| **Table Showing the Pension Fund Methods of Communication and Key messages** | | | |
| --- | --- | --- | --- |
| **Target Group** | **Method of Communication** | **Frequency** | **Key Message** |
| **Scheme Members**  **Prospective Scheme members**  **Scheme Employers**  **Administration Staff**  **Other bodies** | **Pension Fund Website (new and Updated site)**   * **Latest News page** * **Annual Fund Report** * **LGPS guides** * **Fact sheets** * **Pension administration forms** * **Links to National Websites and LGPS information** | Continuous development of information to pension Fund Members | Keep members up to date with scheme details, and changes to legislation.  Pension Scams Communications |
| **Scheme Members** | * **Annual Allowance By letter to home address** | Annual by 6 October Each Year | Notification of Pensions Input for those members who exceed the standard Annual Allowance |
| **Active and Deferred Pension Fund Members** | **Benefit Statements**  **Calculations and costings (e.g. Pension Estimates)** | 1 Per Year by 31 August | Illustration of pension Benefits.  Keep in touch  Pension Scam information sent out with benefit statements. |
| **Scheme Pensioners** | **Pension Payslips**  **Annual Pensioners leaflet** | 4 payslips issued :  31 March  30 April  31 May  30 June  For New Pensioners Electronic payslips are being made available. | Inform members of their pension benefit paid into their bank account each month.  Pension Increase Notifications  Pension Scam information |
| **Scheme Pensioners** | **Pension P60** | 31 May (statutory deadline) | Statutory requirement |
| **Scheme Members benefits (AVC Providers)** | **Prudential**   * **Statements** * **Information on Website**   **Scottish Widows**   * **E mail communications** | **Prudential**   * Calculations and Information on members benefits * Pension Portal * Secure E Mail   **Scottish Widows**   * Secure E mail * Pension Portal * Written Communication | Administering members AVC’s |
| **Pension Board Meetings** | **Agenda**  **Meetings**  **Reports**  **Presentations** | 4 meetings a Year | Information on the Fund Administration |
| **Committee Meetings** | **Agenda**  **Meetings**  **Reports**  **Presentations** | 6 per year | Reports presented on the Administration of the Pension Fund for decisions by committee. |
| **Pension Fund Annual General Meetings** | **Agenda**  **Reports**  **Presentations** | 1 Per Year | To update the Employers and members of the fund on the performance of investments and the administration of the fund. |
| **Scheme Employers** | **Ad hoc e-mail alerts**  **Year- end briefings**  **Meetings with employers when requested.**  **Meetings to introduce the McCloud project** | 1 set of briefings undertaken each year prior to starting year end activity.  liaison meetings arranged with larger employers  Meetings being arrange with employers to undertake the McCloud project over the coming year.. | Making employers aware of their responsibilities regarding the LGPS.  Update on fund developments  Involvement in Pension Scam Communications |
| **HMRC** | **HMRC Website**  **HMRC Portal**  **Completion of statutory Forms** | Continuous | Providing statutory information |
| **The Pensions Regulator** | **Pensions Regulator Portal**   * **E mails** * **Consultations** * **New code of Practice.** * **Scheme Return** * **Annual questionnaire** | Required to provide the scheme return on an annual basis.  Response to consultations as required  Complete the Annual Questionnaire | Providing information as required. |
| **LGA** | **E mail Notifications**  **LGA Website**  **Meetings** | Monthly Bulletins  Attend Pension Manager Meetings | Updating the Pension Team |
| **External Auditor** | **Annual Audit** | Audit Meetings | Undertake the External Audit |
| **East Midlands Pension Managers Meeting** | **Agenda**  **Meetings**  **Reports**  **Presentations** | 4 Meetings a year | Meet to discuss developments and proposed within the LGPS regulations. |
| **Governance Conference** | **Conference** | Annual Conference | Inform members and Trustees of the main topics of development within the LGPS |
| **Fund Staff** | **Team Meetings**  **Ad hoc Meetings**  **Consultation**  **Training & Development**  **Website Information** | Regular activity | Ensure staff are kept up to date with important information regarding the Service, the employing authority and the world of pensions  Feedback on developments |
| **Pension Systems Development (System Provider)** | **Attend System User Group Meetings** | 4 per year | Pensions Team to keep up to date with system developments. |
| **Pensions Team** | **Account Meeting with CIVICA Account Manager** | 12 Per Year | Monitor the performance of the Pensions Administration System. |