

Nottinghamshire Pension Fund Communications Plan

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 <ul style="list-style-type: none"> • 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 - Active	<ul style="list-style-type: none"> • A variety of specific letters to members regarding their benefits such as transfers, retirements including AVS options and death benefits 	Every day	To notify members of their specific pension information
	<ul style="list-style-type: none"> • Pension saving statements 	Annually by 6 October each year	Notification of Pensions Input for those members who exceed the standard Annual Allowance
	<ul style="list-style-type: none"> • Annual Benefit Statements 	Yearly by 31 st August as per the Pensions Regulator's (TPR) rules – must include McCloud info for 2025	Yearly update on individual pension accrual
	<ul style="list-style-type: none"> • McCloud – website, FAQ document and bespoke emails 	Website and FAQs in development with Fund actuaries. Bespoke emails as and when required	To inform members of McCloud and how the Fund is progressing software updates and member requests for transfers etc.
Scheme Members Deferred	Benefit statements	Yearly by 31 st August as per TPR rules – must include McCloud info for 2025	Yearly update on individual pension accrual Keep in touch Pension scam information sent out with benefit statements

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Scheme members - Pensioners	Pension payslips	<p>Monthly electronic payslips are now available for all pensioners and are the Fund's preferred method</p> <p>Hardcopy payslips are issued: 31 March 30 April 31 May 30 June</p>	<p>Inform members of their pension benefit paid into their bank account each month.</p> <p>Pension increase notifications</p>
	P60 – provided by Pensions Payroll	31 May (statutory deadline) available online for pensioners who have registered to receive online payslips	Statutory requirement
	Annual pensioners leaflet	Yearly with March payslips	<p>Keeping in touch with Pensioner Members and to provide info on:</p> <ul style="list-style-type: none"> ○ Life certificates ○ Tax Office ○ How to report a death
Scheme members – Active, Deferred, Pensioners	Information on website	As required	<p>Detailed info on Pension Scheme,</p> <ul style="list-style-type: none"> ● Contribution rates ● How benefits are calculated ● General Additional Voluntary Contribution (AVC) information including links to Prudential and Scottish Widows ● All guides and forms ● How the Fund is invested and managed ● News articles ● Links to National website ● Fund's Contact info

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AVC providers	Prudential <ul style="list-style-type: none"> • Letter, emails, secure portal – specific member requests come via Fund for payment of AVC find values, transfers etc 	Prudential <ul style="list-style-type: none"> • As and when required for members, retiring etc 	Comms between the Fund and AVC providers to pay benefits to members in accordance with AVCs rules and regs
	Scottish Widows <ul style="list-style-type: none"> • Letter, emails, – specific member requests come via Fund for payment of AVC find values, transfers etc 	Scottish Widows <ul style="list-style-type: none"> • Secure e-mail • Pension portal • Written communication 	
Pension Board members	Agenda Meetings Reports Presentations	4 meetings scheduled each year	Information on the fund administration
Committee members	Agenda Meetings Reports Presentations	Minimum of 6 meetings scheduled every year	Reports presented on the administration of the pension fund for decisions by committee.
Committee members Scheme employers Scheme members	Agenda Reports Presentations	1 each 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.	1 set of briefings undertaken each year prior to starting year end activity Liaison meetings arranged with larger employers	Making employers aware of their responsibilities regarding the LGPS. Update on fund developments Involvement in pension scam communications

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His Majesty's Revenue and Customs (HMRC)	HMRC Website HMRC Portal Completion of statutory forms	Continuous	Providing statutory information Details of any additional tax due e.g Lump Sum Allowance or Annual Allowance limit breaches
The Pensions Regulator	Pensions Regulator portal <ul style="list-style-type: none"> • E-mails • Consultations • General 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
Local Government Association (LGA)	E-mail notifications LGA website Meetings	Monthly bulletins Attend pension manager meetings Ad hoc queries	Updating the Pensions Team and understanding rules and regs
External auditor	Annual audit	Audit meetings	Undertake the external audit
East Midlands Pension Officers Group (EMPOG)	Agenda Meetings Reports Presentations	4 meetings a year	Meet with regional colleagues to discuss developments and proposed within the LGPS regulations.