

## **London Pensions Fund Authority (LPFA) Communications Policy**

Every Local Government Pension Scheme (LGPS) administering authority must prepare, publish and maintain a new policy statement on communication strategy. The details of this legal requirement are contained in point Regulation 61 of the Local Government Pension Scheme Regulations 2013.

The communications policy statement must set out the administering authority's policy concerning communications with members, representatives of members, prospective members and scheme employers.

The policy statement must set out (a) the policies on the provision of information and publicity about the Scheme to members, representatives of members, and scheme employers; (b) the format, frequency and method of distributing such information or publicity; and (c) the promotion of the Scheme to prospective members and their employing authorities.

Since the formation of the Local Pensions Partnership (LPP) in April 2016, many LPFA communications are now issued on its behalf by LPP. LPP adheres to these standards when issuing any communications on behalf of LPFA.

### **Our Policy**

The LPFA communication policy aims to ensure that all communications are:

#### **Clear**

We strive to avoid jargon and technical terms whenever possible. Our communications should be consistent across all platforms including web, email, direct correspondence, telephone and face-to-face.

#### **Accurate and timely**

We always aim to deliver a proactive service that provides accurate information in a timely fashion. We have already moved towards more electronic communications and online self-service to help deliver information in an effective and timely manner and will look to increase this in the future.

#### **Open to feedback**

We encourage all scheme members, employers and other audiences to feedback on our work and help us improve our services.

#### **Targeted**

We aim to ensure that all communications are relevant and appropriate for the audience.

#### **Accessible**

We meet accessibility needs wherever possible. We aim to reach as many people as possible, regardless of their situation. We follow the Government's 'digital by default' aims, and in 2017 we began the move to more electronic communications. However, we recognise this may not be the best medium for all our audiences and will accommodate those who decide to opt out of e-communications.

## **Communications for Scheme Members**

Whilst the easiest way for members to stay updated on the fund is via our online services, members can find the following information across several platforms:

### **www.lpfa.org.uk**

- Corporate news and updates
- LPFA's annual report
- Statutory and regulatory documents

### **My Pension Online – Member Self Service**

- Annual Benefit Statements (ABS)
- Scheme Newsletters
- Monthly pay advice
- P60s

### **www.yourpension.org.uk**

- Personal pension details via our Member Self Service facility
- Guides to the scheme and its administration
- Scheme publications and literature

### **Via post**

Members who have opted out of e-communications can request the following communications sent to a home address:

- Annual Benefit Statements (ABS)
- Scheme Newsletters
- Pensioners pay advice
- P60s
- Scheme publications and literature
- Monthly pay advice

## **Forums & Events**

LPFA are always pleased to meet their members face to face; members are encouraged to engage with our staff at the following events:

### **Annual Fund Members' Forum**

The Fund Members' Forum is an opportunity for fund members to review the year as well as ask questions of Board members and senior management of both LPFA and LPP.

### **Local Pension Board (LPB)**

The LPB provides members and employers with an opportunity to become more involved in the oversight of the Pension Fund. Key features and minutes of the LPB are available on [www.lpfa.org.uk](http://www.lpfa.org.uk) in the 'Who we are' section.

## Communications for Scheme Employers

Like our members, employers are encouraged to use our online facilities and attend our face to face events to maximise our service value.

### **www.yourfund.org.uk**

- Employers can view employees' details via our secure web portal
- Offers secure data transmission and online form processing
- Quarterly newsletter to update on scheme changes and new initiatives
- Provides news and employer guides via [www.yourpension.org.uk](http://www.yourpension.org.uk).

### **Annual Employer Forum**

The LPFA Annual Employer Forum is an opportunity for employers to learn about Scheme changes as well as relevant information from across the sector and the wider pensions industry. Attendees can learn more about new LPFA initiatives and ask questions of both LPFA and LPP senior management.

