



ISLE OF MAN LOCAL GOVERNMENT SUPERANNUATION SCHEME

Communications Policy

October 2013

POLICY FOR COMMUNICATION
WITH
SCHEME MEMBERS, SCHEME EMPLOYERS AND
THE TRUSTEES OF THE
ISLE OF MAN LOCAL GOVERNMENT PENSION SCHEME

The Policy on communications of the Isle of Man Local Government Pension Scheme is:-

“to provide a wide range of communications for the benefit of Scheme Members, scheme employers and trustees of the Isle of Man Local Government Pension Scheme”.

This policy was approved by Douglas Borough Council (the Scheme Administrators) in October 2013.

Isle of Man Local Government Superannuation Scheme
Communication Strategy

Introduction.

This document shows in detail the strategy for providing communication to scheme members, scheme employers and trustees of the Isle of Man Local Government Superannuation Scheme.

Existing Mandatory Scheme Communication

The Administering Authority has adopted the following methods of mandatory communication:-

Title	Content	Availability	Target audience
A Guide to the Isle of Man Local Government Superannuation Scheme (LGSS)	A comprehensive Scheme Guide detailing the 2012 scheme benefits including transitional provisions from previous regulations. The Scheme Guide is updated in accordance with legislation.	A Guide to the Isle of Man Local Government Superannuation Scheme (LGSS) Reviewed in line with legislative changes	Active, deferred and pensioner members, eligible non-members and their dependents.
A Brief Guide to the Scheme	A shortened version of the above highlighting the main benefits of the Scheme	A Brief Guide to the Scheme Reviewed in line with legislative changes	Active, deferred and pensioner members, eligible non-members and their dependents
Pension Fund Annual Report	Financial information about the pension fund	2013 Pension Fund Annual Report Paper copy also available at the library	All
Simplified report and accounts	A shortened version of the above with an inclusive Newsletter summarising any changes to legislation, customer care issues, service standards and information of general interest with regards to pension matters.	Paper copy sent annually to all active, deferred and pensioner members.	Active, deferred and pensioner members

Newsletters	In addition to the above, additional newsletters may be issued as required.	Paper copy issued to all active members to timescales in compliance with the Disclosure Regulations or as required by the Administering Authority	All active
Annual Pension Increase Letter	A letter detailing the Annual Pension Increase Order including the actual percentage awarded to each member.	Issued annually following the application and payment of the increase in pension.	All pensioner members
Statement of Policy on Discretions including Douglas Borough Council Employer Contribution Policy Statement	Details the mandatory and non-mandatory policies of both the Administering Authority and the Scheme Employers of the IoMLGSS, with regards to the Pension Scheme Regulations	Statement of Policy on Discretions - Administering Authority Statement of Policy on Discretions - Employer Douglas Borough Council Employer Contribution Policy Statement Reviewed annually or more frequently where a change occurs prior to the annual review.	Active, deferred, pensioner and eligible non-members, the Administering authority and all Scheme Employers.
Statement of Investment Principles (SIP)	Outlines the principles behind the investment strategy of the IoMLGSS.	Statement of Investment Principles (SIP) Reviewed in accordance with legislative demands.	All
Annual Benefit Statement (ABS)	An Annual Benefit Statement (ABS) detailing the Scheme Members' benefits to date and their estimated benefits at age 65.	Paper copy annually following receipt and verification of the year end files from Scheme Employers	Active and deferred scheme members
Fund Valuation Report	Details the fund valuation and the required future contribution rates of the relevant Scheme Employers.	Triennially	All

Statement of Funding Principles (SFP)	Outlines the principles behind the funding strategy of the IoMLGSS.	Statement Funding Strategy Reviewed in accordance with legislative demands. It will be held on the website	All
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Non-Mandatory Scheme Communication

The Administering Authority has adopted the following methods of non-mandatory communication:-

Title	Content	Availability	Target audience
Help-Line¹	A dedicated Help-Line supported by experienced members of administration staff. Calls made to the Help-Line are charged at local rates.	Monday to Friday 8 a.m. to 5 p.m.	Active, deferred, pensioner and eligible non-members, and all Scheme Employers.
E-mail Account	A dedicated E-mail Account for those Scheme Employers and Scheme Members who prefer to contact Capita by email. The email account is emptied daily and the enquiries are handled in accordance within the timescales laid down by the contract	iomenq@capita.co.uk The E-mail Account is available 7 days a week, 24 hours a day (although the account will only be emptied once daily from Monday to Friday during working hours)	Active, deferred, pensioner and eligible non-members, and all Scheme Employers.
Website	Displaying both mandatory and non-mandatory pension scheme information as detailed above	Mandatory and Non-Mandatory Pension Scheme Information 7 days a week, 24 hours a day.	All
Training	Training presentations surrounding all aspects of administering the <i>IoMLGSS</i> , provided by Capita. Training is regularly given to Pension Committee members who act on behalf of Douglas	As required	Scheme Employers, the Administering Authority and Pensions Committee Members.

¹ A survey of Scheme employers by Capita in March 2013 concluded that 'the telephone response system currently in place provides a good service to members in need of additional information and is sufficient for the small number of queries received. No additional resources are required at present.'

	Borough Council the Trustees of the Scheme. Training in Investment issues is provided every three months by Investment Consultants and Investment Managers		
Roadshows	Roadshows providing information on scheme benefits and offering the audience opportunity to ask questions, attend individual one to one sessions.	By arrangement with the Administering Authority.	Active Scheme Members and eligible non-members
Policy and Procedure Manual	All aspects of scheme administration from Administering Authority and Employer Discretions to Pension Forms used in the day to day administration of the scheme.	Available to Employing Authorities via the restricted area of Douglas Borough Council Website. Updated as and when required	Scheme employers and Administering Authority
6 Investment beliefs adopted by Douglas Borough Council	Statement outlining the investment beliefs	The Six Investment Beliefs Adopted by Douglas Borough Council	All