



City of Westminster

SUPERANNUATION FUND COMMUNICATIONS POLICY

City of Westminster Superannuation Fund

CITY OF WESTMINSTER SUPERANNUATION FUND

COMMUNICATIONS POLICY

Background

The Local Government Pension Scheme (Administration) Regulations 2008, regulation 67 requires administering authorities like Westminster City Council (WCC) to prepare, publish and maintain a policy statement setting out our strategy for communicating with

- Scheme Members,
- Members' Representatives
- Prospective members
- Other employers participating in the Fund.

This document sets out the mechanisms that we use to meet our communication needs. We aim to use the easiest communication methods and language at all times keeping the needs of the customer in mind.

This may involve us using more than one medium of communication.

General Communication

Correspondence:-

The Fund Administrator (The London Pension Fund Authority [LPFA]) will accept hard copy mail and soft copy e-mails from members and retired members. It will usually adopt the same methods as the originator when replying.

Telephone:-

The LPFA will display their contact information in the scheme literature and on the pension website, and will make themselves available to answer queries over the telephone. It should be noted that for data protection purposes reasonable identity checks will be made.

Pension briefing sessions and surgeries:-

The WCC Human Resources Team will periodically organise open house pension briefing sessions and individual pension surgeries to ensure staff have access to both personal and general scheme information.

During times of uncertainty including regulation amendments and council reorganisations additional briefing sessions and surgeries will be arranged to meet the demand.

Pension's Intranet site:-

We have a website to communicate and promote the benefits of the Local Government Pension Scheme (LGPS), this is regularly updated.

It also contains:

- information to help potential members to understand the pension scheme,
- a link that allows current members to see their records online and calculate their own estimates,
- online forms,
- advice on how to purchase additional membership, and,
- links to other useful websites.

Will also have information about recent scheme updates, provide fund Investment information, and have the LPFAs contact information.

We are committed to making this website as best as it can possibly be and therefore we have a section for feedback.

We consider this website to be one of our keys methods of communication.

www.yourpension.org.uk/Agencies/westminster

Online forms/access:-

The LPFA have also produced a site where other employers in the scheme are requested to submit online forms (instead of paper copies), more information can be found at (add link here).

Pensions Panel:-

We have a Pension's Panel including representatives from the Trade Unions, Human Resources, Finance and scheme members. The aim is to ensure the Scheme is understood by all interested parties through simple and clear communication.

The panel meets quarterly.

Scheme Guides:-

Scheme guides will be available on the website or can be requested by the member form the LPFA.

We will promote to all potential members the benefits of the LGPS via frequent poster campaigns and information posted on the website.

Auto enrolment

We will publicise information regarding Auto-enrolment to all staff via the website, e-mails and a poster campaign as the start date gets nearer.

Human Resources will liaise with all other scheme employers to remind them of their responsibilities to members on Auto-enrolment and to offer support.

Other Employers in the Scheme

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

Other employers' are kept informed throughout the process of the tri-annual valuation which is carried out by our "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, this is published on the website:-

www.yourpension.org.uk/Agencies/westminster/employerguide.htm

Publications

The table below shows the availability of Fund publications along with their publication frequency and review periods.

Communication Material	Paper Based	Electronic Form	Intranet for staff	When Published	When reviewed
Pension Scheme Guide	√	√	√	Constantly available	Quarterly
Purchase of Additional Membership	√	X	√	Constantly available	Quarterly
Annual Benefit Statement	√	X	√	Annually	Annually
Statutory Notifications	√	X	X	On Joining & ABS	Annually
Pensions Updates	√	√	√	As required	After each Publication
Annual Pension Fund report	√	X	√	Annually	Annually
Early Leaver Information	√	√	√	Sent with Deferred benefits statement	Annually
Retirement Information	√	√	√	Sent with retirement details	Annually
Pensions Increase Letters	√	X	X	Annually	Annually
Actuarial Valuation Report	√	X	X	Tri-annually	Tri-annually
Superannuation Investment Committee	√	√	√	Quarterly	Quarterly
Communication Policy	√	√	√	Upon request	Quarterly
Governance Policy	√	√	√	Upon Request	Quarterly

Other relevant groups

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 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 WCC regularly participate at seminars and conferences.

Further Information

If you need more information about the Scheme you should contact the LPFA at the following address:

London Pension Fund Authority

Westminster Pensions Team
Dexter House
4 Royal Mint Court
Tower Hill
London
EC3N 4LP
Email: westminster@lpfa.org.uk

General enquiries and complaints: 0207 369 6229
Pensioner payroll queries: 0207 369 6060
Text phone: 020 7 369 6119
Fax: 0207 369 6242

Westminster City Council

Trevor Webster
Strategic HR Manager
Westminster City Council,
Human Resources,
City Hall,
64 Victoria Street,
London
SW1E 6QP

Tel: 0207 641 2803
Email: twebster@westminster.gov.uk

Please visit the website at: www.yourpension.org.uk/Agencies/westminster