

# HAMPSHIRE COUNTY COUNCIL

## Decision Report

<b>Decision Maker:</b>	Pension Fund Panel & Board
<b>Date:</b>	15 December 2017
<b>Title:</b>	Governance: Review of the Pension Fund's Statutory Statements
<b>Report From:</b>	Director of Corporate Resources – Corporate Services

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### 1. Recommendations

- 1.1. That progress on the Business Plan's actions be noted, and subject to any amendments the Panel and Board may wish to make, the updated Business Plan be approved.
- 1.2. That the Governance Policy and Governance Compliance Statements be approved.
- 1.3. That the Communication Policy Statement be approved.

### 2. Executive Summary

- 2.1. The purpose of this paper is for the Pension Fund Panel and Board to approve the Pension Fund's statutory statements on an annual basis, which are its Business Plan, Investment Strategy Statement, Funding Strategy Statement, Governance Policy and Governance Compliance Statement, Communication Policy Statement and Administration Strategy Statement, which need to be done on an annual basis. In addition the Panel and Board is usually also asked to approve changes to the Employer Policy.

### 3. Background

- 3.1. The Pension Fund's statutory statements are reviewed annually to ensure that current versions comply with the latest Government and other relevant guidance. All the documents are published in the Pension Fund's Annual Report. The documents were last reviewed by the Panel and Board at their meeting in December 2016.

#### 4. Business Plan

- 4.1. The Myners principles require pension funds to draw up a forward-looking business plan, including a training plan for both the trustees and officers involved in their management and administration.
- 4.2. The Hampshire Pension Fund's business plan includes a commitment to review and revise the plan annually, and to evaluate performance against the action plan.
- 4.3. A draft updated version of the business plan is attached as Appendix 1 for approval. A few changes are necessary this year, and these are highlighted.
- 4.4. The business plan approved by the Pension Fund Panel and Board in December 2016 included several actions for completion by March 2018. Progress against these action points is summarised below.

<b>Planned Action</b>	<b>Deadline</b>	<b>Progress</b>
Monitor the Fund's investment managers' performance.	Ongoing	Up-to-date performance information is reported to each meeting of the Panel and Board, and is closely monitored by officers on a monthly basis.
Keep Panel and Board members' training needs under review and provide any extra training considered necessary, for example to any new members of the Panel and Board.	Ongoing	In March 2017, the Panel and Board approved the training plan for 2017/18. Bespoke training events for Panel members was arranged for June, October and November 2017, and Panel and Board members have attended a number of Pension industry events.
Prepare the Fund's Investment Strategy Statement, replacing the Fund's current Statement of Investment Principles.	1 April 2017	The Panel and Board approved the draft version in March 2017, and subsequently updated the and approved the statement in November 2017 following the review of the Fund's Strategic Asset Allocation.
Review the Fund's Strategic Asset Allocation following the results of the 2016 Triennial Valuation	December 2017	The Panel and Board reviewed the Fund's Strategic Asset Allocation throughout 2017, with approval given in November 2017.
Review the Fund's Funding Strategy Statement	December 2017	Included in this meeting's agenda.

<b>Planned Action</b>	<b>Deadline</b>	<b>Progress</b>
Review the Governance Policy and Governance Compliance Statements	December 2017	Included in this report.
Review this business plan, including progress against the action plan	December 2017	Included in this report
Review the Communication Policy Statement	December 2017	Included in this report
Review the Administration Strategy Statement	December 2017	Included in this meeting's agenda.
Review the Fund's management fees and transaction costs.	December 2017	Reported at September 2017 Pension Fund Panel and Board meeting
Review the Employer policy.	December 2017	Included in this meeting's agenda.
Review performance of the Fund's Custodian.	December 2017	Reported at March 2017 Pension Fund Panel and Board meeting.
Continue the process of retendering all of the investment managers' contracts, by calling off the National Framework for new contracts for the management of the Fund's passive investments.	March 2018	UBS Asset Management were appointed to manage the ACCESS pool's (including the Fund's) passive investments, following a call off procurement process of the National Framework.
Respond to all consultations and requests for information from Central Government on the Pension Fund's investments.	Ongoing	Responded to the Scheme Advisory Board consultation on a national cross pool group.
Comply with any requests from the Scheme Advisory Board.	Ongoing	No requests have been made this year to date.
Continue to work with the ACCESS pool to comply with the Government target to begin pooling assets by April	Ongoing	Hampshire joined the ACCESS pool, and is working with the pool to provide a pooling solution that is suitable for all

<b>Planned Action</b>	<b>Deadline</b>	<b>Progress</b>
2018.		LGPS funds within the ACCESS pool.

