

Communications Policy

Enfield Pension Fund

A nationwide scheme and part of the pay reward package for Enfield Council employees.

Introduction

This document sets out the Communications Policy of the Administering Authority of the London Borough of Enfield Pension Fund as required under the Local Government Pension Scheme Regulations (2013), Regulation 61 and strategy for its communications with members and Scheme Employers.

This Communications Policy is a statement of how we are currently delivering those aims and objectives. The LGPS Regulations require us to prepare, maintain and publish a statement setting out our policies on communications. We have prepared this document in line with these requirements. It covers our communications with:

- Pension fund members
- Representatives of members
- Prospective pension fund members
- Our employers and prospective employers.

This policy statement outlines the Fund's position on:

The key objective is to ensure that SPT delivers clear, timely and accessible communication with a broad range of stakeholders.

- The provision of information and publicity about the Scheme to members, Employers and representatives of members participating in the Fund.
- The promotion of the Scheme to prospective members and their employing authorities.
- The format, frequency and method of distributing such information or publicity.

To ensure the information reaches all interested parties, different media and methods of communication will be used.

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Communications Policy: Aims and objectives

In our communication with Active, Deferred and Pensioner Members:

Our objectives are:

- for the LGPS to be used as a tool in the attraction and retention of employees.
- for better education and understanding on the benefits of the LGPS.
- to provide more opportunities for face to face communication.
- as a result of improved communication, for queries and complaints to be reduced.
- liaise with their employers or ex-employers to help resolve queries any of their current or former employees may have
- to increase take up of the LGPS employees.

Policy on communication with Scheme Employers:

Our objectives with regard to communication with employers are:

- to foster good working relationships.
- to assist employers in fully understanding costs/funding issues.
- to work together to maintain accurate data.
- to ensure smooth transfers of staff (i.e. TUPE situations).
- to ensure employers understand the benefits of being an LGPS employer.
- to ensure employers are aware of their statutory responsibilities when tendering service contracts involving employees contributing to, or eligible for membership of the LGPS.
- to assist employers in making the most of the discretionary areas within the LGPS.
- to provide a dedicated point of contact for employers

Policy on communication with Senior Managers/Pension and Investment Boards/Unions/elected members

Our objectives with regard to communication with senior managers are:

- to ensure they are fully aware of developments within the LGPS
- to ensure that they understand costs/funding issues
- to promote the benefits of the scheme as a recruitment/retention tool

Our objectives with regard to communication with elected members/Pension Committee/Board members are:

- to ensure they are aware of their statutory responsibilities in relation to the scheme
- to ensure they have access to and receive the appropriate and required training for the role
- to seek their approval to the development or amendment of discretionary policies, where required
- to seek their approval to formal responses to government consultation in relation to the scheme
- to ensure they have access to all necessary documents

Our objectives with regard to communication with union representatives are:

- to foster close working relationships in communicating the benefits of the scheme to their members
- to ensure they are aware of the Pension Fund's policy in relation to any decisions that need to be taken concerning the scheme
- to engage in discussions over the future of the scheme
- to provide opportunities to educate union representatives on the provisions of the scheme

Access to communication

We want to ensure that all members can access our services, whatever their needs. All print and electronic communications are designed with consideration for those with additional needs. Our communications media is measured against accessibility standards and we can arrange large print, audio or Braille versions of all printed literature.

Increasingly we are using electronic forms of communication, but we will always offer members the opportunity to receive paper copies by post if required. Face-to-face and telephone communications will continue to be important channels for members to interact with the Fund and vice-versa.

Who we communicate with

Who we regularly communicate with:

- Scheme members (active, deferred and pensioners)
- Employing authorities (referred to as "Employers")
- Prospective scheme members
- Prospective employers
- Representatives of scheme members (trade unions)
- LB of Enfield Pension Fund Committee
- LB of Enfield Pension Fund Board
- London CIV

Other bodies / organisations – such as:

- Media
- Investment managers
- Actuaries
- Other Funds
- Department for Levelling Up, Housing & Communities (DLUHC)
- Local Government Association (LGA)
- The Pensions Regulator
- Advisers / consultant

Commitment to staff training and development

We recognise that knowledgeable, experienced and enthusiastic staff is key to delivering good communication and customer service. We are committed to training and developing members of staff to enable delivery of an effective pension's administration service.

