



London Borough  
of Hounslow



# Communications Policy

## Communications Policy 2023

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 (BPF). 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 800 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 2023 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 scheme regulations and procedures in a clear and easy to understand style and help scheme members understand their pension, the benefits and options it provides
- 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
- Provide timely and sufficient information to scheme members, allowing access through the channel of their choice, so members can make informed decisions about their benefits
- Engage with our stakeholders face-to-face when 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
- web feedback using hosted services

To ensure continuous development we plan to:

- further develop member self service with a secure My Pension platform
- broaden our use of digital platforms to engage stakeholders including adoption of online chat using Live Agent

- improve the web provision for all members by launching a new persona driven website, and,
- increase the information we give to employing authorities when they join the scheme or change main contacts

## Communications events 2023 – 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	Bulk email and mail if members opted out of electronic communications
	Annual meeting	1 per year	Meeting (WYPF/HPF)
	Annual Pension Statement	1 per year	E-mail and mail if members opted out of electronic communications
	www.wypf.org.uk	Constant	Web
	Member fact card	On request/constant	Print and web
	Member fact sheets	Constant	Web
	Introduction to WYPF	On employer request	Virtual or in person
	Presentation – Your pension explained	On employer request	Virtual or in person
	Presentation – Pre retirement	On employer request	Virtual or in person
	Pension surgeries/drop in's	On employer request	Virtual
	Engaging with your LGPS pension	Monthly	Virtual events held online
	Pension Awareness Week	Once per year (Sept)	Virtual events held online
	Planning for a successful retirement	At least monthly	Held by Affinity Connect
	WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
	Scheme booklet	Constant	Web
	New member pack	On joining	Mail
	Social media	Constant	Web
	YouTube channel	Constant	Web
<b>LGPS deferred members (including representatives of deferred members)</b>			

# COMMUNICATIONS POLICY

Newsletter	1 per year becoming more frequent and modular as electronic communications increase	Bulk email and mail if members opted out of electronic communications
Deferred Benefit Statement	1 per year	Email
Annual meeting	1 per year	Meeting (WYPF/HPF)
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Social media	Constant	Web
YouTube channel	Constant	Web

## **LGPS pensioner members (including representatives of retired members)**

Newsletter	1 per year becoming more frequent and modular as electronic communications increase	Bulk email and mail if members opted out of electronic communications
Annual meeting	1 per year	Meeting (WYPF/HPF)
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Pension advice	As and when net pension changes by £5.00 or more	Mail if not registered with My Pension
P60	1 per year	Web unless opted out of electronic communications
Social media	Constant	Web
YouTube channel	Constant	Web

## Communications events 2023 – 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	Bulk email and mail if members opted out of electronic communications
Annual Benefit Statement		1 per year	E-mail and mail if members opted out of electronic communications

# COMMUNICATIONS POLICY

www.wypf.org.uk	Constant	Web
New recruit presentation	On employer request	Virtual or in person
Presentation – Your pension explained	On employer request	Virtual or in person
Presentation – Pre retirement	On employer request	Virtual or in person
Pension surgeries/drop in's	On employer request	Virtual or in person
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Scheme booklet	Constant	Web

## Firefighter deferred members (including representatives of deferred members)

Annual Benefit Statement	1 per year	E-mail and mail if members opted out of electronic communications
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email

## Firefighter – pensioner members (including representatives of pensioner members)

www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Pension advice	As and when net pension changes by £5.00 or more	Mail if not registered with My Pension
P60	1 per year	Web unless opted out of electronic communications

## Communications events 2023 – 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	Bulk email and mail if members opted out of electronic communications
	Annual meeting	1 per year	Meeting (WYPF/HPF)

Deferred Benefit Statement	1 per year	E-mail and mail if members opted out of electronic communications
www.wypf.org.uk	Constant	Web
Ad hoc meetings	When required	Virtual/meeting/face-to-face
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Social media	Constant	Web

## Communications events 2023 – employing authorities

Communication	Format	Frequency	Method of distribution
<b>Employing authorities</b>			
Employer Pension Fund Representatives	Website	8.30 to 4.30 Monday to Friday	Virtual / face-to-face / email / phone
Fact card	Website	1 per year	Web
Fact sheets	Website	Constant	Web
Employer guide	Website	Constant	Web/electronic document
Employer webcasts	Website	Weekly	Held on-line with recordings made available
Ad hoc training	Website	When required	Face-to-face/virtual
Update sessions	Website	Up to 2 per year	Meeting
Annual meeting	Website	1 per year	Meeting
Manuals/toolkits	Website	Constant	Web/electronic document
Pension Matters and round-up	Website	12 per year and when required	Wordpress blog and gov. delivery bulk email
Social media	Website	Constant	Web
Ad hoc meetings	Website	When required	Face-to-face

## Member contacts

**Phone** (01274) 434999

**Email** [pensions@wypf.org.uk](mailto:pensions@wypf.org.uk)

Our offices have now re-opened to members of the public following the Covid-19 pandemic on an appointment basis.

## Postal address

WYPF  
PO Box 67  
Bradford BD1 1UP

## WYPF contact centre

Aldermanbury House  
4 Godwin Street  
Bradford  
BD1 2ST

## LPF satellite office

Lincolnshire County Council  
County Offices  
Newland  
Lincoln LN1 1YL

## Employer contacts

Ammie Mchugh (Employer Relations Manager) 01274 432763

## Employer Pension Fund Representatives

David Parrington (Fire)	01274 433840
Sheryl Clapham (LGPS)	01274 432541
Kaele Pilcher (LGPS)	01274 432739
Ahmed Surtee (LGPS)	01274 433517
Richard Quinn (LGPS)	01274 433646
Finola Middleton (LGPS)	01274 432726

## WYPF Management

Euan Miller	Managing Director – WYPF
Yunus Gajra	Assistant Director (Finance, Administration and Governance)
Grace Kitchen	Head of Member Services
Ola Ajala	Head of Finance
Caroline Blackburn	Head of Employer Services and Compliance
Elizabeth Boardall	Head of Projects, Communications & IT

## **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  
Cambridgeshire Fire & Rescue Service  
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  
Northamptonshire Fire & Rescue Service  
Northumberland Fire & Rescue Service  
North Yorkshire Fire & Rescue Service  
Nottinghamshire Fire & Rescue Service  
Royal Berkshire Fire and Rescue Service  
Shropshire Fire & Rescue Service  
South Yorkshire Fire & Rescue  
Staffordshire Fire & Rescue Service  
Tyne & Wear Fire & Rescue Service  
Warwickshire Fire & Rescue Service  
West Yorkshire Fire & Rescue Service