

Communications Policy

Updated April 2021

Contents

Introduction	2
Our Policy	2
Communications for Scheme Members	3
Communications for Scheme Employers	4
Pension Administration Strategy Statement	4
Communication Programme	5
Rights to Information and Data Protection	6
Review of Policy	7

Introduction

Every Local Government Pension Scheme (LGPS) administering authority must prepare, publish and maintain a new policy statement on communication strategy. The details of this legal requirement are contained in Regulation 61 of the Local Government Pension Scheme Regulations 2013.

The communications policy statement must set out the administering authority's policy concerning communications with members, representatives of members, prospective members and scheme employers.

The policy statement must set out (a) the policies on the provision of information and publicity about the Scheme to members, representatives of members, and scheme employers; (b) the format, frequency and method of distributing such information or publicity; and (c) the promotion of the Scheme to prospective members and their employing authorities.

Since the formation of the Local Pensions Partnership (LPP) in April 2016, many Lancashire County Pension Fund (LCPF) communications are now issued on its behalf by LPP. LPP adheres to these standards when issuing any communications on behalf of LCPF.

Our Policy

The LCPF communication policy aims to ensure that all communications are:

Clear

We strive to avoid jargon and technical terms whenever possible. Our communications should be consistent across all platforms including web, email, direct correspondence, telephone and face-to-face.

Accurate and timely

We always aim to deliver a proactive service that provides accurate information in a timely fashion. We have already moved towards more electronic communications and online self-service to help deliver information in an effective and timely manner and will look to increase this in the future.

Open to feedback

We encourage all scheme members, employers and other audiences to feedback on our work and help us improve our services.

Targeted

We aim to ensure that all communications are relevant and appropriate for the audience.

Accessible

We meet accessibility needs wherever possible. We aim to reach as many people as possible, regardless of their situation. We follow the Government's 'digital by default' aims, and in 2017 we began the move to more electronic communications. However, we recognise this may not be the best medium for all our audiences and will accommodate those who decide to opt out of e-communications.

Communications for Scheme Members

Whilst the easiest way for members to stay updated on the fund is via our online services, members can find information across several platforms:

My Pension Online – Member Self Service

www.lppapensions.co.uk/members/members-log-in/

- Annual Benefit Statements (ABS)
- Scheme Newsletters to My Pensions Online
- P60s
- Nomination details
- Monthly pay advice

Website (www.lppapensions.co.uk)

- Personal pension details via the My Pensions Online
- Guides to the scheme and its administration

Via post

- Annual Benefit Statements (ABS)
- Annual Scheme Newsletters
- Pensioners pay advice
- P60s
- Scheme publications and literature

Information for Prospective Members

www.lppapensions.co.uk

Our websites offer information on joining the LGPS, scheme benefits as well as guidance on opting out of the scheme.

Forums & Events

LCPF are always pleased to meet their members face to face; members are encouraged to engage with our staff with regular "pension surgeries" being held across the County.

Communications for Scheme Employers

Like our members, employers are encouraged to use our online facilities and attend our face to face events to maximise our service value. There are various channels of communication which LCPF will utilize for our employers, such as:

EPIC – Employer Portal

- Employers can access the Employer Portal at

www.lppapensions.co.uk/employers/

- Offers secure data transmission and online form processing

Newsletters, guides and bulletins

- Quarterly newsletter to update on scheme changes and new initiatives
- Regular employer bulletins and e-mail alerts
- Provision of news and employer guides via the website

www.lppapensions.co.uk

Annual Employer Forum and Practitioners conference

The LCPF Annual Employer events are an opportunity for employers to learn about Scheme changes as well as relevant information from across the sector and the wider pensions industry. Attendees can learn more about new LCPF initiatives and ask questions of both LCPF and LPP senior management.

Employer Training

Employer training is on an ongoing basis, and focused on employers who need support (identified through low performing KPI's linked to processes).

