to thrive.

Part of this vision is an initiative called 'think family' ensuring children get the best start in life, they grow up with loving support from their families, they are able to live in thriving communities that nurture their potential and grow up to be independent adults. Achieving this vision means services working together to change the way they think, work we all do should relate to families and our communities, this means:

- Focusing on the child from birth to adulthood.
- Recognising the needs of adults within the family and finding ways to support families that are inclusive.
- Working with families using their strengths and the outreach within the community ensuring that families receive the support to tackle the challenges they face.

It is our vision to work with local communities and volunteers using untapped resources and empowering them, building local capability to help families.

We invite you to think about this vision and if you feel able to make a contribution and volunteer to make a difference with families to achieve their potential and provide support to enable them to tackle their challenges.

Here are a few examples of the types of volunteering you could be part of:



Cumbria Youth Alliance, Old Town Hall, Oxford Street, Workington CA14 2RS
Telephone **01900 603131** email us on cath@cya.org.uk or visit www.cya.org.uk
Use your skills to make a difference to the lives of children, young people and families here in Cumbria by volunteering within a charitable organisation.

Cumbria Safe Families

Facing life alone can be hard. When a family feels that they are isolated that there is no one who can help them it's a scary place to be. Safe Families exists to create relationship and connection because everyone deserves to belong.

We know there are people who want to be able to make a difference, who want to build community. However sometimes it can be difficult to know how best you can support isolated families. That is why we have developed 3 really easy ways that you can make a difference here in Cumbria:



If you think this is something you could get involved with please get in touch with our local team here in Cumbria on **0333 4141488** or by contacting cumbria@safefamilies.uk.

Or contact Lesley.sanczuk@cumbria.gov.uk or call **01900 706350**.
We look forward to hearing from you.

Tell Us once

What is it?

Tell us once is a free to use government service which enables you to register a bereavement which will then be shared amongst other relevant participating agencies.

How does this benefit you?

It means that during what is a difficult time you will not have to contact numerous agencies yourself; you can have the peace of mind that this is being done for you, making the process less daunting.

What will it do?

Once registered the service will notify the following agencies:

HM Revenue and Customs (HMRC) - to deal with personal tax (you need to contact HMRC www.gov.uk/government/organisations/hm-revenue-customs/contact/bereavement-and-deceased-estate separately for business taxes, like VAT)

- Department for Work and Pensions (DWP)
- Passport Office - to cancel a British passport
- Driver and Vehicle Licensing Agency (DVLA)
- The local council
- Veterans UK - to cancel Armed Forces Compensation Scheme payments

Tell Us Once will also contact some public sector pension schemes so that they cancel future pension payments. They will notify:

- My Civil Service Pension
- NHS Pension Scheme
- Armed Forces Pension Scheme
- pension schemes for NHS staff, teachers, police and firefighters in Scotland
- local authority pension schemes that participate in Tell Us Once

Tell Us Once is not available everywhere, for more information visit: www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

Contains public sector information licensed under the Open Government Licence v3.0.



To ensure any dependants benefits are paid promptly, your next of kin or executor of your will should contact us with the following information (you can cut this out and keep it with your will).

If you are dealing with the estate of someone who receives a pension from us, you should tell us as soon as possible, this will ensure dependents benefits are paid promptly.

- Name, address and date of death
- National Insurance number
- Marital Status at time of death
- Name, address and email of next of kin
- Relationship of next of kin
- Name and address of the person dealing with the estate
- Details of any dependent children

Address:

LPP - Your Pension Service
PO Box 1383
Preston
PR2 0WR

Phone:

0300 323 0260

Email:

askpensions@localpensionspartnership.org.uk





Power of Attorney

We have a few pensioners who, as time goes by, need a bit of help from relatives or friends with their financial affairs.

This is not a problem, but to enable us to take their instructions about change of address or bank details, we require evidence of either a power of attorney or Court of Protection order. Unless you have a power of attorney already, loved ones would need to apply for one through the court, which can prove long and costly.

For more information on how to make a power of attorney visit:
www.gov.uk/power-of-attorney

Did you know if you applied to register a power of attorney from 1 April 2013 to 31 March 2017 you can get part of your application fee refunded. This is because it is now cheaper to process a power of attorney than it was previously. For more information visit: www.gov.uk/power-of-attorney-refund

Changes to your circumstances

If you divorce you should let us know as soon as possible, you will need to complete a divorce request form and return it to us. It can be downloaded from the yourpensionservice.org.uk website.

If you move to a new house, you will need to let us know your new details. Members can Login to **My Pension Online**, go to My Details, Contact Details and Edit. You can also do so in writing, please make sure you sign the letter and include your national insurance number as a reference and return it to our contact address.

Contact Details

If you have any queries regarding your pension, please call us on:

Tel: **0300 323 0260**

Email: **Askpensions@
localpensionspartnership.org.uk**

Address:

LPP - Your Pension Service
PO Box 1382, Preston, PR2 0WQ

Web: **www.yourpension.org.uk**

Useful contacts

Pensions Service
(State Pension Enquiries)

Tel: **0345 60 60 625**

Web: **www.gov.uk/
contact-pension-service**

Tax Help

If you would like advice from Tax Help, they offer free independent and confidential tax advice to pensioners on incomes below £20,000 a year, they can be contacted on:

Helpline: **01308 488066**

Email: **taxvol@taxvol.org.uk**

Website: **www.taxvol.org.uk**

General Data Protection Regulation (GDPR)

Local Pensions Partnership are fully compliant with the GDPR and Data Protection Act 2018 regulations that came into effect on 25 May 2018. This will not impact the way you receive your pension. However, it does change the way we hold and process your data.

For more information visit: **www.localpensionspartnership.org.uk/Your-privacy**



