



Strathclyde Pension Fund

Communications Policy

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Communications Policy

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1. Introduction

Glasgow City Council is the administering authority for the Strathclyde Pension Fund (SPF). The council delegates this responsibility to the Strathclyde Pension Fund Committee. The council and the committee recognise that they have fiduciary duties and responsibilities towards pension scheme members and participating employers that are analogous to those holding the office of trustee in the private sector. In carrying out those duties the committee adopts the following approach to communications.

2. Regulations

Management of the Fund is carried out in accordance with relevant governing legislation and regulations. This policy statement is prepared in accordance with regulation 59 of the Local Government Pension Scheme (Scotland) Regulations 2018.

3. Vision

Everyone with any interest in the Fund should have ready access to all the information they need.

4. Objectives

- To improve understanding of the scheme and the Fund.
- To promote the benefits of the scheme.
- To allow members to make informed decisions.

5. Principles

5.1 Format

SPF communications will:

- have a clear purpose.
- have a clear message.
- be well written and presented.
- make an impact.

5.2 Brand

The Strathclyde Pension Fund is a strong brand with which members and others identify. SPF will protect and promote its brand.

5.3 Content

Content will be relevant and timely.

5.4 Delivery

Strathclyde Pension Fund Office (SPFO):

- will use the most efficient and effective delivery media.
- will make communications available in alternative formats or in translation on request.
- is committed to increasing digital access and delivery.

5.5 Measuring Success

SPFO will:

- measure, monitor, and report on its communications programme.
- encourage engagement, comment and feedback.

Success will be measured in terms of customer engagement and satisfaction. Targets will be agreed in SPF's annual business plan. Results will be reported annually.

6. Programme

SPFO's programme of communications is summarised in the following schedules which set out the stakeholder groups, key messages, media used, and deliverables.

Schedule

- 1. Active Members**
- 2. Deferred Members**
- 3. Pensioner Members**
- 4. Representatives of Member**
- 5. Prospective Members**
- 6. Scheme Employers**
- 7. Other Interested Parties**

Active Members

Active Members

SPF has more than 113,000 members currently contributing to the scheme. They span a very wide range of ages, occupations and salaries. Their communications needs are addressed using a mixture of generic and targeted approaches.

Key Messages

- Your pension is a valuable benefit for you and your dependents.
- Its value is fully protected against inflation.
- Your employer pays most of the cost.
- Tax relief reduces the cost to you.
- You get other benefits as well as your pension.
- Think carefully before leaving or transferring your benefits.
- Beware of pensions scams.
- You should understand how the scheme works and any changes to it.
- Will it be enough? You can save more.
- Please check your details including nominations.

Media used

Website, *SPFOnline* portal, e-mail, mail, telephone, one-to-one meetings.

Deliverables

spfo.org.uk	The SPFO website features: ▪ a dedicated area for active members ▪ a secure link to SPFOnline ▪ links to other useful websites including LGPS regulations and Guidance https://www.scotlgpsregs.org/ ▪ FAQs ▪ tools including an additional pensions contribution and contributions calculator ▪ news and regular updates, and ▪ submit an enquiry online form, drop down and comments box, auto task created for SPFO team.
SPFOnline	SPFO secure member self-service portal. Members can view their pension account. Features include: ▪ update Address, email & contact number ▪ update nomination ▪ projectors ▪ view documents ▪ document upload ▪ contact us with a question, drop down and comments box, auto task created for SPFO team.
Scotlgps2015.org	Developed in collaboration with the other Scottish LGPS funds, this website provides full details of the LGPS 2015 career average scheme.

Active Members

Scheme Guide	A summary guide to the Local Government Pension Scheme is made available to all new members and on the website.
Annual Benefit Statement (Pensions Update)	Personalised statement of each member's pension account balance and projection to retirement. Delivered via SPFOOnline.
Fundnews	Annual newsletter for active members. Includes updates on scheme changes, actuarial updates, investment performance, responsible investment, Fund accounts, reminders about AVCs and nomination forms, 50/50 option, warning against pension scams, etc. Delivered via SPFOOnline and SPFO website.
Promotional Material	"For Your Future" promotional material includes: • Summary leaflets on the benefits of the scheme • Staff news article and case study • SPFOOnline QR code • Graphics for use on Website and display screens
Correspondence	e-mail and SPFOOnline portal communications wherever possible for transactional and general correspondence. Some residual use of hard copy mail.
Digital Communications Team	SPFO call centre and first point of contact for all customer communications by telephone, e-mail, mail or in person.
Briefings and presentations	SPFO has specialist officers available to provide briefings and presentations.

