

APPENDIX C

COMMUNICATION POLICY STATEMENT

September 2017

Hertfordshire Pension Fund Local Government Pension Scheme



The Pension Fund has published a Communication Policy Statement which sets out how it communicates with employers and representatives of employers, Scheme members and prospective Scheme members. It was approved by the Pensions Committee on 4 September 2017.

Communication Policy Statement

This Statement is prepared in accordance with regulation 61 of the Local Government Pension Scheme Regulations 2013, which requires an Administering Authority to prepare, maintain and publish a statement on its policy for communicating with members and employing authorities.

Employers

The following methods are used to communicate with employers in the Pension Fund:

- **Annual General Meeting/Employer Forum**
All employers are invited to attend, to listen to presentations on topical issues and to raise questions about the Pension Fund.
- **Quarterly Employer Newsletters and Ad Hoc Bulletins**
All employers receive quarterly newsletters which provide information, advice and guidance about administering the Scheme. Ad hoc bulletins are also published to advise employers about specific issues that require attention or action, e.g. changes to Scheme regulations.
- **Annual Report and Accounts**
A copy of this publication is sent to all employers and is available from the Pension Fund's website, <https://www.yourpension.org.uk/Hertfordshire/Fund-information/Annual-reports.aspx>
- **Hertfordshire Chief Finance Officers' Meeting**
The Assistant Director (Finance) for the County Council keeps in contact with the District and Borough Councils through these meetings and keeps them up to date with pension matters.
- **Pension Committee Reports and Minutes**
These are available to employers and members who wish to review them, from the Hertfordshire County Council website, <http://cmis.hertfordshire.gov.uk/hertfordshire/CabinetandCommittees.aspx>

- **Pension Board Reports and Minutes**
These are available to employers and members who wish to review them, from the Hertfordshire County Council website
<http://cmis.hertfordshire.gov.uk/hertfordshire/CabinetandCommittees.aspx>
- **Guidance and Help**
County Council staff and the Local Pensions Partnership (LPP), the Pension Fund's outsourced scheme administrator, are available to give advice on the telephone, by letter or by email. Comprehensive information and guidance is also accessible from the Pension Fund website at
<https://www.yourpension.org.uk/Hertfordshire/Pensions-Home.aspx>

Scheme Members*

The following methods are used to communicate with Scheme members:

- **Telephone Helpline**
The LPP provide a telephone helpline for all enquiries from Scheme members on any aspect of their pension arrangements.
- **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.
- **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.
- **Information Letters**
Information about changes in regulations is provided to employees via their employers in a range of media, including email and letter.
- **Payslips**
All pensioners receive at least three payslips each year and messages are included whenever there is new information to be communicated.
- **Newsletter for Pensioners**
An annual newsletter is mailed to pensioners and two in-year newsletters are published and are accessible from the Pension Fund website.

*The scheme is seeking to move to electronic means of communication with members, as opposed to paper hard copies, where possible. This will include online self-service, as well as email communications, notifications and alerts. Before changing the medium of a particular communication the fund is required to provide members with two written notices to that effect, as well as provide the opportunity for members to opt out of electronic communication, and continue to receive hard copies. In future ABS Statements, Payslips and Pensioner Newsletters will be provided electronically unless members opt out.

Prospective Scheme Members

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

- **Job Advertisements**
Many employers advertise the benefits of the Scheme in their job advertisements.
- **Scheme Booklet**
All new starters in the employing organisations in the Pension Fund are provided with a Scheme booklet which summarises the benefits available from the Pension Fund.
- **Induction Sessions**
Employers in the Pension Fund are encouraged to include pensions in their induction sessions for new starters.