

COMMUNICATION POLICY STATEMENT 2017

Report of the Director of Resources

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1. Purpose

The purpose of this report is to provide members of the Hertfordshire Fire Pension Board with an updated version of the Communication Policy Statement (Appendix A), which was last reviewed in January 2016.

2. Summary

- 2.1 The Firefighters Pension Scheme Communication Policy sets out how Hertfordshire County Council communicates with all scheme members and prospective scheme members about the Firefighters pension schemes, covering the many different ways that scheme members are communicated with.
- 2.2 The statement must set out the Fund's policy on the provision of information, the format, frequency and method of distributing this information and the promotion of the Scheme to prospective members.
- 2.3 The statement must be revised by the administering authority following a material change in their policy on any of the matters referred to in the above.

3. Recommendations

- 3.1 That the Board approves the 2017 Communication Policy Statement.

4. Key Changes

- 4.1 The 2016 Communication Policy Statement has been updated to reflect changes primarily with regard to electronic communications listed below.
- 4.2 The fund is seeking to prioritise electronic means of communication with members where possible, and particularly in respect of future Annual Benefit Statement exercises. The fund will be seeking to make these statements available to individuals online, with electronic notification of their publication. This is in line with the practice of a number of other funds.

- 4.3 In moving to electronic communications all members must be given clear written notice of the intention to change the default method of communication, and be provided with the opportunity to opt out of electronic communications and continue to receive paper hard copies. Officers will be working with the Local Pensions Partnership (LPP) to ensure that this requirement is met.
- 4.4 The new policy also reduces the frequency of pensioner newsletters from three per year, down to annual publications. It is felt that there is not the volume of relevant updates for pensioners to justify the more frequent communications, and an annual newsletter will be more impactful. This is in line with the practice of a number of other funds supported by LPP.