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**Communications Policy**

**April 2024**



**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 Council (NYC). 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, concise and relevant. The Plain English principles have been adopted in all of our documents. With this in mind, we aim to keep our stakeholders informed about the scheme in a clear and understandable way.

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
* NYC, 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 including accessible online content
* to use available technology where appropriate for our members

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 | Webinar, video, face to face |
| 3rd party training | As required | Webinar, video, face to face |
|  |  |  |  |
| **Local Pension Board** | Board reports | Quarterly | Website, email, paper |
| Retired members newsletter | Annually | Website, email, paper |
| 3rd party training | As required | Webinar, video, face to face |
|  |  |  |  |
| **Scheme Employers** | Periodic updates | As required | Email, website |
| Technical material | Permanently available | Email, website |
| Dedicated area on website | Permanently available | Website |
| Bespoke training | As required | Webinar, video, face to face |
| Employer processing guidance | Permanently available | Website |
| Employer forums | As required | Webinar, video, 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 | On joining | Online, paper on request |
| Estimate of benefits | When requested | Email, online, paper |
| Risk and scam warnings | Where appropriate | Email, online, paper |
| Annual benefit statement | Annually | Online, paper on request |
| Retired members newsletter | Annually | Website, paper, email |
| Membership data online | Permanently available | Online |
| Electronic satisfaction surveys | At retirement | Online |
| Pensioner pay advice | Monthly | Online, paper on request |
| Telephone helpline | Available during working hours | Telephone |
| Dedicated area on website | Permanently available | Website |

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder** | **Communication** | **When** | **How** |
| **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](http://www.nypf.org.uk) relating to the administration and governance of the Fund. These are as follows:

|  |  |
| --- | --- |
| * Administering Authority Discretions for NYC * Administration Strategy * Admissions and Terminations Policy * Annual Report * Breaches Policy * Charging Policy * Employer 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](mailto:pensions@northyorks.gov.uk) | **Telephone**  01609 536335 |
| **Website**  [www.nypf.org.uk](http://www.nypf.org.uk) | **Post**  North Yorkshire Pension Fund  County Hall  Northallerton  DL7 8AL |