

From: Chairman – Kent Pension Board
Corporate Director of Finance

To: Kent Pension Board – 12 March 2024

Subject: Communication Policy update

Classification: Unrestricted

Summary:

The Communication policy sets out the plans concerning the methods of communication with stakeholders of the Kent Pension Fund.

The policy is reviewed and refreshed, where necessary, annually to ensure that it accurately reflects how we communicate with our stakeholders, and this is the first annual review since the policy was introduced in 2023.

Recommendation:

The Board is asked to note the report.

FOR INFORMATION

1. Communication Policy updates

- 1.1 The Fund's new Communication policy for 2024/25 is attached in the **Appendix**.
- 1.2 As part of the "Digital by Default" objective, the Fund has undertaken a mailing preference exercise to notify active and deferred members that future Annual Benefit Illustrations (ABI) will be published on member self-service as opposed to being sent out as hard copies in the post. The final active member digital notification letter will be issued at the end of March.
- 1.3 Active members will receive their 2024 ABI electronically via member self-service and will receive an email notification advising them how to logon or register. The members employer will also be advised when the illustrations are available.
- 1.4 Deferred members will receive their final digital notification with their 2024 ABI. The 2025 ABI will be issued electronically via member self-service and members will receive an email notification advising them how to logon or register.

- 1.5 Members have been given the option of opting out of digital communications, and to continue receiving all correspondence by post.
- 1.6 The Communications Policy has been amended to reflect the move to “Digital by Default,” with the Appendix 1 Table of Publications also changed where applicable.
- 1.7 The policy has been updated (Paragraph 3.3) to reflect where links are provided for stakeholders to the national websites provided by the Local Government Association (LGA).
- 1.8 Paragraph 3.4 has been updated to advise stakeholders that pensioner members now have the facility to download a copy of their payslips. The team are currently looking into the same facility for P60s.
- 1.9 Pension Saving Statements (Paragraph 6.3) has been updated to confirm that statements are sent automatically where members have exceeded the annual allowance limit. Statements are also sent to members on request. These will remain as paper statements for 2024.
- 1.10 Paragraph 6.6 has been amended to reflect the change from annual newsletters for active members, to twice a year. The permanent news page on the website has also been included in the policy.
- 1.11 Paragraph 8.3 has been amended to inform stakeholders that the Open Lines newsletter is sent via post in Spring and is online on the Fund website in Autumn.
- 1.12 Paragraph 9.7 has been amended to include the quarterly employer updates that are issued electronically to employers.
- 1.13 Paragraph 9.14 has been amended to reflect the facility for employers to request estimated benefits, including costs, via iConnect.

Amanda Jupp, Communication and Support Team Manager

T: 03000 416741

E: Amanda.Jupp@kent.gov.uk

March 2024