## **5. Funding Strategy Statement**

- 5.1. A review of the Funding Strategy Statement has been carried out. A change is being made to the Fund's orphan funding target, which is described in the update on the administration of the Fund on this meeting's agenda.

## **6. Investment Strategy Statement**

- 6.1. Following the review of the Fund's Strategic Asset Allocation, the Fund's Investment Strategy Statement was reviewed and approved in November 2017.

## **7. Governance Policy and Governance Compliance Statements**

- 7.1. The Governance Policy and Governance Compliance Statements are attached as Appendix 2 for approval; there have been minor changes added to these statements.

## **8. Communication Policy Statement**

- 8.1. The Communication Policy Statement is attached as Appendix 3 for approval, there have been no proposed changes added to these statements.

## **9. Administration Strategy Statement**

- 9.1. Following a public consultation of changes to the Administration Strategy Statement, the strategy has been revised and has been reported separately within this agenda.

## **10. Employer Policy**

- 10.1. A review of the Employer Policy has taken place. Changes are being made to better manage wholly-owned companies that join the Fund, which is described in the update on the administration of the Fund on this meeting's agenda.

**CORPORATE OR LEGAL INFORMATION:****Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	no
<b>People in Hampshire live safe, healthy and independent lives:</b>	no
<b>People in Hampshire enjoy a rich and diverse environment:</b>	no
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	no
<b>OR</b>	
<b>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because the Pension Fund Panel and Board are required to review the Pension Fund's Statutory Statements on an annual basis.</b>	

**Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**Due regard in this context involves having due regard in particular to:**

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

#### **1.2. Equalities Impact Assessment:**

Equality objectives are not considered to be adversely affected by the proposals in this report.

### **2. Impact on Crime and Disorder:**

The proposals in this report are not considered to have any direct impact on the prevention of crime.

### **3. Climate Change:**

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

No specific impact.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No specific impact.

## The Fund's statutory statements

### **Business Plan**

#### **Mission and objectives**

The County Council, as administering authority for the Hampshire Pension Fund, has delegated responsibility for managing the Fund's investments to the Joint Pension Fund Panel and Board. The Panel and Board consists of nine county councillors, three scheme member representatives, and three employer representatives. All Panel and Board members have voting rights. An independent adviser to the Panel and Board attends all Panel and Board meetings, but does not have voting rights.

The Panel and Board's mission is to provide an efficient and effective pension scheme for all employees and pensioners of all eligible employers in Hampshire, in accordance with the requirements of the legislation for the Local Government Pension Scheme (LGPS).

The Panel and Board's objectives:

- To achieve a 100% funding level over the long term, which means that all current and future fund liabilities can be met.
- To maintain a stable employers' contribution rate in the long term.
- To respond promptly to legislative changes affecting the LGPS and pension provision generally.
- To comment fully on consultation papers dealing with pension matters in the interests of the Fund's participating employers and members within the deadlines set.
- To make sure that the Fund follows best practice as recommended by the Government, the Scheme Advisory Board, the Pensions Regulator, the Local Government Pensions Committee (LGPC), the Chartered Institute of Public Finance and Accountancy (CIPFA) and other organisations specialising in pensions.
- To keep abreast of all developments affecting the LGPS by undertaking training and/or taking advice from external fund managers, external consultants and County Council officers as appropriate.
- To make arrangements for keeping the Fund's participating employers and members fully informed about matters affecting them.

#### **The funding level and employers' contribution rate**

The Panel and Board seeks to achieve a 100% funding level and stable contribution rate by:

- drafting and maintaining a Funding Strategy Statement, in partnership with the Fund's actuary and participating employers. This sets out the background and parameters the actuary must use when carrying out actuarial valuations, and

the duties of the County Council as administering authority and the Fund's other employers

- commissioning a full actuarial valuation of the Fund every three years as required by law to determine employers' contribution levels. The actuary completed the latest actuarial valuation of the Fund at 31 March 2016 in March 2017, and the next actuarial valuation will be valued at 31 March 2019.
- arranging interim actuarial valuations if developments mean that the funding level can be expected to have changed
- commissioning an asset/liability study following valuations or as necessary to help determine the best asset allocation needed to meet the Fund's liabilities
- where an actuarial valuation reveals a past service deficit, agreeing employers' contributions with the actuary to recover the deficit.

