

Scheme Advisory Board Communications Policy (England and Wales)

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Introduction

1. An effective communications policy is vital for any organisation which strives to provide a high quality and consistent service to their stakeholders.
2. This is the communication policy by Local Government Pension Scheme Advisory Board which sets out how the Board communicates and engages with its stakeholders.
3. The Board is a statutory body set up to provide advice to the Secretary of State on the desirability of changes to the scheme and provide advice to administering authorities and local pension boards in relation to the effective and efficient administration and management of the Scheme and any connected scheme and their pension funds.
4. The Board's composition is outlined in its Terms of Reference, and its aim is to encourage best practice, policy thinking, transparency. This policy identifies key stakeholders and details the different methods of communications to maintain the successful relationships between the scheme and its stakeholders.
5. When delivering communications activities, the Secretariat on behalf of the Board will consider whether the communication is cost-effective and the best use of resources. The Board Secretariat will review this communication policy periodically, to ensure it meets audience needs.

Purpose and objectives

6. The communication objectives of the Board are:
 - 6.1. Communicating information about the Boards work in an effective, straightforward, and timely manner to stakeholders. This will build trust in the operation and governance of the Board therefore improving awareness of how the Scheme operates
 - 6.2. Supporting transparency and accountability by providing clear, accurate, and accessible information about the Board's decisions.
 - 6.3. Ensuring timely and accurate information is shared on both the scheme and the Board's activities. Keeping stakeholders informed about ongoing developments and the Board's responses.

Key stakeholders

7. The Board's key stakeholders are:
 - 7.1. LGPS fund officers
 - 7.2. Pension Committee and Local Pension Boards members
 - 7.3. Asset Pools representatives
 - 7.4. Scheme employers and their representatives
 - 7.5. Scheme member representatives and trade union bodies

- 7.6. The Ministry of Housing, Communities and Local Government (MHCLG)
- 7.7. HM Treasury
- 7.8. Government Actuary's Department
- 7.9. Department for Education
- 7.10. Pensions UK
- 7.11. The Pensions Regulator
- 7.12. LGPS Scotland representatives, Scottish Public Pensions Agency, and Scottish Scheme Advisory Board
- 7.13. Fund Actuaries, other professional bodies (e.g. the Chartered Institute of Public Finance and Accountancy (CIPFA), Audit Firms
- 7.14. Fund advisors, administrators, auditing bodies, legal representatives, investment managers, actuaries, consultants
- 7.15. Media organisations

Communication principles

8. **Annex A** of this document details the Board's method of communication and frequency in relation to its stakeholders. The communication activities in annex A are also supported by these principles:
9. The Board will consider the relevant consultation approach with stakeholders on changes to regulations, policies and procedures that affect the LGPS according to its workplan
10. The Board aims to engage with all LGPS stakeholders through regional and national groups and innovative communication methods
11. The Board will seek to continually improve communications by requesting and analysing feedback following communication events

Data Protection

12. In the context of performing its role and in order to collate information regarding the operation of the LGPS, the Board sometimes collects member-related personal data from LGPS funds. To achieve this, the SAB conducts surveys, submits requests for specific information to responsible authorities and may share certain information received from LGPS funds with other governmental bodies. To help fulfil its dual statutory functions and requesting this data the Board obtained legal advice to make sure that it is correctly balancing these functions with the obligations under the Data Protection Regulations and the Equalities Act 2010.

Governance

13. The Board Chair typically approves formal communications related to the Board's activities. This is often done in consultation with the SAB Secretariat ensuring alignment with board decisions and policies. The Board Secretary agrees some informal communication activities.

Use of social media

14. The Board recognises the growing importance for organisations to have an online presence and has a corporate LinkedIn profile. The LinkedIn account is

used to raise the Boards online profile to industry, promoting the Board's innovations and achievements, advertise job opportunities, and helping build relationships with other LGPS Funds and professional bodies within the pensions industry. The monitoring of posts to the sites will be the responsibility of the Board Secretariat and will not be monitored outside the typical working week hours and public holidays.

Annex A - Communication activities

Communication	Method	Overview	Frequency
Board and Committee meeting reports	Board Website	Board and Committee reports, guidance, legal opinions, and statements	When required
Scheme Annual Report	Board Website	Scheme-level data following aggregation of information in fund annual reports	Annually
Board Annual Review	Board Website	Key updates on Board budget, projects, and priority work	Annually
Pension Committee Chair briefings	In-person or virtually	Key updates on Board and Scheme issues	When required
Local Pension Board Chairs briefings	In-person or virtually	Key updates on Board and Scheme issues	When required
Annual Assembly	In-person	Networking and board updates	Annually
LGPC ebulletin	LGPC Website	Board updates recent work update	Monthly
Ad hoc articles in industry magazines (i.e LAPF magazine)	Website/print	Board recent work update	Every 5 weeks
Updates at various scheme and industry events (by invitation)	In-person or virtually	Discussing various LGPS issues and updates	Throughout the year
Fundamentals Training	In-person and virtually	A three-day course covering administration, investment, and governance	Annually
LGPS Governance Conference	In-person or virtually	Event covering key LGPS issues.	Annually

LGPS Live Webinars	LGPS Live website	Board updates and panel discussions on topical LGPS issues	Usually quarterly
Surveys	Various	To obtain feedback	When required
Board secretariat inbox	Email	Email updates provided directly to stakeholders using the contacts database	When required
Social media	LinkedIn	Updates shared of Board projects and other topical issues	When required
Subscriber notifications via the Board website	Board website	Visitors can receive a notification when items are added to the Board's website	When updated content is added