Deferred Members

Deferred Members

SPF has over 77,000 members who are not currently contributing to the scheme but whose pension SPF is looking after until it becomes payable. They include members who have moved to an employer who does not participate in the scheme and others who remain with a scheme employer but have stopped contributing themselves.

Key Messages

- Your pension is secure.
- Your pension is keeping pace with inflation.
- You will not be affected by scheme changes.
- Think carefully before transferring your benefits.
- Beware of pensions scams.
- Are your nominations up to date?
- Please tell us about any changes to your details.
- Think about re-joining the scheme if you still can.

Media used

Website, SPFOOnline portal, e-mail, mail, telephone, one-to-one meetings.

Deliverables

spfo.org.uk	The SPFO website features: ▪ a dedicated area for deferred members ▪ a secure link to SPFOOnline ▪ links to other useful websites including LGPS regulations and Guidance https://www.scotlgpsregs.org/ ▪ deferred member information and FAQs and ▪ contact us with a question, drop down and comments box, auto task created for SPFO team.
SPFOOnline	SPFO secure member self-service portal. Members can view their pension account. Features include: ▪ update Address, email & contact number ▪ update nomination ▪ projectors ▪ view documents ▪ document upload ▪ submit and enquiry online form, drop down and comments box, auto task created for SPFO team.
Annual Benefit Statement	Personalised statement of each member's pension account balance. Delivered via SPFOOnline.
Scheme Guide	A summary guide to the Local Government Pension Scheme is available on the website.
In Touch	Annual newsletter for deferred members. Includes reminder of key messages, investment information, actuarial information, Fund accounts, nomination forms, etc. Delivered via SPFOOnline and SPFO website.
Correspondence	e-mail wherever possible for transactional and general correspondence. Some residual use of hard copy mail.

Deferred Members

Digital Communications Team	SPFO call centre and first point of contact for all customer communications by telephone, e-mail, mail or in person.
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Pensioner Members

Pensioner Members

SPF pays a pension every month to over 93,000 pensioner members. This figure includes retired members together with spouses, partners and eligible children of deceased members.

Key Messages

- Your pension is secure.
- Your pension is keeping pace with inflation.
- You will not be affected by scheme changes.
- Are your nominations up to date?
- Please tell us about any changes to your details.

Media used

Website, *SPFOnline* portal, e-mail, mail, telephone, one-to-one meetings.

Deliverables

spfo.org.uk	The SPFO website features: ▪ a dedicated area for pensioner members ▪ a secure link to SPFOnline ▪ pensioner information and FAQs and ▪ contact us with a question, drop down and comments box, auto task created for SPFO team.
SPFOnline	SPFO secure member self-service portal. Members can view their pension account. Features include: ▪ update address, email & contact number ▪ update nomination ▪ update bank details ▪ view P60 and payslip (P60 is not a substitute P60) ▪ view documents ▪ projector (death only) ▪ document upload ▪ submit and enquiry online form, drop down and comments box, auto task created for the team.
Pension Payslip	Personalised statement issued annually or when amount payable changes by more than £5 per month. P60s issued annually.
Scheme Guide	A summary guide to the Local Government Pension Scheme is available on the website.
Pensionnews	Annual newsletter for pensioner members. Includes reminder of key messages, investment information, actuarial information, Fund accounts, nomination forms, etc. Delivered via SPFOnline and SPFO website.
Correspondence	e-mail wherever possible for transactional and general correspondence. Some residual use of hard copy mail.
Digital Communications Team	SPFO call centre and first point of contact for all customer enquiries support and communications by telephone, e-mail, mail or in person.

Representatives of Members

Representatives of Members

SPF members are represented by 3 trade unions: GMB, Unison, and Unite. Each is represented on the Strathclyde Pension Fund Pension Board.

Key Messages

- Our members' pension is their most valuable benefit after their pay.
- We want to work with the trade unions to promote the Local Government Pension Scheme and the Strathclyde Pension Fund, improve understanding of them, and safeguard members' interests in them.

Media used

Website, e-mail, mail, telephone, one-to-one meetings.

Deliverables

spfo.org.uk	The SPFO website features: ▪ dedicated areas for active, deferred and pensioner members ▪ links to other useful websites including LGPS regulations and Guidance https://www.scotlgpsregs.org/ ▪ FAQs ▪ tools including an additional pension contributions calculator, contributions calculator ▪ news and regular updates and ▪ submit and enquiry online form, drop down and comments box, auto task created for the team All SPF committee papers and board minutes are available on the website together with policy documents, annual accounts, actuarial and other reports and full details of SPF investments, responsible investment strategy, climate change strategy, and climate action plan.
Annual Report	Statutory annual report includes formalised and audited information on the Fund.
AGM	All SPF trade union contacts are invited to an AGM which is well attended by them. The meeting receives annual reports on governance, administration, investment, finance, actuarial and scheme developments.
Briefings and presentations	SPFO has specialist officers available to provide briefings and presentations.

