

London Borough of Barnet Pension Fund

Communication Policy

Background

This document sets out the communication policy for the London Borough of Barnet Pension Fund (“the Fund”) and is subject to review and annual approval by the Pension Fund Committee.

This communication policy is designed to ensure that all key stakeholders are kept informed of developments within the Pension Fund and in the appropriate medium.

The aim being to ensure an effective communication process is in place to help maintain the efficient and effective running of the Scheme and better stakeholder and customer outcomes.

This Policy has been updated following the transfer of administration to West Yorkshire Pension Fund (WYPF).

This strategy is presented to the December 2021 Pension Fund Committee for approval.

Regulatory Framework

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

This policy has been prepared to meet the objectives about how the Fund communicates with key stakeholders:

- Scheme members (active, deferred, retired and dependant)
- representatives of scheme members
- prospective scheme members
- scheme employers
- 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 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 the Fund is meeting the expectations of stakeholders and to evaluate the effectiveness of communications, the Fund (in conjunction with WYPF) will use the following methods:

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

To ensure continuous development WYPF plan to:

- further develop member self service with Civica's MyPension platform
- broaden the use of digital platforms to engage stakeholders
- increase the information given to employing authorities when they join the scheme or change main contacts.

Communications events

Below is a summary of the communication events provided to stakeholders by the Fund, in conjunction with WYPF:

Communication	Format	Frequency	Method of distribution
LGPS active members (including representatives of active members & prospective members)	Newsletter	1-2 per year	MyPension
	Annual benefit statement	1 per year	MyPension/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

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	Pre-retirement	On employer request	Presentation
	Pension surgeries	On employer request	Face to face
	WYPF contact centre	8.45 to 4.30 Monday to Friday	Phone/email
	New member pack	On joining	Mail
LGPS deferred members (including representatives of deferred members)	Newsletter	1-2 per year	MyPension
	Annual benefit statement	1 per year	MyPension/Mail
	www.wypf.org.uk	Constant	Web
	WYPF Contact Centre	8.45 to 4.30 Monday to Friday	Phone, e-mail
LGPS pensioner members (including representatives of retired members)	Newsletter	1-2 per year	MyPension
	www.wypf.org.uk	Constant	Web
	WYPF contact centre	8.45 to 4.30 Monday to Friday	Phone, e-mail
	Pension pay slip	As and when net pension varies by 25p or more	Mail
	P60	1 per year	Mail

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Website

In addition, the Council have a pensions website (<https://www.barnet.gov.uk/your-council/finance-funding-and-pensions/local-government-pension-scheme>).

This website will be reviewed in 2022 and may be discontinued with any relevant information added to the WYPF website (wypf.org.uk) under a section for Barnet Fund members.

The website will include a summary of the Pension Fund Report and Accounts for each year, following approval by the Pensions Fund Committee.

Scheme Employers

Employers will be kept informed on developments and consulted on changes to the Fund as necessary.

Potential scheme employers will also have access to information about the Pension Fund to ensure that they are fully informed in their relationship with the Fund and requirements.

- **Employer Forums** – At least two employer forums will be held in 2022 to update employers of relevant current issues, administration and actuarial updates, and policy changes.

Individual meetings with employers can be held as required. Employers will also be notified in writing of any changes which affect them or the way that the scheme is administered.

- **Pensions Administration Strategy**– The administration strategy sets out the roles and responsibilities of the Administering Authority, the third-party administrator (WYPF) and employers in the Pension Scheme. It sets out the service level agreement and targets which all are expected to meet. This document will be posted on the website.
- **Technical Updates** – WYPF send employers monthly a “*Pensions Matters*” email, which highlights the latest monthly round up of news including technical updates from the Local Government Association.
- **Employer Training** – WYPF also send round periodic emails offering pension webcasts which provide training to employers and payroll providers on the LGPS.
- **Other** – The Fund meets quarterly with Trade Union representatives discuss issues raised by individual members.

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Member Contacts

Further information or general administrative queries should be addressed to either:

WYPF
PO Box 67
Bradford
BD1 1UP

Telephone: (01274) 434999

Email: pensions@wypf.org.uk

Employer Contacts

The WYPF employer representatives are:

Ammie McHugh - ammie.mchugh@wypf.org.uk
David Parrington - david.parrington@wypf.org.uk

Team phone number: 01274 434900

London Borough of Barnet Contact

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