

London Borough of Waltham Forest Pension Fund Communications Policy Statement

1. The principal objectives of this Communications Policy shall be as follows:
 - to communicate the provisions and requirements of the Local Government Pension Scheme accurately to all stakeholders;
 - to identify and meet all regulatory requirements regarding provision of information;
 - to promote appropriately membership of the Scheme to employees of participating employers;
 - to communicate clearly to all stakeholders their own responsibility for communications and information flows in relation to the Scheme, and work with these other parties to improve efficiency of communications as needed;
 - to ensure communications are made in a timely manner;
 - to use a variety of means for communication, depending on the purpose and content of the communication, and recognising that different styles and methods will suit different stakeholders.

2. The major stakeholders for the purpose of this policy are as follows:
 - Members
 - Representatives of members
 - Prospective members
 - Employers

3. Day-to-day responsibility for the operation of the policy shall be delegated to Capita Hartshead Ltd, the administrators of the Fund. Their functions shall include the following:
 - Arranging for the publication of booklets describing the Scheme in Waltham Forest, ensuring these are given to all new members on joining and any other members on request
 - Producing and sending annual benefit statements to all active members
 - Giving prompt and accurate replies to all correspondence and enquiries received
 - Arranging for appropriate and accurate information to be published on the LBWF website
 - Providing a separate e-mail address for members to contact
 - Providing access to the LGPS website
 - Ensuring prospective new members are advised of the benefits of the Scheme as part of the induction process

4. This statement shall be revised by the Finance Manager (Treasury & Technical) if there is any material change in the Administering Authority's Communications Policy.