Pension Administration Strategy Statement

The Pension Fund is committed to providing a high quality pension service to both members and scheme employers and to ensure that the Pension Fund is effectively governed. The aim of the

Administration Strategy is to set out the roles and responsibilities of the Pension Fund and its scheme employers in administering the Scheme. It seeks to promote good working relationships and improve efficiency between the Pension Fund and its scheme employers.

The efficient and effective delivery of the benefits of the Scheme is dependent on sound administrative procedures being in place between a number of interested parties, including the Pension Fund and scheme employers. The Administration Strategy sets out the quality and performance standards expected of the Pension Fund and its scheme employers

Specifically the Administration Strategy will seek to facilitate best practices and efficient customer service in respect of the following:-

- Procedures for liaison and communication with scheme employers;
- The establishment of performance levels which the administering authority and scheme employers are expected to achieve;
- Procedures to ensure compliance with statutory requirements in connection with the administration of the scheme;
- Procedures for improving the methods of passing information between the administering authority and scheme employers.

<https://lancashirecountypensionfund.org.uk/media/1076/pension-administration-strategy-statement-rev-mar-21.pdf>

Communications Programme

The Fund will regularly review the format, frequency, and method of communication.

The following programme is currently in use.

Information	Stakeholder	Format	Frequency	Method of Distribution
Actuarial Valuation	All Stakeholders	Presentation, formal report	Triennial with annual updates	Email, mail, internet and face to face briefings
Fund Policy and Statements	All Stakeholders	Website	As amended	Mail/email/internet
Annual Benefits Statements	Members	Online self service	Annual	Online/email alert/Post on request
Customer Satisfaction Survey	All Stakeholders	Website / online / telephone	Ongoing	Email / internet telephone
Member Guides	Members	Website	On or before employment/ On request	Via employer HR/payroll departments.

				Mail/internet
Employer Updates	Employer	Website, online	As requested	Email/ internet
Pensioner payslips/P60s	Member	Online self-service, paper	Annually	Email/ Internet/Post on request
Employer Guide	Employer	Website	As amended	Email/ internet
Employer Training	Employer	Presentation	6 monthly rolling program	Face to face – In house Employer locations
Factsheets	All members	Website/ Paper	On request	Email/ internet/mail
Individual Member Information	All Stakeholders	Online, self-service, paper	As required	Email/mail
Employer Information Pack	Employer	Paper/ website	On admission	Mail / email / internet
Newsletters	Members	Website	Annual	Online/Post on request
Scheme change and legislative change	All Stakeholders	Presentation / website / paper	As required and on request	Face to face / internet / paper
Fund Report and Accounts	All Stakeholders	Paper/ website	Annually	Mail / email / Internet
Service Level Standards	All Stakeholders	Website	As amended	Internet / intranet
Query	All Stakeholders	Telephone / email / online	Mon-Fri (Telephone)	Telephone / email / online

Rights to Information and Data Protection

Rights to Information

Nothing within this Policy Statement affects your rights to access or receive information under the Freedom of Information Act or the disclosure requirements of the Local Government Pension Scheme.

Data Protection

Since May 25th, 2018, LCPF has complied with EU General Data Protection Regulation (GDPR) and is therefore required to protect all personal information for which we are responsible, we have a legal obligation to process member's data under the Local Government Pension Scheme 2013 regulations. LCPF may only pass your details to named third parties under strictly controlled conditions and for very specific purposes. Members who wish to access their personal data can do so by contacting DPA@localpensionspartnership.org.uk

Review of Policy

LCPF undertakes to comply with the principal Local Government Pension Scheme Regulations including relevant overriding legislation and will continue to monitor the effective application of this policy. The policy will be subject to revision in the light of any significant changes to the LGPS, overriding legislation or the Authority's structures or procedures. The LCPF regularly reviews its communications channels to ensure these remain relevant and effective at reaching members, prospective members, scheme employers and the wider pensions landscape and associated clients. Next review of Policy due November 2021.