Prospective Members

Prospective Members

SPFO works with employers to promote the benefits of the scheme to their staff including new staff and those who have previously opted out of the scheme.

Key Messages

- The pension scheme is a very valuable benefit.
- Its value is fully protected against inflation.
- Your employer pays most of the cost.
- Tax relief reduces the cost to you.
- You get other benefits as well as your pension.
- Don't miss out – you might regret it.

Media used

Website, e-mail, mail, telephone, one-to-one meetings.

Deliverables

Promotional Material	Summary leaflets on the benefits of the scheme: "For Your Future". Also available in web format or as feature in staff magazines, newsletters or staff e-mails.
spfo.org.uk	The SPFO website includes: ▪ promotional material for prospective members ▪ FAQs ▪ links to other useful websites including LGPS regulations and Guidance https://www.scotlgpsregs.org/ ▪ FAQs ▪ tools including an additional pension contributions calculator, contributions calculator ▪ news and regular updates and ▪ submit an enquiry online form, drop down and comments box, auto task created for the team.
Intranet	SPF promotional material is available on employer intranet sites which can also link to SPFO website.
Scotlgps2015.org	Developed in collaboration with the other Scottish LGPS funds, this website provides full details of the LGPS 2015 career average scheme.
Scheme Guide	A summary guide to the Local Government Pension Scheme is available to prospective members on the website.
Briefings and presentations	SPFO has specialist officers available to provide briefings and presentations and to promote the scheme.

Scheme Employers

Scheme Employers

SPF employers include the 12 local authorities in the West of Scotland and around 140 other organisations with a huge diversity of size, activities and structures. SPFO works with employers to promote the Local Government Pension Scheme and the Strathclyde Pension Fund, improve understanding of them, and safeguard members' interests in them.

Key Messages

- Our members' pension is their most valuable benefit after their pay.
- You need to be aware of your role and responsibilities in administering the scheme as well as ours.
- You need to understand how the scheme works.
- We are open, transparent and accountable about how we manage the scheme and the Fund.

Media used

Website, *i-connect* employer portal, e-mail, mail, telephone, one-to-one meetings.

Deliverables

spfo.org.uk	The SPFO website features a dedicated area for employers with the information and tools they need to administer the scheme. All SPF committee papers are available on the site together with policy documents, annual accounts, actuarial and other reports and full details of SPF investments, responsible investment strategy and climate change strategy.
Pensions in Partnership	SPFO monthly newsletter issued to all employer contacts provides updates on scheme developments, technical issues, SPFO activities, other publications, etc.
Pension Administration Strategy	Clearly sets out the roles, responsibilities and service standards for SPFO and employers.
Employer Forum	A regular forum for employers.
Annual Report	Statutory annual report includes formalised and audited information on the Fund.
AGM	All employer contacts are invited to an AGM which is well attended by them. The meeting receives annual reports on administration, investment, finance, actuarial and scheme developments.
Briefings and presentations	SPFO has specialist officers available to provide briefings and presentations to employers and their staff.
Training and support	SPFO staff provide training and support to scheme employers' staff who are involved in administering the scheme.

Other Interested Parties

Other Interested Parties

There is a wide range of other parties apart from members and employers who have a less direct but still legitimate interest in the Fund. These include council tax payers, suppliers and potential suppliers, special interest groups, and investment counterparties.

Key Messages

- We are one of the biggest, and aim to be one of the best, pension funds in the UK.
- We are open and transparent about how we manage the scheme and the Fund.
- We are a responsible investor and adopt policies and practices which acknowledge the importance of environmental, social and governance (ESG) issues.
- SPF believes that Climate Change is a systemic risk and thus, a material long-term financial risk for any investor that must meet long-term obligations. We are addressing this through our climate change strategy and climate action plan.

Media used

The website provides most of the information interested parties could want. It includes:

- Annual Reports and Financial statements
- Actuarial Valuation Reports
- Stewardship Reports
- Policy Documents
- Committee Papers
- Climate Change Strategy (and TCFD Disclosure)
- Climate Action Plan
- Complete Asset List
- Alternative Assets Schedule (including DIP Investments)

SPFO officers are available to other interested parties through the same media used for members and employers to discuss any other information needs they may have.

Email: spfo@glasgow.gov.uk

Tel: 0345 890 8999

Website: www.spfo.org.uk

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Pension Scheme

