

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 Pension Committee an updated and reviewed version of the Communication Policy Statement, which was last approved in September 2014.

2. Summary

- 2.1 The Local Government Pension Scheme (LGPS) 2013 Regulations (61) contains a requirement for administering authorities to prepare, maintain and publish a written statement setting out its communications with members, representatives of members, prospective members and scheme employers.
- 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 and their employers.
- 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 Committee approves the 2017 Communication Policy Statement, attached at appendix A.

4. Key Changes

- 4.1 The 2014 Communication Policy Statement has been updated to reflect changes in a number of key areas listed below.
- 4.2 The frequency of employer newsletters has been revised from monthly to quarterly, which will bring the frequency of these communications in line with what is actually specified within the pensions' administration contract with the Local Pension Partnership (LPP). It is also felt that fewer, more

detailed/significant newsletters will have more impact with employers than more regular, but repetitive updates – however the effectiveness of these newsletters will be monitored with employers going forwards.

- 4.3 A section has been added to the Policy to reflect the publicly available minutes and reports of the Hertfordshire LGPS Pension Board meetings.
- 4.4 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.
- 4.5 In moving to electronic communications all members must be given two clear written notices of the intention to change the 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.