

OXFORDSHIRE PENSION FUND

COMMUNICATION POLICY STATEMENT

Introduction

1. This is the Communication Policy Statement of the Oxfordshire Local Government Pension Scheme Pension Fund ('the Fund'), established within the 1995 Regulations and now prepared under Regulation 61 of the Local Government Pension Scheme Regulations 2013.

Purpose

2. This policy sets out the Oxfordshire Pension Fund's strategy for its communications with members and employing authorities.
3. The policy applies, in the context of LGPS administration, to members as defined in Schedule 1 of the principal regulations and, in turn, by section 124(1) of the Pensions Act 1995 to include:
 - Active members
 - Deferred members, and
 - Pensioner members
 - Pensioner credit members
4. Employing authorities, as defined within the regulations, and including Teckal companies : -
 - Statutory Scheduled Bodies such as the County and District Councils, Colleges of Further Education and Oxford Brookes University; Academies
 - Designating Bodies being the Town and Parish Councils
 - Admission Bodies, where the Pension Fund Committee have granted scheme admission within the terms of Part 3 Schedule 2 of the Regulations
5. The Regulations require the policy statement is prepared, written and published, and for these purposes publish means being accessible on the publically available pensions website.

Aim

6. To assist all individual employers to fulfil their statutory role in the Oxfordshire Fund by providing regular current information and access to alternative sources.

7. To ensure that scheme members have access to scheme information, notice about proposed and actual changes and are made aware of the process to lodge questions and appeals.
8. To enable the Scheme Manager / Administering Authority to discharge their respective responsibilities in accordance with the Local Government Pension Scheme Regulations 2013 (as amended); The Occupational and Personal Pension Schemes (Disclosure of Information Regulations 2013 (as amended) and The Pension Regulator Guidance.

Communication Policy

9. The development and introduction of the 2013 scheme was supported nationally by websites and guidance for both employers and scheme members. Our Fund communications will continue to reference these central resources as well as reference material provided by the Fund's advisors.
10. Local communication will focus on specific administration for employers and members of the Fund. The key local communications, intended audience, publication media and frequency are detailed in the annex to this policy.
11. This emphasis does not materially alter this policy but will affect the content of local communications. The continuing encouragement to use the national websites will avoid duplication of development. Oxfordshire Pension Fund supports those national developments financially and by active engagement with the working group, which concentrates on member communications. This fund will continue to support collaboration and development of communication media with other administering authorities.
12. The Fund maintains a website which provides access to member guides, forms and information. The fund requests that employers provide a copy of the member Brief Guide or the link to the website to all new employees on commencing employment, helping to ensure that scheme information is available within disclosure timetable to members and prospective members.
13. The Fund maintains a dedicated area of the website to provide resources and information for employers.
14. The Fund has not created a profile on any social media such as Twitter or Facebook; no requests for such access have been received and there is currently no perceived benefit for these to be created.
15. This policy reflects the introduction of Member Self Service (My Oxfordshire Pension) using a secure online web portal hosted by Aquila Heywood. (This will allow all members a) to look at generic scheme information and b) to view

and make some changes to their personal pension accounts. Access was made available to Pensioner Members from April 2017 with Deferred and Active Members to follow at a later date. This allows registered members a) to look at generic scheme information and b) to view and make some changes to their personal pension accounts. Access was/will be made available to

- Pensioner Members from April 2017
- Deferred Members from April 2018
- Active Members from May / June 2018
- All new starters joining the scheme from 1 April 2018

16. Once My Oxfordshire Pension (MOP) is in place across the entire scheme membership, we will conduct a further review of the Communications Policy to reflect format and delivery of communications material. Once My Oxfordshire Pension is established across the entire scheme membership, we will introduce greater functionality, such as benefit projection facilities. We will continue to encourage registration whenever member status changes

Review of the Policy

17. This policy was reviewed in January 2017 following feedback from members and employers, a Fund-wide consultation and with reference to the disclosure regulations. We will undertake annual reviews of the Communications Policy seeking feedback from members and employers to reflect format and delivery of material in this changing environment, once the concentration on the on line portal is fully established.

Annex A

Fund Publications no significant changes just see below otherwise just tidying up the wording.

	Available to:	Media	Frequency
Pension Fund Report & Accounts	Scheme employers Pension Fund Committee MHCLG Scheme members	Website Paper on request Post / Email 'My Oxfordshire Pension'	Annual
Annual Benefit Statement	Scheme members*	Paper Post 'My Oxfordshire Pension'	Annual
Newsletter – Members	Active Scheme members,	Website Paper Post / Email (assisted by employers) 'My Oxfordshire Pension'	Twice a year(min
	Deferred	Printed and posted to home addresses 'My Oxfordshire Pension'	Annual
	Pensioner members	Printed and posted to home address 'My Oxfordshire Pension'	Annual to tie in with pensions Increase notification
Newsletter - Employers	Scheme employers	Website Paper (request only) Email	Monthly

	Available to:	Media	Frequency
P60	Pensioner members	Paper 'My Oxfordshire Pension'	'My Oxfordshire Pension' available to view on demand
Payslip	Pensioner members	Paper 'My Oxfordshire Pension'	Posted where variance is >£1 'My Oxfordshire Pension' available to view on demand
Guides for New Employers	Scheme employers	On line employer toolkit, includes essential guidance for new employers Paper on request Post / Email	As required

Meetings and forums

Meeting Type	Available to:	Purpose of meeting	Frequency
Employer Forum	Scheme employers	Review of topical issues in fund investment and scheme administration affecting fund employers and members benefits	Annual
Employer User Group	Scheme employers	Review administration, regulation changes, share experience with peer group	Quarterly
Intro to LGPS Training	Scheme employers	Brief course to cover the statutory employer role and regular returns	8 per year
Ad hoc training	Scheme employers	Cover specific subjects for either single employer or a group of employers	By agreement
Presentations	Scheme members * Scheme employers		By agreement
Attendance at employer pre-retirement seminars or new member/ employee inductions	Scheme members*		By agreement
One to one meetings	Scheme members*		By agreement

Other

Telephone helpline to Pension Services (Low call rate) Pensioner payroll enquiry help line Employer helpline	Scheme members* Scheme employers
Dedicated email addresses to Pension Services Member and employer enquiries Dedicated email address for employer monthly returns	Scheme members* Scheme employers
'My Oxfordshire Pension' web portal dedicated telephone help line	Scheme members*
Oxfordshire Pension Fund website (promoted in our publications above)	Scheme members* Scheme employers

National websites (promoted in our publications above)	Scheme members* Scheme employers
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*"Scheme members" unless otherwise detailed includes prospective members, active members, deferred members, pensioners and members' representatives.