

Communication Policy

COMMUNICATION POLICY

Lincolnshire County Council, as administering authority for the Local Government Pension Scheme, is required by statute to publish a communications policy statement. The Lincolnshire Pension Fund (LPF) communicates with over 270 employers and around 75,000 scheme members, in addition to a large number of other interested parties.

The Regulations governing the Local Government Pension Scheme are laid before parliament by the Department for Levelling Up, Housing and Communities. One of the key requirements they make on all Administering Authorities is to prepare, maintain and publish a written statement setting out the information below:-

a) The Fund must now prepare, maintain and publish a written statement setting out its policy concerning communications with

- members;
- representatives of members;
- prospective members; and
- employing authorities.

b) In particular, the statement must set out the Fund's policy on

- i. the provision of information and publicity about the Scheme to members, representatives of members and employing authorities (including non-Scheme Employers);
- ii. the format, frequency and method of distributing such information or publicity; and
- iii. the promotion of the Scheme to prospective members and their employing authorities.

The day-to-day administration of the Local Government Pension Scheme is carried out on behalf of the County Council by West Yorkshire Pension Fund (WYPF), in a shared service arrangement. Communication material is produced by WYPF in collaboration with the Pensions Team in Lincolnshire. All arrangements for forums, workshops and meetings covered within this statement are made in partnership with WYPF.

The Fund communicates with all stakeholders, as defined in specific legislation, and listed above.

Communication is increasingly distributed via electronic means, with all documents available on a dedicated Pensions website (www.wypf.org.uk).

WYPF provide a dedicated enquiry phone numbers and emails for both scheme members and employers for pension related enquiries. For scheme members it is 01274 434999 and pensions@wypf.org.uk, and for employers it is 01274 434900 and wypf.pfr@wypf.org.uk.

The appropriately qualified staff from the County Council, WYPF or external advisers will deliver presentations to groups of stakeholders and conduct individual meetings.

The Fund's objective in respect of communication is to comply with relevant legislation and ensure relevant individuals and employers receive accurate and timely information about their pension arrangements. Methods of communication are set out in the table below.

Communications events – scheme members

Communication	Format	Frequency	Method of distribution
LGPS active members (including representatives of active members and prospective members)			
	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 Pension Statement	1 per year	E-mail and mail if members opted out of electronic communications
	Website - www.wypf.org.uk	Constant	Web
	Member fact card	On request/constant	Print and web
	Member fact sheets	Constant	Web
	Introduction to LPF	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
	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 (WYPF)	Constant	Web
	YouTube channel (WYPF)	Constant	Web
LGPS deferred members (including representatives of deferred 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

Deferred Benefit Statement	1 per year	Email
Website - 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 (WYPF)	Constant	Web
YouTube channel (WYPF)	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
Website - 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 slip	As and when net pension changes by £5.00 or more	Web unless opted out of electronic communications
P60	1 per year	Web unless opted out of electronic communications
Social media (WYPF)	Constant	Web
YouTube channel (WYPF)	Constant	Web

Communications events - Employers

Communication	Format	Frequency	Method of distribution
Employer Pension Fund Representatives		8.30 to 4.30 Monday to Friday	Virtual / face-to-face / email / phone
Website – www.wypf.org.uk		Constant	Web
Fact card		1 per year	Web
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	Hybrid 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 (WYPF)	Constant	Web
Ad hoc meetings	When required	Face-to-face
Workshops	Weekly	Virtual plus on demand recordings