

WIRRAL COUNCIL

PENSIONS BOARD

13 JUNE 2018

SUBJECT:	DRAFT COMMUNICATIONS POLICY 2018
REPORT OF:	OPERATIONS & INFORMATION GOVERNANCE MANAGER

1.0 EXECUTIVE SUMMARY

- 1.1 In accordance with regulations the Fund is required to publish a statement of policy concerning how it communicates with members and scheme employers.
- 1.2 The Communications Policy was last changed in January 2012, the draft policy attached takes into consideration the Fund's move to more electronic communications and the increasing use of technology by members and employers. A revised draft Communications Policy is attached at Appendix 1

2.0 BACKGROUND AND KEY ISSUES

- 2.1 The Fund has moved to electronically distributing Annual Benefit Statements for active and deferred members. Paper copies are provided to members only if they provide a written request to the Fund.
- 2.2 The production and circulation of newsletters to active and deferred members has now changed to being produced in response to changes in regulations; where their format is particularly useful when explaining multiple, complicated concepts with diagrams and examples.
- 2.3 Other more cost-effective means of communication can be used to update deferred members as part of the annual statement production.
- 2.4 For active members, the Fund has been successful in providing employers with material for use on organisation intranets, staff briefings and email broadcasts. There also remains the opportunity to communicate annually as part of the annual benefit statement production.
- 2.5 The Fund continues to work with its IT system supplier to develop the functionality of the MyPension online system for members.
- 2.6 By increasing functionality within the online system, further budget savings will be realised as more communications and interactions can take place securely online with members.

2.7 The update to the Communications Policy has also removed items and references that are now more appropriately documented in other policy documents; namely, the recently updated Pensions Administration Strategy, the Administration Records & Data Improvement Policy and the draft Data Protection Policy.

3.0 RESOURCE IMPLICATIONS; FINANCIAL; IT; STAFFING; AND ASSETS

3.1 In the past two years, the Fund has made budget savings in reducing the amount of paper being produced in the administration of the Fund.

3.2 By maximising electronic communications and developing the MyPension self-service in collaboration with the system supplier, further savings will be realised in the long term; reducing the cost of administration to employers.

4.0 RECOMMENDATION

4.1 Any suggest amendments to the proposed Communications Policy are welcome before presenting the final draft to the Pension Committee in July 2018.

5.0 REASON/S FOR RECOMMENDATION/S

5.1 MPF has made changes to its means of communication to members which need to be reflected in the updated policy.

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