### **Investment of the Fund**

The Panel and Board seeks a return on the Fund's investments which will enable 100% funding to be achieved and its liabilities to be met with a stable employers' contribution rate. The Fund's Actuary advised that the Pension Fund should aim to achieve an overall investment return equal to the discount rate, which for the 2016 triennial valuation was 4.5%. The Panel and Board aims to achieve this by:

- using the results of the analysis by the Fund actuary and others to set benchmark asset allocations and performance targets for external investment managers
- reviewing managers' performance against those targets over three-year and five-year rolling periods at quarterly Panel and Board meetings – performance will also be monitored over one-year periods at those meetings and ongoing consideration given to the size of and need for each manager's portfolio in the light of their performance in each financial year
- reviewing in the autumn of each year the levels of all costs incurred in the previous 12 months by the external managers on the Fund's behalf
- delegating to the Director of Corporate Resources responsibility for monitoring the managers' performance between Panel and Board meetings.

### **Arrangements for investing additional voluntary contributions (AVCs)**

The Panel and Board aims to make sure there is a wide and varied selection of high-performing investment options for fund contributors who wish to make additional voluntary contributions (AVCs).

The current AVC providers for contributors to the Fund are Prudential and Zurich. The Panel and Board will review the performance and options offered by these providers, as necessary.

### **Legislative changes**

The Panel and Board aims to respond promptly to legislative changes with implications for managing and administering the Fund by:



- closely monitoring new legislation affecting the LGPS or pension provision generally – this role is delegated to the Director of Corporate Resources
- considering reports on the implications for the Fund of relevant draft legislation
- agreeing any actions necessary to ensure full compliance when the final legislation is enacted, including meeting any deadlines.

### **Consultation papers**

The Panel and Board aims to play an active role in responding to and commenting on consultation papers about pensions, on behalf of Fund employers and members. In doing so it seeks to ensure high standards of corporate governance and best practice, and to further the best interests of contributors and pensioners.

### **Best practice**

The Panel and Board will ensure that the Fund follows best practice as recommended by the Government, the Scheme Advisory Board, the Pensions Regulator, the Local Government Pensions Committee (LGPC), the Chartered Institute of Public Finance and Accountancy (CIPFA) and other organisations specialising in pension matters. It has delegated responsibility for achieving this to the Director of Corporate Resources.

### **Decision-making**

The Panel and Board will take advice as necessary to ensure that all decisions are in the best interests of the Fund and its members. Advice is provided as necessary by:

- the Director of Corporate Resources and her staff
- the actuary
- the Fund's external investment managers
- the Fund's independent adviser
- other consultants.

### **Developments and training plan**

The Panel and Board aims to keep abreast of all developments affecting the LGPS by undertaking training and taking advice when necessary from external fund managers, external consultants and County Council officers.

A training plan was prepared in **March 2017** for the Joint Pension Fund Panel and Board and training logs are maintained for individual Panel and Board members. As part of the Panel and Board's training plan bespoke training sessions delivered by external speakers were arranged in **June, October and November 2017** giving **an overview of asset allocation, private debt investing, multi asset credit investing, treasury management, and a refresher course of LGPS fundamentals**. A new training plan will be prepared in **March 2018** for the year ahead; this will be based on feedback from the annually completed training needs analysis.

The Panel and Board also expects the Director of Corporate Resources and relevant members of the department (who are the Panel and Board's main advisers) to keep up to date with developments in pensions and investments and to undertake training as required.

### **Communications with participating employers and Fund members**

The Panel and Board will arrange to keep the Fund's participating employers and members fully informed about anything affecting them by publishing:

- an annual report on the Fund for each financial year, to be available for an Annual Employers Meeting of the Fund's employers held in the following October
- an annual summary of the accounts, investment management and administrative arrangements is made available online to current, pensioner, and deferred members
- an annually updated employees' guide to the Scheme
- an annual newsletter to pensioners.

### **Review and evaluation of business plan**

The Panel and Board will review and revise the business plan annually in December and will evaluate performance against the action plan.

### **Actions to March 2019**

New actions:

Implement actions as a result of the investment strategy review completed in November 2017. This includes:

- implementing a private debt portfolio
- implementing a multi-asset credit portfolio.

Review of the Admitted Bodies Group in the Pension Fund's Funding Strategy Statement.

