

# **COMMUNICATION POLICY STATEMENT**

January 2016

Hertfordshire Firefighters Pension Schemes

This policy sets out Hertfordshire County Council Communication Policy on how it communicates with scheme members and prospective scheme members.

### **Communication Policy Statement**

This policy statement sets out how as an employer Hertfordshire County Council communicates with scheme members in regard to the Firefighters Pension Schemes.

### **Pensions Committee and Pension Board Reports and Minutes**

These are available from the Hertfordshire County Council website, ;  
<https://cmis.hertsdirect.org/hertfordshire/CabinetandCommittees/tabid/62/ctl/ViewCMISCommitteeDetails>

### **Advice and Help**

The London Pension Fund Authority (LPFA) who administers the Firefighters Pension schemes on behalf of Hertfordshire County Council are available to give advice on the telephone, by letter or by email to scheme members and the employer. Comprehensive information and guidance is also accessible from the Pension Fund website at [www.yourpension.org.uk/HCCFire/Pensions-Home](http://www.yourpension.org.uk/HCCFire/Pensions-Home)

### **Annual Benefit Statements**

All active and deferred scheme members receive an Annual Benefit Statement setting out the level of benefits that have been built up, along with a forecast of benefits at retirement. There is a requirement to publish statements relating to 2015/16 and future years by 31 August.

### **Internet**

The Pension Fund's website provides information about Scheme benefits. Scheme members may also have access to information about their pension benefits by subscribing to an on-line service. This can be found at [www.yourpension.org.uk/HCCFire/Pensions-Home](http://www.yourpension.org.uk/HCCFire/Pensions-Home)

### **Information Letters**

Information about changes in regulations is provided to employees a range of media, including email and letter and workshop sessions.

### **Payslips**

All active members receive payslip which includes details of pension deductions . All pensioners receive at least three payslips each year and messages are included whenever there is new information to be communicated.

### **Newsletter for Active Members**

Protect, Community Protection newsletter is issued monthly and includes articles on pension as and when required.

## **Newsletter for Pensioners**

Quarterly newsletters are set to Pensioners, one newsletter is mailed and all other newsletters are published and are accessible from the Pension Fund website.

## **Prospective Scheme Members**

The methods used to ensure that prospective members are aware of the Scheme and its benefits are:

### **Job Advertisements**

The Firefighters Pension scheme is advertised as a benefit as part of any recruitment process.

### **Scheme Booklet**

All new starters are provided with a link to the Scheme booklet which summarises the benefits available from the Pension Fund. This can be found at [www.yourpension.org.uk/HCCFire/2006-Scheme/Scheme-Guide.aspx](http://www.yourpension.org.uk/HCCFire/2006-Scheme/Scheme-Guide.aspx)