Freedom of Information (FOI)

We comply with FOI requests within statutory guidelines and timescales

Data Protection

The security of members' personal data is the Fund's highest priority. Under General Data Protection Regulations (GDPR) the Fund publishes a Privacy Notice, which outlines for members how their data is store, managed and shared. This notice will be reviewed on an annual basis. The Fund has processes in place to ensure that personal data is managed securely and has a reporting process in place if any data protection breaches occur. In respect of communication, the Fund does not share members' personal data with third parties for promotional purposes.

Future Developments

Feedback and surveys

The Fund actively encourages and responds to feedback from members and employers. The website is a key route for member feedback, with online surveys available. The Fund also gathers feedback through letters/correspondence with members. The Fund will be including more defined feedback forms for inclusion with the annual benefit statements 2020.

Pensions dashboard

All UK wide pension funds aim to have individual pension dashboards, detailing all the persons pensions entitlement in the UK. The London Borough of Enfield Pension Fund will be part of this project. Further guidance from Government is awaited.

Pensions AGM

To continue to build upon and develop the annual Pensions AGM.

Employer work

- Reviewing, updating and establishing new Service level agreements will be a target of 2024.
- Developing annual employer meetings
- A dedicated employer area on the new Pension Fund website
- Review all publications and scheme literature
- To continue to promote access to former deferred members to our on-line access tool, Member self-service (MSS)
- Allow access to pensioner members to our on-line access tool, Member self-service (MSS)
- To aim to move completely to electronic communication with other Pension Funds, particular focus on transfers in and out of the scheme.

Date of Plan Review

This plan will be reviewed at least annually by the Pensions Administration Manager to ensure it remains accurate and relevant. It may be changed as a result of legal or regulatory changes, evolving best practice and ongoing review of the effectiveness of the plan.

Further Information

If you require further information about this plan, please contact:

London Borough of Enfield Pension Fund

Email: zpensions@enfield.gov.uk

Telephone: 0208 379 3168

Website: <https://new.enfield.gov.uk/pensions>

Appendix

No 1 - Fund Publications & access to Communication matrix

Type of Communication

Communication Material	Audience	Electronic	Paper	Website	Face to Face	Frequency
Newsletter	Active Members	✓	✓	✓	✓	Annual
Newsletter	Pensioners	✓	✓	✓	✓	Annual
Annual Benefit Statements	Active members	✓	✓		✓	Annual
Annual Benefit Statements	Deferred members	✓	✓			Annual
Pre-retirement presentations	Active and recent pensioners			✓	✓	Quarterly
AVCwise presentations	Active members of LBE	✓	✓	✓	✓	Presentations throughout year
Pension Guides	Active members	✓	✓	✓		On-going
Statutory notifications	Active members	✓	✓			On-going
Pension Clinics	Active members				✓	On-going
Member Self Service	Active members	✓		✓		On-going
Telephone	All					On-going
Email	All	✓	✓	✓		On-going
Skype	LBE	✓	✓	✓		On-going
P60	Pensioners	✓	✓			May
Payslips	Pensioners	✓	✓			On-going
Website	All	✓	✓	✓		On-going

Communication Material	Audience	Electronic	Paper	Website	Face to Face	Frequency
Employer i-Connect updates	Employers	✓				On-going
Annual Report and accounts	Employers	✓		✓		Annual
Email updates and bulletins	Employers	✓	✓	✓		On-going
Administration Guide	Employers	✓	✓	✓		On-going
Employer review meetings	Employers				✓	When requested
Communication Material	Audience	Electronic	Paper	Website	Face to Face	Frequency
Committee Papers	Pension Committee	✓	✓	✓	✓	On-going
Briefing Papers	Employers	✓	✓	✓	✓	On-going
Local Pension Board Papers	Board Members	✓	✓	✓	✓	On-going
Specific Meetings	Employers				✓	On-going
Annual General Meeting	Employers and Employees				✓	Annual

No 2 – London Borough of Enfield Pension Fund website

<https://www.enfield.gov.uk/pension>

Next review date = 1st January 2026



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