Ongoing actions:

Monitor the Fund's investment managers' performance.

Respond to all consultations and requests for information from Central Government on the Pension Fund's investments.

Continue to work with the ACCESS pool to comply with the Government target to pool assets.

Comply with any requests from the Scheme Advisory Board.

Complete the following annual reviews – deadline March 2019:

- the Statutory Statements:
  - the Fund's Investment Strategy Statement
  - the Fund's Funding Strategy Statement (if necessary)
  - the Governance Policy and Governance Compliance statements
  - this Business Plan, including reviewing progress against the action plan
  - the Communication Policy statement
  - the Administration Strategy statement
- the Fund's management fees and transaction costs
- the Employer policy
- the performance of the Fund's Custodian.

Keep Panel and Board members' training needs under review and provide any extra training considered necessary, for example to any new members of the Panel and Board.

## Governance Policy Statement

The Local Government Pension Scheme (Amendment) (No 3) Regulations 2007 require the Fund to maintain a Governance Policy Statement.

The County Council, as administering authority for the Hampshire Pension Fund, has delegated responsibility for managing the Fund's investments to the Joint Pension Fund Panel and Board.

The Joint Pension Fund Panel and Board oversees the proper administration and management of the Pension Fund. It is responsible for:

- appointing external fund managers and advisers
- making suitable custody arrangements for the Fund's investments
- considering and approving actuarial valuations every three years and determining the level of employers' contributions
- considering changes in pension fund regulations and determining actions required
- considering and approving strategic advice on investment policy
- considering and approving the external managers' investment strategies
- monitoring the investment performance of each manager against their target and benchmark, based on statistics prepared by the custodian
- the periodic review of the **Investment Strategy Statement**, the Fund's Business Plan, its Funding Strategy Statement, this Governance Policy Statement, its Governance Compliance Statement and the Fund's Communication Policy Statement.

The Joint Pension Fund Panel and Board normally meets **seven** times a year. These meetings are used for discussions with the Fund's investment managers, using a report on their strategies and performance prepared by the Director of Corporate Resources, any views of the independent adviser, and presentations prepared by the managers themselves. The Panel and Board **also** considers reports from the Director of Corporate Resources, the independent adviser and other consultants as necessary on a range of issues, for example reviews of the Investment Strategy Statement, the Fund's business plan, training, and proposals for scheme change.

The Joint Pension Fund Panel and Board is constituted as follows:

- the County Council as administering authority and the largest employer with 45% of the contributing membership
- an equal number of scheme members and employer representatives (three of each) in line with the requirements of the LGPS (Amendment) (Governance) Regulations 2014

The Joint Pension Fund Panel and Board consists of:

- nine county councillors with voting rights

- three scheme member representatives with voting rights
- three employer representatives with voting rights

There is also an independent adviser without voting rights, who attends all Panel and Board meetings.

### **Training**

Members of the Joint Pension Fund Panel and Board and officers in Corporate Services have opportunities to attend training courses and seminars on pension fund matters, when necessary and appropriate. The cost of attending is charged to the Pension Fund.

A training plan for members of the Joint Pension Fund Panel and Board has been prepared, and training logs for individual members are maintained.

### **Use of advisers**

The Director of Corporate Resources advises the Panel and Board on all Pension Fund investment and administrative matters.

The Fund's independent adviser advises the Panel and Board on investment matters.

The Panel and Board uses the Fund's actuary, Aon Hewitt, and other consultants as necessary, for advice on matters when in-house expertise is not available. The Panel and Board takes advice from the actuary, the fund managers or specialist consultants or advisers as required on allocating assets, selecting managers, and investment performance targets.

### **Communications with Fund employers and members**

Each financial year, an annual report on the Fund is prepared for the Fund's employers to consider at an Annual Employers Meeting to be held by 31 October in the next financial year. The report covers the Fund's accounts, investment arrangements and policy, investment performance, scheme changes and other issues of current interest.

In the autumn, a summary of the accounts, investment management and administrative arrangements is made available online to current, pensioner, and deferred members.

The **Investment Strategy Statement** is published and made available to scheme employers within three months of any amendments.

Annual benefit statements are provided to contributors and deferred pensioners, together with an annual newsletter to pensioners.

**Service standards**

The County Council follows best practice as set out in the LGPC circular 'Principles of Good Practice for the Management of Local Government Pension Schemes'.

