

Isle of Wight Council Pension Fund

Changes to communications policy v1.3 to v2.1

Grammatical, spelling, and punctuation issues have been updated throughout the document.

Nomenclature:

Name of fund updated to include “Council”: Isle of Wight **Council** Pension Fund now consistent throughout document.

The word “Local” added before “Pension Board”: **Local** Pension Board now consistent throughout document.

Section 1: Document information

Updated for current version number, consultation parties, approval date and version control table.

Section 2: Contents

Page numbering updated.

Section 3: Introduction

3.4 effective date updated to November 2022 (from February 2019) subject to board and committee adoption.

Section 4: Definitions

No changes.

Section 5: Our audience

5.1: 4th bullet “pension fund staff” rather than “pension team staff” – reflecting that the fund is operated across different teams within the council.

5.2: updated to reflect His Majesty the King, rather than Her Majesty the Queen.

Also to reflect the change from the Ministry of Housing, Communities and Local Government (MHCLG) to the Department for Levelling Up, Housing and Communities (DLUHC).

Section 6: Our objectives

No changes.

Section 7: How we communicate

7.1: removal of face-to-face communication options.

Section 8: Methods

8.3: list of information maintained on the fund’s website updated to reflect current content, including annual report and accounts.

8.4: hyperlinks for committee and board meetings updated to new ModGov system.

8.5: added hyperlink to Member Self-Service portal.

8.6: NEW paragraph, with updated functionality available to members on the MSS portal. Previous paragraphs concerning annual report and accounts have been deleted.

Section 9: Fund contact

9.3: mailing address updated.

9.4: “office hours” rather than “opening hours”.

Section 10: Communication with active scheme members

10.2: words “including the Scheme Guide and Administration Strategy” removed at end of first sentence.

10.3: updated as newsletters are now published, previous version stated intention to issue.

10.4: clarification of dates for issue of Annual Benefit statements, and that they are published to the MSS.

10.5: updated to include correspondence via MSS.

10.6: updated to reflect different methods of delivery of briefing sessions.

Also the development of online learning modules.

OLD paragraph 10.5 removed: no longer offer Personal appointments.

Section 11: deferred members

11.2: removed “and is supplied to employing bodies and scheme members directly” from the end of the first sentence.

11.3: updated as newsletters are now published, previous version stated intention to issue.

11.5: updated to include correspondence via MSS.

OLD paragraph 11.5 removed: no longer offer Personal appointments.

Section 12: Pensioner members

12.2: updated to reflect delivery of pay advices and P60 via MSS; pensioner members can elect to receive hard copy versions; revised contents of pay advices; and increase amount of change which will prompt a revised pay advice.

12.4: updated to include correspondence via MSS.

OLD paragraph 12.3 removed: do not currently issue pensioner newsletters.

OLD paragraph 12.4 removed: no longer offer Personal appointments.

Section 13: Prospective scheme members

13.2: replaced second sentence:

Was: “We require scheme employers to provide all of the relevant information set out in our short scheme guide in either hard copy or via electronic format, when they become eligible to join the scheme.”

Now: “We contact new members once their record is active with an introductory overview of the scheme and links to the scheme website for further information and the guides and factsheets resource.”

13.3: scheme literature is now provided via the fund’s website, rather than directly to employers.

13.4: updated to include correspondence via MSS.

13.5: added “We also offer briefing sessions for corporate induction sessions for all relevant employers to promote membership of the LGPS to new staff.”

OLD paragraph 13.4 removed: no longer offer Personal appointments.

Section 14: Scheme employers

14.4: removed reference to the annual general meeting of employer, which was disbanded a number of years ago.

14.5: representation updated to reflect non-voting status of committee employer representative.

Also to reflect change in membership profile of local pension board.

OLD paragraph 14.2 removed: no longer provide an employer guide.

OLD paragraph 14.5 removed: do not currently issue employer newsletters.

OLD paragraph 14.7 removed: i-connect project not relevant for communications.

Section 15: Pension staff

15.1: removed “administration” to reflect that the fund is operated across different teams within the council.

Section 16: Pension Fund Committee

No changes.

Section 17: Local Pension Board

No changes.

Appendix – schedule of fund communication material to key audience

Column heading changed from “website” to “online”.

“Newsletters” for online, active and deferred members columns shown as in place, not “in development”.

Removed rows for “appointments”, “employer manual” and “AGM”.

Paper copies of “benefit statements” and “pay advice / P60” available on request.