

## STATUTORY STATEMENTS – COMMUNICATIONS POLICY

### Report of the County Treasurer

Please note that the following recommendation is subject to consideration and determination by the Board before taking effect.

**Recommendation: that the Board provide any comments on the draft Communications Policy.**

#### 1. Introduction

- 1.1. The Communications Policy is one of the four statutory statements that the Fund is required to have in place. It sets out the Fund's policies on the provision of information and publicity about the Scheme to members, representatives of members and employing authorities. It sets out the format, frequency and method of distributing such information or publicity, other key organisations that we communicate with, our values in relation to communications and the professional expertise available to the Fund.
- 1.2. The Communications Policy was last updated and considered by the Investment and Pension Fund Committee in November 2015. The policy has been updated to address action points raised by the recent Communication with Stakeholders audit, updates to reflect new legislation, pooling and Government department changes.

#### 2. Communications Policy

- 2.1. The Communications Policy covers the following areas:
- 2.2. Data Protection  
Included to capture the new General Data Protection Regulations that come into force in May 2018 and details how members can access the personal information the fund holds about them.
- 2.3. Why and how we communicate  
This section provides a simple introduction explaining the importance of communicating with employers and employees (including prospective, active, deferred and retired members) and how each of these groups is entitled to receive expert support and information. Links to the Customer Charter can also be found in this section. This section has been updated to reflect the funds move to electronic communication and compliance with the Disclosure Regulations.
- 2.4. Fund Governance  
This section contains information regarding the management of the Fund and includes links to the minutes of the Investment and Pension Fund Committee and Pension Board.
- 2.5. Professional Know How  
The Devon Pension Fund employs the services of a range of specialists. This section provides information about the fund's actuary, investment fund managers, independent advisor and explains how the Fund obtains legal advice.

## 2.6. Other Organisations We Connect With

This section highlights some of the external organisations that the Fund engages with on a regular basis and provides a summary of the connection.

## 2.7. Meeting Stakeholder Information Needs

Scheme Members and Employers have been identified as the two key stakeholder groups connected to the Devon Pension Fund. Appendix A to the policy clearly states the information requirements of each group and notes the corresponding product(s) and frequency of delivery and availability, in order to satisfy the information requirements.

## 3. **Audit Opinion**

3.1. In June 2018, the Devon Audit Partnership conducted an audit covering Communication with Stakeholders. The audit opinion overall was of a Good Standard. Some recommendations for improving the policy were made and agreed by the Management Team and have been reflected in this latest revision.

## 4. **Conclusion**

4.1. The Board is asked to consider the draft Communications Policy and decide if it wishes to make any comments to the Investment and Pension Fund Committee.

Mary Davis

Electoral Divisions: All

Local Government Act 1972

List of Background Papers - Nil

Contact for Enquiries: Charlotte Thompson

Tel No: (01392) 381933 Room G99