## Governance Compliance Statement

This statement shows how Hampshire County Council as the administering authority of the Hampshire Pension Fund complies with guidance on the governance of the Local Government Pension Scheme (LGPS) issued by the Secretary of State for Communities and Local Government in accordance with the Local Government Pension Scheme (Administration) Regulations 2008.

Ref.	Principles	Compliance	Comments
<b>A</b>	<b>Structure</b>		
a.	That the management of the administration of benefits and strategic management of fund assets clearly rests with the main committee established by the appointing council.	Full compliance.	Hampshire County Council's constitution sets out the functions of the Joint Pension Fund Panel and Board.
b.	That representatives of participating LGPS employers, admission bodies and scheme members (including pensioner and deferred members) are members of either the main or secondary committee established to underpin the work of the main committee.	Full compliance.	The Joint Pension Fund Panel and Board includes representatives of the other local authorities in the Fund, and pensioner and contributor members.
c.	That where a secondary committee or panel has been established, the structure ensures effective communication across both levels.	Full compliance.	No formal secondary committees or panels have been established.
d.	That where a secondary committee or panel has been established, at least one seat on the main committee is allocated for a member from the secondary committee or panel.	Full compliance.	No formal secondary committees or panels have been established.
<b>B</b>	<b>Representation</b>		
a.	That all key stakeholders have the opportunity to be represented within the main or secondary committee structure. These include: <ul style="list-style-type: none"> <li>employing authorities (including non-scheme employers, e.g. admission bodies)</li> <li>scheme members (including deferred and pensioner scheme members)</li> <li>where appropriate, independent</li> </ul>	Full compliance.	The Joint Pension Fund Panel and Board includes representatives of the other local authorities in the Fund, and pensioner and contributor members.  The Fund's independent adviser attends Joint Pension

Ref.	Principles	Compliance	Comments
	<p>professional observers, and</p> <ul style="list-style-type: none"> <li>expert advisers (on an ad-hoc basis).</li> </ul>		Fund Panel and Board meetings. Independent professional observers are not regarded as appropriate.
b.	That where lay members sit on a main or secondary committee, they are treated equally in terms of access to papers, meetings, and training and are given full opportunity to contribute to the decision-making process, with or without voting rights.	Full compliance.	Equal access is provided to all members of the Joint Pension Fund Panel and Board.
<b>C</b>	<b>Selection and role of lay members</b>		
a.	That committee or panel members are made fully aware of the status, role and function they are required to perform on either a main or secondary committee.	Full compliance.	
<b>D</b>	<b>Voting</b>		
a.	That the individual administering authorities on voting rights are clear and transparent, including the justification for not extending voting rights to each body or group represented on main LGPS committees.	Full compliance.	All representatives on the Joint Pension Fund Panel and Board have full voting rights, but the Panel and Board works by consensus without votes often being required.
<b>E</b>	<b>Training/facility time/expenses</b>		
a.	That in relation to the way in which the administering authority takes statutory and related decisions, there is a clear policy on training, facility time and reimbursement of expenses for members involved in the decision-making process.	Full compliance.	Full training and facilities are made available to all members of the Joint Pension Fund Panel and Board.
b.	That where such a policy exists, it applies equally to all members of committees, sub-committees, advisory panels or any other form of secondary forum.	Full compliance.	
c.	That the administering authority considers adopting annual training	Full	A training plan has been prepared for the



Ref.	Principles	Compliance	Comments
	plans for committee members and maintains a log of all such training undertaken.	compliance.	Joint Pension Fund Panel and Board, and training logs are maintained for individual Panel and Board members.
<b>F</b>	<b>Meetings (frequency/quorum)</b>		
a.	That an administering authority's main committee or committees meet at least quarterly.	Full compliance.	
b.	That an administering authority's secondary committee or panel meets at least twice a year and is synchronised with the dates when the main committee sits.	Full compliance.	No formal secondary committees or panels have been established.
c.	That an administering authority that does not include lay members in its formal governance arrangements must provide a forum outside of those arrangements to represent the interests of key stakeholders.	Full compliance.	The Joint Pension Fund Panel and Board includes lay members. An Annual Employers Meeting of the Pension Fund is held and road shows are arranged for employers.
<b>G</b>	<b>Access</b>		
a.	That, subject to any rules in the County Council's constitution, all members of main and secondary committees or panels have equal access to committee papers, documents and advice that are due to be considered at meetings of the main committee.	Full compliance.	Equal access is provided to all members of the Joint Pension Fund Panel and Board.
<b>H</b>	<b>Scope</b>		
a.	That administering authorities have taken steps to bring wider scheme issues within the scope of their governance arrangements.	Full compliance.	The Joint Pension Fund Panel and Board deals with fund administration issues as well as fund investment.
<b>I</b>	<b>Publicity</b>		
a.	That administering authorities have published details of their governance arrangements in such a way that	Full compliance.	The County Council's Governance Policy Statement is published

Ref.	Principles	Compliance	Comments
	stakeholders with an interest in how the scheme is governed can say they want to be part of those arrangements.		in the Pension Fund's Annual Report and on its website.

