

# Communications Policy

# Communications Policy 2021

This policy is published as a requirement under regulation 61 of the Local Government Pension Scheme Regulations 2013.

## Introduction

West Yorkshire Pension Fund (WYPF), Lincolnshire Pension Fund (LPF), Hounslow Pension Fund (HPF) and Barnet Pension Fund entered into collaboration agreements for shared service in April 2015 (LPF), August 2018 (HPF) and October 2020 (HPF). The funds are administered jointly by WYPF, referred to in this policy as 'the administrator'.

This policy has been prepared to meet our objectives about how we communicate with key stakeholders. The administrator currently administers the Local Government Pension Scheme (LGPS) for over 700 employers and have over 100,000 active members in the LGPS. We also administer the Councillor Pension Scheme and the Firefighters' Pension Schemes both old and new for a number of fire authorities. This policy is effective from January 2021 and will be reviewed annually.

## Our stakeholders

For all of the schemes that we administer, our stakeholders include:

- members
- representatives of members
- prospective members
- employing authorities
- third-party employer service providers

## Key objectives

- Communicate the scheme regulations and procedures in a clear and easy to understand style
- Use plain English for all our communications with stakeholders
- Identify and use the most appropriate communication method to take account of stakeholders' different needs
- Use technologies to provide convenient, up to date and timely information to stakeholders
- Engage with our stakeholders face-to-face when possible and appropriate

## Evaluation and continuous development

To ensure we are meeting the expectations of our stakeholders and to evaluate the effectiveness of our communications we will use the following methods:

- feedback questionnaires
- monitoring compliments and complaints, and
- customer surveys.

To ensure continuous development we plan to:

- further develop member self service with Civica's MyPension platform
- broaden our use of digital platforms to engage stakeholders
- improve the web provision for firefighters, and
- increase the information we give to employing authorities when they join the scheme or change main contacts.

## Communications events 2021/22 – Local Government Pension Scheme (LGPS)

Communication	Format	Frequency	Method of distribution
<b>LGPS active members (including representatives of active members and prospective members)</b>	Newsletter	2/3 per year becoming more frequent and modular as electronic communications increase	Mail
	Annual meeting	1 per year	Meeting (WYPF/HPF)
	Annual benefit statement	1 per year	E-mail
	www.wypf.org.uk	Constant	Web
	Member fact card	On request/constant	Print/web
	Member fact sheets	On request/constant	Print/web
	Introduction to WYPF	On employer request	
		Presentation Your pension explained	
		On employer request	
		Presentation Pre-retirement	On
	employer request	Presentation Pension surgeries/drop ins	
		On employer request	Virtual
	WYPF Contact centre LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/e-mail
	Scheme booklet	Constant	Web
New member pack	On joining	Mail	
Social media	Constant	Web	
<b>LGPS deferred members (including representatives of deferred members)</b>	Newsletter	1 per year becoming more frequent and modular as electronic communications increase	Web
	Annual benefit statement	1 per year	E-mail
	Annual meeting	1 per year	Meeting (WYPF/HPF)
	www.wypf.org.uk	Constant	Web
	WYPF Contact centre LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Social media	Constant	Web
<b>LGPS pensioner members (including representatives of retired members)</b>	Newsletter	2 per year	Mail
	Annual meeting	1 per year	Meeting (WYPF/HPF)
	www.wypf.org.uk	Constant	Web
	WYPF Contact centre LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Pension advice	As and when net pension varies by 25p or more	Mail
	P60	1 per year	Web
	Social media	Constant	Web

## Communications events 2021/22 – firefighters

Communication	Format	Frequency	Method of distribution
<b>Firefighter active members (including representatives of active members and prospective members)</b>		Newsletter At least 1 per year becoming more frequent and modular as electronic communications increase	Mail
	Annual benefit statement	1 per year	Web
	www.wypf.org.uk	Constant	Web
	Introduction to WYPF	On employer request	Presentation
	Your pension explained	On employer request	Presentation
	Pre-retirement	On employer request	Presentation
	Pension surgeries/drop-ins	On employer request	Face to face
	Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Scheme booklet	Constant	Web
<b>Firefighter deferred members (including representatives of deferred members)</b>	Annual benefit statement	1 per year becoming more frequent and modular as electronic communications increase	E-mail
	www.wypf.org.uk	Constant	Web
	WYPF Contact centre LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
<b>Firefighter – pensioner members (including representatives of pensioner members)</b>	www.wypf.org.uk	Constant	Web
	WYPF Contact centre LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Pension advice	As and when net pension varies by 25p or more	Mail
	P60	1 per year	Web

