



Staffordshire
LOCAL GOVERNMENT
PENSION FUND

Communication Strategy

Introduction

The Staffordshire Pension Fund currently has 70 scheme employers and is continuously looking at ways to improve communications with the various stakeholders in the Local Government Pension Scheme administered by Staffordshire County Council. This document explains our existing methods of communication and describes some of our future plans.

Key Objectives

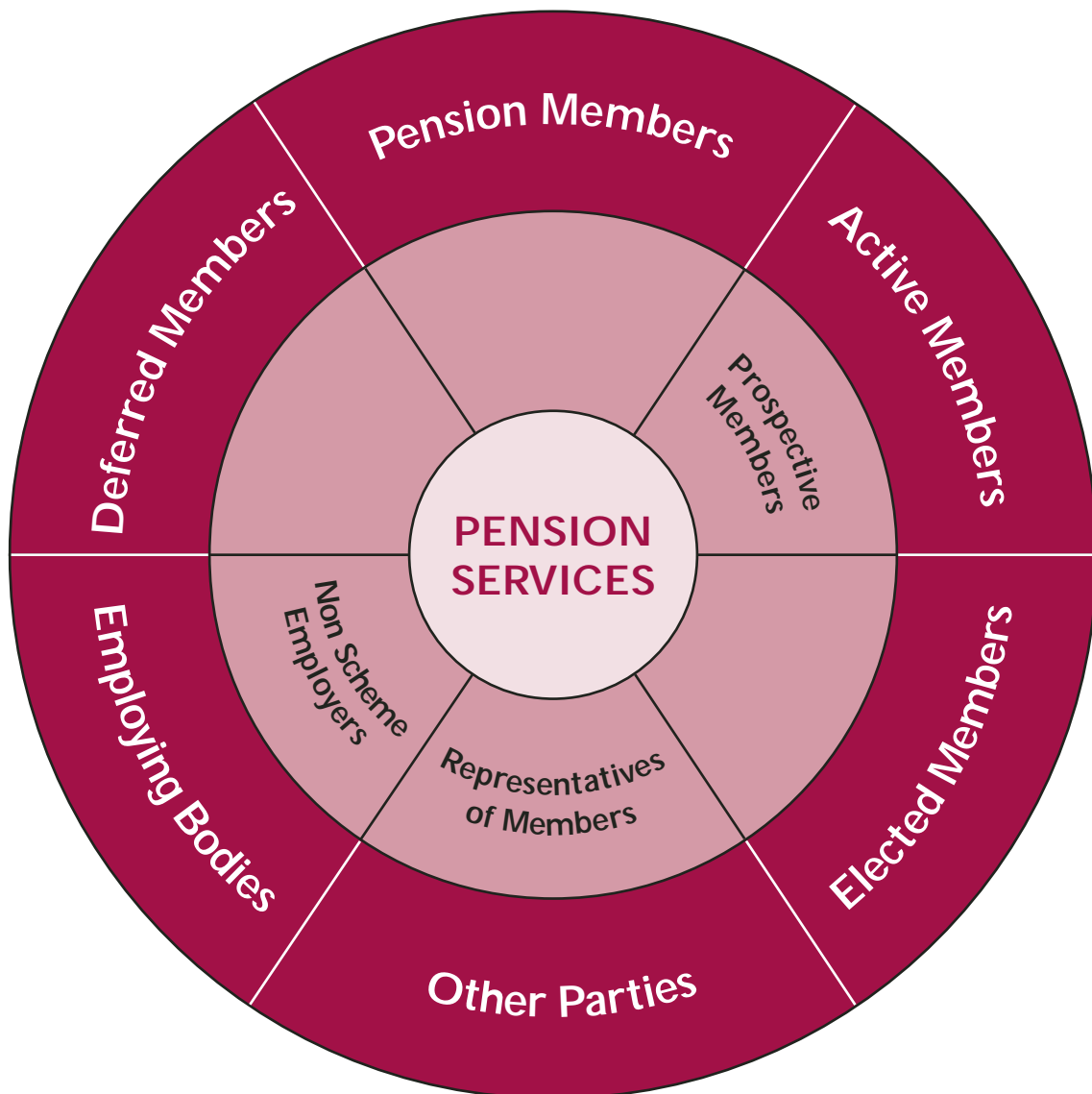
To communicate Pensions Legislation and policies in a clear informative style to ensure that key stakeholders are well informed about current and future changes to the Local Government Pension Scheme.

