



London Borough
of Hounslow



Communications Policy

Communications Policy 2024

This policy is published as a requirement under regulation 61 of the Local Government Pension Scheme Regulations 2013.

Introduction

West Yorkshire Pension Fund (WYPF), Lincolnshire Pension Fund (LPF), Hounslow Pension Fund (HPF) and Barnet Pension Fund entered into collaboration agreements for a shared service in April 2015 (LPF), August 2018 (HPF) and October 2020 (BPF). The funds are administered jointly by WYPF, referred to in this policy as 'the administrator'.

This policy has been prepared to meet our objectives about how we communicate with key stakeholders. The administrator currently administers the Local Government Pension Scheme (LGPS) for over 900 employers and has over 200,000 active members in the LGPS. We also administer the Councillor Pension Scheme and the Firefighters' Pension Schemes for 23 fire authorities (increasing to 24 in February 2024). This policy is effective from January 2024 and will be reviewed annually.

Our stakeholders

For all of the schemes that we administer, our stakeholders include:

- members
- representatives of members
- prospective members
- employing authorities
- third-party employer service providers

Key objectives

- Communicate scheme regulations and procedures in a clear and easy to understand style and help scheme members understand their pension, the benefits and options it provides
- Use plain English for all our communications with stakeholders
- Identify and use the most appropriate communication method to take account of stakeholders' different needs
- Use technologies to provide convenient, up to date and timely information to stakeholders
- Provide timely and sufficient information to scheme members, allowing access through the channel of their choice, so members can make informed decisions about their benefits
- Engage with our stakeholders face-to-face when appropriate

Evaluation and continuous development

To ensure we are meeting the expectations of our stakeholders and to evaluate the effectiveness of our communications we will use the following methods:

- feedback questionnaires and focus groups
- monitoring compliments and complaints
- customer surveys
- web feedback using hosted services

To ensure continuous development we plan to:

- replace the My Pension platform with a secure member self service portal developed in-house
- broaden our use of digital platforms to engage stakeholders including adoption of online chat using Live Agent

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- improve the web provision for all members by launching a new persona driven website
- increase the information we give to employing authorities when they join the scheme or change main contacts
- experiment with other forms of social media such as LinkedIn focussing on recruitment

Communications events 2024 – Local Government Pension Scheme (LGPS)

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 have opted out of electronic communications
	Annual meeting	1 per year	Meeting (WYPF/HPF)
	Annual Pension Statement	1 per year	E-mail and mail if members opted out of electronic communications
	www.wypf.org.uk	Constant	Web
	Member fact card	On request/constant	Print and web
	Member fact sheets	Constant	Web
	Introduction to WYPF	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 pension	Monthly	Virtual events held online
	Pension Awareness Week	Once per year (Sept)	Virtual events held online
	Planning for a successful retirement	At least monthly	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	Constant	Web
	YouTube channel	Constant	Web

LGPS deferred members (including representatives of deferred members)

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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
Annual meeting	1 per year	Meeting (WYPF/HPF)
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Social media	Constant	Web
YouTube channel	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
Annual meeting	1 per year	Meeting (WYPF/HPF)
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Pension advice	As and when net pension changes by £5.00 or more	Mail if not registered with My Pension
P60	1 per year	Web unless opted out of electronic communications
Social media	Constant	Web
YouTube channel	Constant	Web

Communications events 2024 – firefighters

Communication	Format	Frequency	Method of distribution
Firefighter active members (including representatives of active members and prospective members)			
Newsletter		At least 1 per year becoming more frequent and modular as electronic communications increase	Bulk email and mail if members opted out of electronic communications
Annual Benefit Statement		1 per year	E-mail and mail if members opted out of electronic communications

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www.wypf.org.uk	Constant	Web
New recruit presentation	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 or in person
Planning for a successful retirement	2 to 4 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

Firefighter deferred members (including representatives of deferred members)

