

## **HERTFORDSHIRE LOCAL GOVERNMENT PENSION SCHEME**

### ***Communication Strategy Statement***

This statement is prepared in accordance with the Local Government Pension Scheme (Amendment) (No.2) Regulations 2005, which require an administering authority to prepare, maintain and publish a statement on its communication strategy.

The Hertfordshire Local Government Pension Scheme currently has 170 employers and approximately 50,000 scheme members. This statement sets out the communication methods with each group.

### **Employers**

Communication with the employers in the Fund takes several forms:

- **Annual General Meeting**  
All employers are invited to listen to presentations on topical issues and to address questions about the Fund.
- **Regular Update Letters**  
All employers receive regular updates as and when issues arise e.g. changes to scheme regulations.
- **Annual Report and Accounts**  
A copy of the document is sent to all employers.
- **Hertfordshire Chief Financial Officers meeting**  
The Finance Director of Hertfordshire County Council attends each month and keeps District Councils up to date with any pensions matters.
- **Investment Committee reports and minutes**  
These are available on request to any employers who wish to see them. They are also available on the Hertfordshire County Council website.
- **Advice and help**  
County Council staff and Serco (the Fund's outsourced Administrators) are available to give advice on the telephone or by e-mail

## **Scheme Members**

The methods of communicating with scheme members are:

- **Telephone helpline**  
Serco, the Fund's outsourced Administrators, provide a telephone helpline for all enquiries from scheme members on any aspect of their pension arrangements.
- **Annual Benefit Statements**  
All active and deferred scheme members receive an annual benefit statement setting out what level of benefits have already been built up, along with a forecast of benefits at retirement.
- **Internet**  
The scheme's website provides information about any updates to scheme benefits.
- **Information letters**  
Information about changes in regulations is provided to employees via their employers by e-mail or letter.
- **Payslips**  
All pensioners receive at least 3 payslips every year and messages are included whenever there is new information to be communicated.

## **Prospective Scheme Members**

The methods of ensuring that prospective members are aware of the Scheme and its benefits are:

- **Job Advertisements**  
Many employers advertise the benefits of the Scheme in their job advertisements.
- **Scheme Booklet**  
All new starters in the employing organisations in the Fund are provided with a scheme booklet, which sets out the benefits available from the Fund.
- **Induction Sessions**  
Employers in the Fund are encouraged to include pensions in their induction sessions for new starters.

This statement was approved by the Hertfordshire County Council Investment Committee on 2<sup>nd</sup> March 2006.