

Communications Policy

COMMUNICATIONS 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 80,000 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 Ministry for Housing, Communities and Local Government. 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 scheme documents available on a dedicated Pensions website (www.wypf.org.uk), and additional LPF documents available on the Council's website at [Lincolnshire Pension Fund – Information for members - Lincolnshire County Council](#).

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	My Pension and mail if members opted out of electronic communications
	Websites – Lincolnshire Pension Fund – Information for members - Lincolnshire County Council Home WYPF, LPF, LBH, LBB. FPS	Constant	Web Lincolnshire’s specific website for scheme members WYPF’s website for members
	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

Engage with your LGPS series	Weekly for 4/8 week periods, approx. 20 – 30 a year	Virtual events held online
Pension Awareness Week	Once per year (Sept), daily events (4)	Virtual events held online
Planning for a successful retirement	At least monthly	Held by Affinity Connect
Pensions and financial wellbeing	6 per year	Held by Affinity Connect
Understanding pension tax allowances	2 per year	Held by Affinity Connect
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
Websites – Lincolnshire Pension Fund – Information for members - Lincolnshire County Council Home WYPF, LPF, LBH, LBB. FPS	Constant	Web Lincolnshire’s specific website for scheme members WYPF’s website for members
Pension Awareness Week	Once per year (Sept), 1 event	Virtual events held online
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
Websites – Lincolnshire Pension Fund – Information for members - Lincolnshire County Council Home WYPF, LPF, LBH, LBB. FPS	Constant	Web Lincolnshire’s specific website for scheme members WYPF’s website for members
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
Websites – Lincolnshire Pension Fund – Information for members - Lincolnshire		Constant	Web Lincolnshire’s specific website for scheme members and

County Council		information on the Fund for employers
Home WYPF, LPF, LBH, LBB. FPS		WYPF's website for employers
Fact card	1 per year	Web
Fact sheets	Constant	Web
Employer guide	Constant	Web/electronic document
Employer webcasts	Weekly	Held on-line with recordings made available
Ad hoc training	When required	Face-to-face/virtual
Update sessions	Up to 2 per year	Meeting
Annual meetings	1 per year per employer group, or as requested	Virtual Meeting unless face-to-face requested
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 or virtual

Contacting Us:

Please see the information below to ensure you get through to the right person:

Lincolnshire Pension Fund Management

Jo Kempton Head of Lincolnshire Pension Fund jo.kempton@lincolnshire.gov.uk

Claire Machej Accounting, Investment, and Governance Manager claire.machej@lincolnshire.gov.uk

Scheme Member contacts

Phone (01274) 434999

Email pensions@wypf.org.uk

Our offices are open to members of the public on an appointment basis.

Postal address

WYPF
PO Box 67
Bradford
BD1 1UP

LPF office address

Lincolnshire County Council
County Offices
Newland
Lincoln LN1 1YL

WYPF office address

Aldermanbury House
4 Godwin Street
Bradford BD1 2ST

Employer contacts (WYPF administration)

Ammie Mchugh (Employer Relations Manager) 01274 432763

Employer Pension Fund Representatives

Ahmed Surtee	01274 433517	Finola Middleton	01274 432726
Kaele Pilcher	01274 432739	Mark Morris	01274 434900
Richard Quinn	01274 433646	Sheryl Clapham	01274 432541