Annual Benefit Statement	1 per year	E-mail and mail if members opted out of electronic communications
www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email

Firefighter – pensioner members (including representatives of pensioner members)

www.wypf.org.uk	Constant	Web
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/ phone/email
Pension advice	As and when net pension changes by £5.00 or more	Mail if not registered with My Pension
P60	1 per year	Web unless opted out of electronic communications

Communications events 2024 – councillors

Communication	Format	Frequency	Method of distribution
Councillor members (including representatives of members)			
Newsletter		1 per year	Bulk email and mail if members opted out of electronic communications
Annual meeting		1 per year	Meeting (WYPF/HPF)

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Deferred Benefit Statement	1 per year	E-mail and mail if members opted out of electronic communications
www.wypf.org.uk	Constant	Web
Ad hoc meetings	When required	Virtual/meeting/face-to-face
WYPF Contact centre and LPF satellite office	8.45 to 4.30 Monday to Friday	Face-to-face/phone/email
Social media	Constant	Web

Communications events 2024 – employing authorities

Communication	Format	Frequency	Method of distribution
Employing authorities			
Employer Pension Fund Representatives		8.30 to 4.30 Monday to Friday	Virtual / face-to-face / email / phone
Website		Constant	Web
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 meeting		1 per year	Meeting
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		Constant	Web
Ad hoc meetings		When required	Face-to-face

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

WYPF contact centre

Aldermanbury House
4 Godwin Street
Bradford
BD1 2ST

LPF satellite office

Lincolnshire County Council
County Offices
Newland
Lincoln LN1 1YL

Employer contacts

Ammie Mchugh (Employer Relations Manager) 01274 432763

Employer Pension Fund Representatives

Ahmed Surtee (LGPS)	01274 433517
David Parrington (Fire)	01274 433840
Finola Middleton (LGPS)	01274 432726
Kaele Pilcher (LGPS)	01274 432739
Mark Morris (LGPS)	01274 434900
Richard Quinn (LGPS)	01274 433646
Sheryl Clapham (LGPS)	01274 432541

WYPF Management

Euan Miller	Managing Director – WYPF
Yunus Gajra	Assistant Director (Finance, Administration and Governance)
Grace Kitchen	Head of Member Services
Ola Ajala	Head of Finance
Caroline Blackburn	Head of Employer Services and Compliance
Elizabeth Boardall	Head of Projects, Communications & IT
Matt Mott	Head of Governance and Business Development

Lincolnshire Pension Fund Management

Jo Kempton	Head of Pensions
Claire Machej	Accounting, Investment and Governance Manager

Hounslow Pension Fund Management

Hitesh Sharma	Strategic Pensions Manager
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Barnet Pension Fund Management

Mark Fox	Pensions Manager
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Fire and Rescue Pension Scheme Clients

Buckinghamshire & Milton Keynes Fire Authority
Cambridgeshire Fire & Rescue Service
County Durham and Darlington Fire and Rescue Service
Derbyshire Fire & Rescue Service
Devon & Somerset Fire & Rescue Service
Dorset & Wiltshire Fire & Rescue Service
East Sussex Fire and Rescue Service
Hereford & Worcester Fire & Rescue Service
Humberside Fire & Rescue Service
Leicestershire Fire & Rescue Service
Lincolnshire Fire & Rescue Service
Norfolk Fire and Rescue Service
Northamptonshire Fire & Rescue Service
Northumberland Fire & Rescue Service
North Yorkshire Fire & Rescue Service
Nottinghamshire Fire & Rescue Service
Royal Berkshire Fire and Rescue Service
Shropshire Fire & Rescue Service
South Yorkshire Fire & Rescue
Staffordshire Fire & Rescue Service
Tyne & Wear Fire & Rescue Service
Warwickshire Fire & Rescue Service
West Yorkshire Fire & Rescue Service

(From February 2024) Avon Fire & Rescue Service