Key Principles

- To consult, where possible, with key stakeholders about proposed changes in policies and procedures, in relation to the Administration of the Local Government Pension Scheme.
- To use the most appropriate means of communication to take into account the differing needs of key stakeholders
- To aim to communicate technical pensions legislation in plain English.
- To engage where possible in face-to-face communication.
- To evaluate the effectiveness of our communication objectives:
 - Feedback questionnaires
 - Monitoring complaints and compliments
 - Customer survey

This Communication policy was approved by the Pensions Committee at its meeting on 17 March 2006. It is required to be published under Local Government Pensions Scheme Regulations.

Who Do We Communicate With?



How do we communicate with Scheme Members?

We communicate with our current and former members through various means and aim to provide a high quality service.

Pension Fund Publications

Information guides and leaflets are available on request covering different aspects of the Local Government Pension Scheme. A list of available publications is contained at Appendix B.

Fund Website

If you have access to the County Council intranet or internet, you will find a website for members of the Staffordshire County Pension Fund. It can be found at www.staffordshire.gov.uk/pensions

Pensions Online

Access to a benefit calculator can be found on this site to help you with your retirement planning and provide us with updates about your personal details.

Employee Newsletter

This newsletter will be issued twice a year to keep members up to date with proposed changes to the scheme and explore various aspects of how the pension scheme regulations operate.

Pension Newsletter

An annual newsletter to our Pensioners will be introduced. The first issue will be produced by April 2006.

Annual Benefit Statements

These are issued to our members during the period September to March. Feedback from our members about our statements has helped us improve our procedures for this process.

Annual Roadshows/Presentations

It is planned to build on the success of our first series of roadshows held around the County at the beginning of 2005. Our aim is to explain existing, proposed and new legislation.

How do we communicate with Scheme Employers?

The employers within the Pension fund receive technical advice and guidance from us as they are the first point of contact for our members. We use various channels to keep them up to date with what is happening.

Contact Database

An E-mail contact database for the scheme employers has been set up by Pension Services. This enables us to communicate quickly and efficiently with all of our regular contacts situated around the County.

Employers Guide

An administration manual is available for all scheme employers, and regular updates to this manual are provided as the scheme rules change.

Technical Updates

All employing bodies are issued with our information letters. These are issued as and when it is necessary to keep you informed of changes to the scheme regulations and changes to our administrative procedures. The information letters are numbered in sequence.

Individual Employer Meetings

Meetings can be scheduled on an individual basis for an employer to discuss individual requirements. These meetings are available at the employer's request by contacting the Pensions Manager.

Pensions Consultative Forum

A Pension Forum is held twice a year. All scheme employers and representatives from various unions are invited to attend.

Representation

There are 5 nominated, non voting representatives from the Pensions Forum who attend the Pensions Committee. The Forum receives presentations and updates on topical issues effecting the administration and investment of the Pension Fund. The nominated representatives attend the Pensions Committee meetings to take forward ideas and suggestions from the forum.

For further details please refer to the separate Governance Policy Statement.

How do we communicate with prospective members?

New Starter Pack

Each time a new employee begins employment with a Scheme Employer a New Starter Pack is issued. This pack contains a scheme guide and explains the rights, benefits and options for the new employee under the scheme rules.

Scheme Newsletter

The scheme newsletter is issued to all eligible and current scheme members.

Promotional Leaflet

It is intended to distribute a promotional leaflet annually to Employing Bodies to display on notice boards.

How do we Communicate with Representatives of members?

Information about the scheme and changes to the scheme rules are covered at the Pensions Consultative Forum, or by correspondence to Forum members. The following Trades Unions are represented on the Pensions Consultative Forum;

Unison

T & G Midlands

UCATT

GMB

Pensions Committee Representation

There are also two non voting Trade Union Representatives on the Pensions Committee.

