

North Yorkshire Pension Fund



Communications Policy

April 20210



If you require this information in an alternative language or another format such as large type, audio cassette or Braille, please contact the Pensions Help & Information Line on 01609 536335

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1. Introduction

The North Yorkshire Pension Fund (the Fund) is administered by North Yorkshire County Council (NYCC). This policy sets out the Fund's strategy of engagement with its stakeholders and has been produced to satisfy the requirements of the Local Government Pension Scheme (LGPS) Regulations 2013.

The Pensions Regulator expects that our communications are accurate, clear and accessible and readily available at all times. With this in mind, we aim to keep our stakeholders informed about the scheme in a clear and understandable way. The Plain English principles have been adopted in all of our documents.

We will review this policy annually.

2. Stakeholders

The key stakeholders for the Fund are:

- scheme members and their representatives
- prospective scheme members
- scheme employers
- NYCC, as the scheme manager
- Pension Fund Committee
- Local Pension Board

Other stakeholders who support the Fund include:

- the Fund Actuary
- the Investment Adviser
- the Investment Consultant
- the Independent Professional Observer
- investment managers
- the asset custodian
- the AVC provider
- the Fund Solicitor

3. Objectives

Our key objectives are:

- to keep all stakeholders informed about the management and administration of the Fund
- to provide clear and easy to understand information to enable informed decisions
- to promote the LGPS as an important and valued part of the employment package
- to identify and use the most appropriate means of communicating with stakeholders, taking account of their different needs
- to seek continuous improvement in the way we communicate
- to use technology to provide up to date and timely information

4. What we communicate

We provide targeted communications to each of our stakeholder groups as outlined below.

Stakeholder	Communication	When	How
Pension Fund Committee	Committee papers	Quarterly	Website, email, paper
	Retired members newsletter	Annually	Website, email, paper
	Workshops	As required	Face to face
	3 rd party training	As required	Face to face
Local Pension Board	Board reports	Quarterly	Website, email, paper
	Retired members newsletter	Annually	Website, email, paper
	3 rd party training	As required	Face to face
Scheme Employers	Periodic updates	As required	Email
	Technical material	As required	Email
	Dedicated area on website	Permanently available	Website
	Bespoke training	As required	Webinar, video, face to face, Skype
	Employers guide	Permanently available	Website
	Employer forums	Annually	Face to face
	Pensions Administration Strategy	Permanently available	Website, email
	Charging Policy	Permanently available	Website, email
	Admission Agreements guide	Permanently available	Website, email
	Academies guide	Permanently available	Website, email
Scheme Members	Scheme guides	Permanently available	Website
	Membership Certificate	Upon joining	Paper, online
	Estimate of benefits	When requested	Email, online, paper
	Annual benefit statement	Annually	Online, paper
	Retired members newsletter	Annually	Website, paper, email
	Membership data online	Permanently available	Online
	Electronic satisfaction surveys	Upon retirement	Online
	Pensioner pay advice	Monthly	Online, paper
	Telephone helpline	Available during working hours	Telephone
	Website	Permanently available	Website
Prospective Scheme Members	Scheme guides	Permanently available	Website
	Telephone helpline	Available during working hours	Telephone
	Website	Permanently available	Website

5. Strategy

To ensure we manage our stakeholders' expectations and meet our regulatory requirements, we continually evaluate the effectiveness of our communications using the following methods:

- feedback questionnaires
- monitoring compliments and complaints
- review by the Local Pension Board

To ensure continuous development we plan to:

- continue to increase the number of Member Self Service users
- continue to develop and simplify annual benefit statements
- continue to review and develop letter content
- review and update our website
- continue to update guides and policies
- improve the information we give to employers

6. Key Documents

We publish a number of other key documents on our website at www.nypf.org.uk relating to the administration and governance of the Fund. These are as follows:

- Administering Authority Discretions for NYCC
- Administration Strategy
- Admissions and Terminations Policy
- Annual Report
- Breaches Policy
- Charging Policy
- Employers Guide
- Funding Strategy Statement (FSS)
- Governance Compliance Statement
- Governance Roles and Responsibilities
- Internal Dispute Resolution Procedure
- Investment Strategy Statement
- Privacy Notice
- Memorandum of Understanding

7. Further Information

If you would like to know more about our communications, you can contact us in the following ways:

Email

pensions@northyorks.gov.uk

Website

www.nypf.org.uk

Telephone

01609 536335

Post

North Yorkshire Pension Fund
County Hall
Northallerton
DL7 8AL