## Communications events 2021/22 – councillors

Communication	Format	Frequency	Method of distribution
<b>Councillor members (including representatives of members)</b>	Newsletter	1 per year becoming more frequent and modular as electronic communications increase	Web
	Annual meeting	1 per year	Meeting
	Annual Benefit Statement	1 per year	E-mail
	www.wypf.org.uk	Constant	Web
	Ad hoc meetings	When required	Meeting/face-to-face
	WYPF Contact centre	8.45 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	LPF satellite office		
Social media	Constant	Web	

## Communications events 2020/21 – employing authorities

Communication	Format	Frequency	Method of distribution
<b>Employing authorities</b>	Pension Fund Representatives	8.30 to 4.30 Monday to Friday	Face-to-face/phone/e-mail
	Website	Constant	Web
	Fact card	1 per year	Mail
	Fact sheets	Constant	Web
	Employer guide	Constant	Web/electronic document
	Ad hoc training	When required	Face-to-face/virtual
	Update sessions	Up to 2 per year	Meeting
	Annual meeting	1 per year	Meeting
	Manuals/toolkits	Constant	Web/electronic document
	Pension Matters and round-up	12 per year and when required	Wordpress blog and gov. delivery bulk email
	Social media	Constant	Web
	Ad hoc meetings	When required	Face-to-face
	Workshops	1 per week	Cloud hosted webcasts
Bite size videos	Ad hoc	MP4 hosted on our website	

## Member contacts

**Phone** (01274) 434999

**Email** pensions@wypf.org.uk

### **Postal address**

WYPF  
PO Box 67  
Bradfor  
d BD1  
1UP

### **WYPF Contact**

#### **centre**

Aldermanbury  
House 4 Godwin  
Street Bradford BD1  
2ST

### **LPF satellite office**

County Offices  
Newland  
Lincoln LN1 1YL

## Employer contacts

Stuart Duncombe (Head of Communications) 01274 432763

### **Pension Fund Representatives**

**David** 01274 433840

#### **Parrington**

**Sheryl Clapham** 01274 432541

**Lisa Darvill** 01274 432540

**Kaele Pilcher** 01274 432739

**Anisa Patel** 01274 433788

## WYPF Management

**Rodney Barton** Director – WYPF

**Yunus Gajra** Head of Governance and Business Development

**Grace Kitchen** Head of Member Services

**Ola Ajala** Head of Finance

**Caroline Blackburn** Head of Technical and Employer Services

## Lincolnshire Pension Fund Management

**Jo Ray** Head of Pensions

**Claire Machej** Accounting, Investment and Governance Manager

## Hounslow Pension Fund Management

**Hitesh Sharma** Strategic Pensions Manager

## Barnet Pension Fund Management

**Mark Fox** Pensions Manager

## Fire and Rescue Pension Scheme Clients

Buckinghamshire & Milton Keynes Fire Authority

County Durham and Darlington Fire and Rescue Service

Derbyshire Fire & Rescue Service

Devon & Somerset Fire & Rescue Service

Dorset & Wiltshire Fire & Rescue Service

East Sussex Fire and Rescue Service

Hereford & Worcester Fire & Rescue Service

Humberside Fire & Rescue Service

Leicestershire Fire & Rescue Service

Lincolnshire Fire & Rescue Service

Norfolk Fire and Rescue Service Northumberland Fire &  
Rescue Service

North Yorkshire Fire & Rescue Service

Nottinghamshire Fire & Rescue Service

Royal Berkshire Fire and Rescue Service

South Yorkshire Fire & Rescue

Tyne & Wear Fire & Rescue Service West Yorkshire Fire &  
Rescue Service