The Local Government Pension Scheme

Pre Retirement Pack

The Local Government Pension Scheme

Annual Benefit Statement

Nest egg

A newsletter for members of the Local Government Pension Scheme participating in the Staffordshire County Pension Fund
Autumn 2005 Issue 1

Welcome to our first Pensions Newsletter!

The aim of the Newsletter is to explain how the Local Government Pension Scheme works, to answer your questions about some of the pension issues that may have been puzzling you, and to keep you updated about future changes which could affect your retirement planning.



I was very pleased to be able to meet scheme members at pension roadshows held around the County earlier this year and would like to thank those of you who attended for your positive feedback. Hopefully there will be more roadshows later this year. In the meantime, if you have any ideas for topics to be covered in future issues of the Newsletter or suggestions about how we can improve our service to you, please contact us by phone, letter or e-mail. Our contact details are given on the back page.

Janet Casazza
Pensions Manager

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The Local Government Pension Scheme

Membership Election Pack

The Local Government Pension Scheme

What to do if you have a complaint
These notes explain what action you can take under "dispute rules" if you are unhappy with a decision made about your pension rights under the Local Government Pension Scheme.

IMPORTANT: this file contains a Pension Form which must be completed and returned to your employing authority when you accept your appointment

STAFFORDSHIRE LOCAL GOVERNMENT PENSION FUND

Funding Strategy Statement

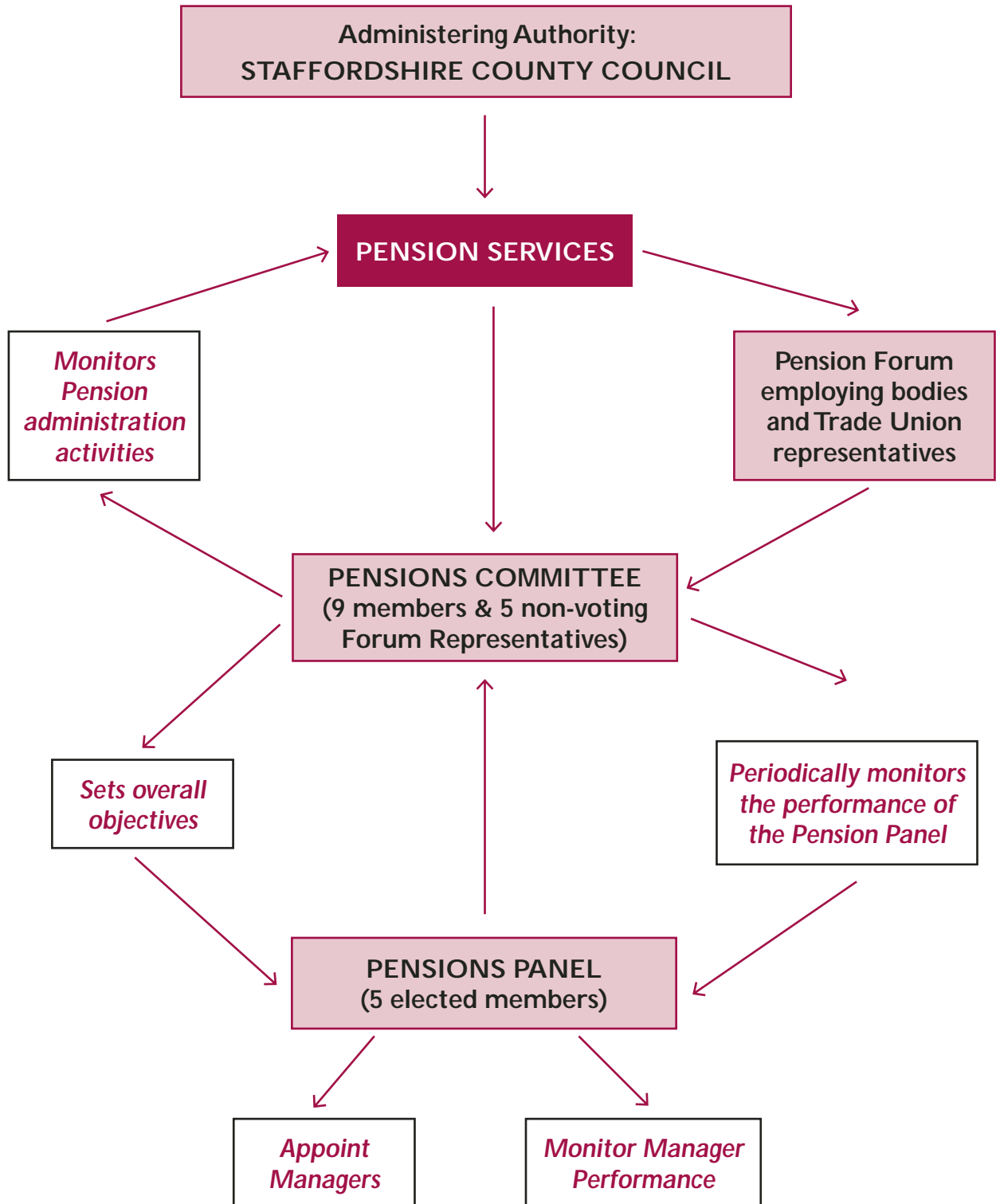
THE LOCAL GOVERNMENT PENSION SCHEME

A guide for employees eligible to participate in the Staffordshire County Pension Fund

2004/2005

Staffordshire County Pension Fund
Annual Report and Accounts

How is the Pension Fund Administered?



How do we plan to improve?

We aim to listen and respond where possible to requests to improve ways of communicating with our Key Stakeholders. Some of the areas we are looking at for future consideration are:-

