

## **Communication Policy**

### **1. The Pension Fund communication policy aims to achieve:**

- Comprehensive communication
- Clarity of message
- Accuracy and timeliness
- Equality of access
- A dialogue with stakeholders

### **2. This statement will detail the Fund's policy on;**

- Information to scheme members, representatives, employers and all other stakeholders with an interest in the Fund
- The format, frequency, and method of distribution of such information
- The promotion of the Scheme to prospective members and their employing bodies
- Communication method

### **3. With whom do we communicate?**

Scheme Members:

- Prospective and new members
- Active members
- Deferred members
- Pensioners and Dependants
- Scheme member representatives

Scheme Employers

Elected Members

Internal Staff

Wider Audience

### **4. Scheme Members**

It is our policy to distribute all correspondence direct to each member's home address. We work with employers to ensure that we hold the most up to date information and advise members of the importance of notifying a change of address.

For prospective members, we provide all employers with scheme guides to include in either recruitment or appointment packs.

**4.1** On joining the Fund each new member receives a welcome pack which includes:

- A scheme guide
- Information and forms about transferring any previous pensions rights
- A death grant notification form
- A form requesting correspondence in a different format
- Survey questionnaire

**4.2** On leaving the scheme members receive:

- A benefit statement
- A Scheme information booklet

**4.3** Annual Benefit Statement

- We provide an annual benefit statement to all our active and deferred members.

**4.4** Newsletters

- We provide members with an annual newsletter that sets out the latest information about the Scheme including an abridged copy of the Pension Fund financial statement, and other pension matters. The newsletter is sent out with each members' annual benefit statement
- Newsletters are also issued to advise members of changes to the Scheme as and when these arise.

**4.5** Corporate Induction Courses

- Fund Officers will attend corporate induction events in order to present to prospective Scheme members the benefits of joining LGPS. A one-on-one surgery will also be offered to take account of individual queries that may be raised by such meetings.

**4.6** Pensions Surgeries

- Pensions Surgeries will be held at various locations within the area to provide a valuable aid to new and existing members.

## 4.7 Pensioners and Dependants

- We provide a monthly payslip
- A P60
- Details of the annual pensions increase are included with the monthly payslip
- Pensioners are paid monthly on the 15<sup>th</sup> of each month or on the previous Friday if the 15<sup>th</sup> day of the month lands on a weekend.

## 5. Scheme Employers

### 5.1 Employer Liaison Meeting

- We will hold a liaison meeting twice a year with the main Scheme employers to resolve technical or service delivery issues
- We will visit employers on request or at least once every 2 years

### 5.2 Annual Forum

- We invite all employers to the annual Forum which is generally held at the end of year.

### 5.3 Employer Newsletter

- We issue quarterly newsletter '**Employer Briefing**'
- We will have a dedicated section of the website, where information will be held and an employer on-line forum for discussion.

### 5.4 Employers Guide

- The Fund produces an administration guide that is issued to Fund employers. This guide details the processes, procedures and forms needed to carry out their administration responsibilities. It is available via the website.

### 5.5 Periodic Employer meetings

- We will hold periodic meetings with employers to discuss major scheme changes, strategic issues or legislative changes

## **6. Wider Audience**

### **6.1 Trade Unions**

- We will work with trade union representatives to ensure that the Scheme is understood by all interested parties
- Training days for branch officers will be provided on request
- Trade Unions will be invited to the Annual Pension Fund Forum
- We will endeavour to ensure that all related pensions issues are communicated effectively with the Trade Unions.

### **6.2 External Service Providers**

- We will correspond with external service providers within the Councils service standards