



Pension Fund Committee Report

Date:	8th September 2015
Classification:	Unclassified
Title:	Revised Communications Policy and Engagement strategy 2015/6
Report of:	Director of Human Resources
Financial Summary:	The report has no financial implications
Report Author and Contact Details:	Trevor Webster 0207 641 2803

1. Executive Summary

- 1.1 This report provides the committee with a draft updated 2015/16 version of the Westminster Pensions Communications Policy for approval.
- 1.2 Also appended for approval is the Human Resources pensions' engagement strategy for the period 1st October 2015 to 31st March 2017 (18 months).
- 1.3 The overarching aim of both documents is to maximise membership of the scheme through incrementally improving information and support to all members of the scheme and prospective joiners.
- 1.4 The context of restricted salary increases since 2009, the unfavourable economic situation during that period and the changes in the pension regulations is recognised as a challenge to increasing membership to the scheme.

2. Recommendation

- 2.1 That the updated 2015/16 version of the Westminster Pensions Communications Policy is approved.
- 2.2 That the Human Resources pensions engagement strategy for the period 1st October 2015 to 31st March 2017 (18 months) is approved.

3. Background

- 3.1 The Local Government Pension Scheme (Administration) Regulations 2008, regulation 67 requires administering authorities to prepare, publish and maintain a policy statement setting out its communication strategy for communicating with:
- Scheme Members
 - Members' Representatives
 - Prospective members
 - Employers participating in the Fund
- 3.2 This report sets out the mechanisms that used to meet the communication responsibilities, using the most appropriate communication methods for the audiences receiving the information.
- 3.3. Annually an engagement plan is implemented by Human Resources that is informed by changes in regulation, best practice and feedback from employees.

4. Financial Implications

- 4.1 Engagement Plan to be funded from with existing HR budgets.

5. Legal Implications

- 5.1 None

If you have any questions about this report, or wish to inspect one of the background papers, please contact:
Trevor Webster Tel: 0207 641 2803



City of Westminster

Local Government Pension scheme
Communications Policy

City of Westminster Superannuation Fund

COMMUNICATIONS POLICY

Policy outline

The Local Government Pension Scheme (Administration) Regulations 2008, regulation 67 requires administering authorities to prepare, publish and maintain a policy statement setting out its communication strategy for communicating with:

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

This document sets out the mechanisms that we use to meet our communication responsibilities. 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 Communications

Correspondence:-

Wherever possible we prefer to use electronic systems to receive and send correspondence and data, however hard copy postal services are also available.

Telephone:-

Surrey County Council is our third party pension's administrator, their contact information is publicised in the scheme literature and on the website.

The telephone number for general enquiries and complaints: 0208 541 9293

Briefing Sessions and Pension Surgeries:-

The WCC HR Team will organise pension briefing sessions and pension surgeries on an annual basis to ensure staff have access to both personal and general scheme information.

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

Pension's Intranet site:-

We have a website which has been designed to communicate and promote the benefits of the Local Government Pension Scheme, this is regularly updated.

It contains a significant amount of information from understanding and joining the pension scheme, accessing your records online, forms that can be downloaded, purchasing additional membership, to other useful websites and recent scheme updates.

Our website is regarded as our key method of communication and can be found at

<http://www.wccpensionfund.co.uk/>

Prospective Scheme Members

Scheme Guides:-

Scheme guides are available on the website or can be requested from Surrey County Council.

We promote to all potential members the benefits of the LGPS via the website posters and new starter information.

We also publicise information regarding auto-enrolment to staff via the website and we will liaise with all other scheme employers to remind them of their responsibilities to members on Auto-enrolment periodically offering support as necessary.

Other Employers

Other employers that form part of our fund are invited to Employer Forums meetings that are held periodically. In the recent past these have been used to 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.

Other Bodies

London Pensions Officer's Group:-

Pensions Officers from 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 the Council regularly participate at seminars and conferences.

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
Pension Fund Committee	√	√	√	Quarterly	Quarterly
Communication Policy	√	√	√	Upon request	Quarterly
Governance Policy	√	√	√	Upon Request	Quarterly

Further Information

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

Surrey County Council

Pension Services (WCC Team)
Surrey County Council
Room G59, County Hall
Penrhyn Road
Kingston upon Thames
Surrey KT1 2DN

Email: wccpensions@surreycc.gov.uk

Phone:

General enquiries and complaints: 0208 541 9293

Westminster City Council

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Human Resources
City Hall
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AGENDA ITEM: 3

Pensions communication and engagement plan for the period 1st October 2015 to 31st March 2017

Task	Target dates	Required outcome	Owner	Support
Admitted Body Forum	30/4/2015 30/4/2016	Communication to Admitted Body Members regarding scheme changes and potential on line forms.	WCC	SCC
AGM	21/09/2015 & Sept 2016	Communications event with all members of the scheme regarding year end performance and looking forward to the following year.	WCC	SCC, Finance, AVC provider
AVC awareness	31/12/2015	Engagement and communicate with current members regarding the benefits and process relating to AVCs.	WCC	AVC Provider
Increase letter to pensioners	31/03/2016 31/03/2017	Letter to all pensioners communicating the 15/16 and 16/17 increases.	SCC	WCC
Life Time Allowance	31/03/2016 31/03/2017	Personal letters to be sent to all members who are close to the life time allowance limit.	SCC	
Self service improvements on pensions website	31/03/2016 31/03/2017	Communicate improvements including regulation changes and the introduction of on line forms.	SCC	WCC
Newsletter	31/03/2016 31/03/2017	Newsletter to all members regarding scheme changes, news and the overview of process.	SCC	WCC
Open House Sessions	31/03/2016 31/03/2017	Two sessions, one at City Hall, and one at Lisson Grove per year.	WCC	
Pensions Board Training	On going	Initial training, followed by a personal assessment and on-going support.	WCC	
Pensioners Member panel	31/03/2016 31/03/2017	Three meetings in the year.	WCC	
Surgery Sessions for employees	31/03/2016	Three events in the year. Two at City Hall, One at Lisson Grove per year.	WCC	