- Improving the Pensions Website
 - Employee Surgeries
 - Annual Meeting with Scheme Employers HR and payroll officers.
 - Induction information for new employees
 - Retirement Planning Courses
 - Developing an Employer's Charter
 - Employers Website
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Appendix A

Contact Details

Assistant Director – John Wood
Telephone Number: 01785 276335
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Assistant Pensions Manager – Sandra Gwynne
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Fax Number: 01785 276489



E-mail: pension.enquiries@staffordshire.gov.uk



General Enquiries Telephone Number: 01785 278222



Website: www.staffordshire.gov.uk/pensions

Appendix B

Communication Material	Paper Based	Electronic Form (PDF)	Website	When published	When Reviewed
Scheme Guide	✓	✓	✓	Constantly Available	Annually
New Starter Pack	✓	✗	✗	Constantly Available	Annually
Councillors Guide	✓	✗	✗	Constantly Available	Annually
Late Optants Pack	✓	✗	✗	Constantly Available	Annually
Employee Newsletter	✓	✓	✓	Bi-Annually	Bi-Annually
Deferred Benefits Information Pack	✓	✗	✗	Constantly Available	Annually
Pre-Retirement Pack	✓	✗	✗	Constantly Available	Annually
Pensioner Newsletter	✓	✓	✓	Annually	Annually
Scheme Members' Annual Benefit Statement	✓	✗	✗	Annually	Annually
Deferred Members' Annual Benefit Statement	✓	✗	✗	Annually	Annually
Scheme Promotion Leaflet	✓	✗	✗	As required	Annually
Information leaflets	✓	✓	✓	Constantly Available	Annually
Ways of Improving Your Benefits	✓	✓	✓	Constantly Available	Annually
Payments to Increase Membership	✓	✓	✓	Constantly Available	Annually
Funding Strategy Statement	✓	✓	✓	Annually	Annually
Annual Reports and Accounts	✓	✓	✓	Annually	Annually
Information Letters to Employers	✓	✗	✗	As required	N/A
Administering Authorities Policies	✓	✗	✗	Constantly Available	Annually
Employers Guide	✓	✓	✓	Constantly Available	Annually
Payslip Inserts	✓	✗	✗	As required	N/A

* Large Sight copy and Braille is available on request

If you need a copy of this information in large print,
Braille, another language or on cassette, please ask us.

