



City of Westminster

CITY OF WESTMINSTER SUPERANNUATION FUND

COMMUNICATIONS POLICY

Outline

The Local Government Pension Scheme Regulation 67 of the Administration Regulations 2008 require administering authorities to prepare, publish and maintain a policy statement setting out its communication strategy for communicating with scheme members, scheme members' representatives, prospective scheme members and their employing authorities.

The Regulations require each administering authority in England and Wales to prepare, maintain and publish a statement setting out their policy on communicating with:

- Scheme Members,
- Members' Representatives
- Prospective members
- Employers participating in the Fund

This document sets out the mechanisms that are used to meet our communication needs. We aim to use the most appropriate communication method for the audiences receiving the information. This may involve using more than one medium of communication.

General Communication

Correspondence

The Fund uses the postal service and e-mail to receive and send correspondence. The Fund will wherever possible embrace e-technology to communicate with members whilst maintaining data security. The Fund will promote access by members to their own records online via secure data access.

Telephone

The London Pension Fund Authority (LPFA), the Council's third party administrator, has one contact number which is widely publicised in scheme literature and on Westminster's Internet site in the pensions area together with the Council's Pensions Manager and Clientside Monitoring Officer's phone numbers.

Pension's workshop

These are held as and when required by the business, i.e. organisation changes, scheme regulation changes and to support staff through periods of Organisational Change.

Prospective Scheme Members

Scheme Guides

Scheme guides are provided to all new prospective scheme members on appointment and can be viewed on the intranet.

Pension Roadshows

This is a valuable aid for scheme members. Roadshows will be used to target groups of employee requiring additional, more detailed pension information. This will ensure members receive the information required to make an informed choice with regards to their pension provision.

Pension's Intranet site

The councils Intranet pensions Website is regularly updated with current pensions information including legislative changes and scheme member notifications. It additionally contains all employee pension guides, electronic forms, discretion policies, more detailed pension information on specific issues, links to other relevant and important websites and email addresses to scheme administrators and Pension Scheme Manager. It is seen as a key method of communication.

Trade Unions/Employer Representatives

We will work with the relevant Trade Unions and Employer Representatives to ensure the Scheme is understood by all interested parties. All efforts will be made to ensure that all pension related issues are communicated effectively with the Trade Unions.

Scheme Employers

All Employer Forums

Meetings are held periodically for employers; specifically this has been used as a mechanism for communicating major strategic issues, significant legislation changes, triennial valuation matters and the Funding Strategy Statement.

Employers' are kept informed throughout the process of the tri-annual valuation which is carried out by the Councils "Actuaries. The employers' comments are always encouraged and welcomed and where appropriate taken into consideration.

Employers' Guide

An Employers' guide has been produced in Partnership with the LPFA to assist the smaller employers in discharging their pension administration responsibilities.

Other Bodies

London Pensions Officer's Group

Pensions Officers from other London Boroughs meet regularly in order to share information and ensure uniform interpretation of Local Government Pension Scheme, and other prevailing regulations.

National Information Forum

All administering Authorities are invited to attend, these meetings provide an opportunity to discuss issues of common interest and share best practice. The Office Government Pensions Committee are represented at each meeting.

National Association of Pension Funds (NAPF)

All administering Authorities who are members of the NAPF are invited to attend, these meetings provide an opportunity to discuss issues of common interest and share best practice.

Seminars

Representatives of the Council regularly participate at seminars and conferences.

Further Information

If you need more information about the Scheme you should contact the London Pensions Fund Authority at the following address:

London Pension Fund Authority

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