



# Report to Pension Fund Board

**Date:** 28 July 2021

**Reference number:** N/A

**Title:** Communication Policy Statement

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**Recommendation:** The Board is asked to **NOTE** the Communication Policy Statement.

## Executive summary

1.1 Regulation 61 of the Local Government Pension Scheme (LGPS) Regulations 2013, require an administering authority to prepare, maintain and publish a written statement setting out its communication policy. The Buckinghamshire Pension Fund reviews the policy every three years. As a result of the Covid pandemic, communication methods have evolved, and an interim review of the policy has been undertaken. The updated policy was approved by Pension Fund Committee on 5 July 2021 and is attached at Appendix 1.

## Content of report

1.2 The policy statement has been updated to reflect improvements to 'My Pension Online', the Fund's member self-service portal. If registered, members can upload documents directly to their administration record via a secure transfer facility. This removes the need to send in documents via post. Information is also sent to members via this method. They can opt out of online communication and receive hard copies if they wish. Communications can be provided in large print or braille on request. Information and training sessions for members and employers are presented via Teams live webinars. A feedback mailbox has been created alongside digital surveys which are issued to members and employers to capture feedback on the content and methods of communication that have been introduced.

## Other options considered

1.3 N/A

## **Legal and financial implications**

1.4 N/A

## **Corporate implications**

1.5 N/A

## **Consultation and communication**

1.6 N/A

## **Next steps and review**

1.7 The policy statement will be reviewed at its scheduled review date in April 2023.