### **Local Pension Board (LPB)**

The LPB provides members and employers with an opportunity to become more involved in the oversight of the Pension Fund. Key features and minutes of the LPB are available on [www.lpfa.org.uk](http://www.lpfa.org.uk) in the 'Who we are' section.

## Information for Prospective Members

[www.lpfa.org.uk](http://www.lpfa.org.uk) & [www.yourpension.org.uk](http://www.yourpension.org.uk)

Our websites offer information on joining the LGPS, scheme benefits as well as guidance on opting out of the scheme.

## For information on the LPFA Board

Board reports and information on structure, responsibilities and remuneration are available on [www.lpfa.org.uk](http://www.lpfa.org.uk) in the 'Who we are' section.

## LPFA on Social media

Social media has encouraged new ways of communicating, interacting and sharing information. LPFA uses social media to share our own content, and others, to inform members, engage with stakeholders and support industry peers.

- The views or opinions expressed by an LPFA employee on their personal social media account are theirs alone. They may not reflect our views.
- A follow-back is not an endorsement. The same applies to re-tweeting or sharing messages posted on accounts that we do not own, or marking them as 'favourites', or otherwise sharing information on a different platform.
- All information and postings, and responses to postings should be regarded and written as the official 'voice of London Pensions Fund Authority', they will be positive and professional and should not give individuals' personal opinions.



- LPFA's social media accounts are managed appropriately to ensure that information is correct and up to date and that postings are regularly monitored, effective and appropriate.

## **Rights to Information and Data Protection**

### **Rights to Information**

Nothing within this Policy Statement affects your rights to access or receive information under the Freedom of Information Act or the disclosure requirements of the Local Government Pension Scheme.

You can find our Freedom of Information Statement and links to information in the 'what we publish' section of [www.lpfa.org.uk](http://www.lpfa.org.uk)

### **Data Protection**

Since May 25<sup>th</sup>, 2018, LPFA must comply with EU General Data Protection Regulation (GDPR) and is therefore required to protect all personal information for which we are responsible, we have a legal obligation to process members data under the Local Government Pension Scheme 2013 regulations. LPFA may only pass your details to named third parties under strictly controlled conditions and for very specific purposes. Members who wish to access their personal data can contact us on [DPA@localpensionspartnership.org.uk](mailto:DPA@localpensionspartnership.org.uk)

### **The Right to be Forgotten**

The Fund, in providing statutory duties under regulations has determined that it cannot permanently delete a member's record. Should a member transfer out of the scheme, the Fund will retain a record confirming the member's name, contact, date of birth and national insurance number along with details of service and when and why they left the Fund.

If the Fund receives a request from a member to be forgotten, we will endeavour to delete any non-essential information including any documents relating to the member. The basic member details are required to be retained to enable the Fund to comply with statutory and legal obligations such as fraud prevention and GMP reconciliation.

### **Review**

We will monitor the effective application of this policy and report to the Board annually. The policy will be subject to revision in the light of significant changes to the LGPS or the Authority's structures or procedures.

July 2018



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**Need more information? Have some feedback?  
You can contact us at:**

London Pensions Fund Authority  
2nd Floor, 169 Union Street  
London  
SE1 0LL

**General Enquiries:**

Tel: 020 7369 6118

E-mail: [AskPensions@localpensionspartnership.org.uk](mailto:AskPensions@localpensionspartnership.org.uk)

**Pensions Payroll Enquiries:**

Tel: 020 7369 6060

E-mail: [AskPensions@localpensionspartnership.org.uk](mailto:AskPensions@localpensionspartnership.org.uk)

**Or you can find us online at:**

Corporate: [www.lpfa.org.uk](http://www.lpfa.org.uk)

Scheme Members: [www.yourpension.org.uk](http://www.yourpension.org.uk)

Scheme Employers: [www.lpfa.org.uk/Employers.aspx](http://www.lpfa.org.uk/Employers.aspx)

Twitter: <https://twitter.com/LPFA1>