## Communication Policy Statement 2017

### ***Introduction***

This document outlines how we communicate with our stakeholders. To communicate effectively, we use different methods according to the need and the target audience.

We have five key stakeholder groups:

- Scheme members
- Prospective scheme members
- Employing authorities
- Pensions Services' staff
- Other bodies, for example Pensions Fund Panel and Board, Scheme Advisory Board, prospective employing authorities.

We are committed to communicating clearly and effectively and we aim to provide a high quality service to all our stakeholders. Our statement of service standards for employers and scheme members can be found on our website:

<http://www3.hants.gov.uk/finance/pensions.htm>

We also have a customer charter that shows the service our scheme members can expect:

<http://www3.hants.gov.uk/pensions/pensionscustomerservice.htm#section409024-3>

### ***Methods of communication***

#### **Our communication with scheme members**

Scheme members include current contributors, those with a deferred benefit and those receiving a pension. Scheme members must be given detailed information about the scheme and their own benefits.

#### **Website**

Our website offers extensive information for scheme members. It contains links to other relevant organisations and is updated with all new legislation and relevant information. The website is the prime source of information on the pension scheme and ensures timely, up-to-date and easy-to-access information for all our stakeholders.

#### **Scheme literature**

The *Employee's Guide* is the main reference point for current scheme members. This and other scheme literature is available on the Pensions Services website. Scheme literature is provided by the LGA and is updated regularly, usually when regulations are changed.

### **Member support**

We have a general query call centre which operates during office hours. We aim to answer 90% of the incoming queries without the need to refer on to our operational teams. We also have a general email address for all queries and ask people for feedback on our survey forms on all emails we send.

There is a range of information and forms available on our website.

### **Correspondence**

We use post and email for correspondence with scheme members. Annual Benefit Statements are available via the member self service. We also provide information to members via their employer.

We notify members of details of any scheme changes within three months of the change.

### **Benefit statements**

Each year, we provide an annual benefits statements for all current and deferred members showing their benefits as at 31 March. These will be available on the secure member self service by 31 August each year. Where a written request has been received we will issue a printed copy each year.

### **Pay advice slips and P60s**

We send pay advice slips to pensioners each April and send a P60 in April if the pensioner has had income tax deducted during the year. We also send a payslip to pensioners if there has been a change of more than £1 in their monthly payment.

### **Newsletters**

A newsletter is sent to pensioners each year in March and April.

### **Report and accounts**

In the autumn a summary of the accounts, investment management and administrative arrangements is made available to current, pensioner, and deferred members. The annual report and full accounts are available to members on request or from our website.

### **Life certificates**

Life certificates are sent every year to pensioners that live overseas. They will also be sent when we have payments or mail returned to verify the continuing entitlement to receive pension payments.

## **Our communication with prospective scheme members**

To provide information about the scheme, we give employers relevant information to ensure that eligible staff are aware of their pension options.

### **Scheme literature**

Employers give all new employees access to information on appointment including the membership option form. A death grant 'expression of wish' form and a pension transfer booklet is available on the Pension Services website. Other scheme literature is available direct from us or from our website.

## Website

The website contains a dedicated 'New Member' section, which outlines the benefits of the scheme and answers some common questions for prospective members.

## Our communication with employing authorities

We communicate with employing authorities in several ways to help them meet their responsibilities as scheme employers.

### Scheme literature

An *Employer Manual* is available to all employing authorities. It contains details of procedures and their responsibilities. Copies of leaflets and forms are also available to employers from the website or on request from ourselves.

### Correspondence

We send a regular electronic newsletter to keep employing authorities up to date with the latest regulation changes and proposals, as well as any changes in administration.

We also send ad hoc email communication to advise employers of any changes or information they should be aware of or would find useful.

### Website

The website has a dedicated section for employers, with some areas password protected. It gives the latest news and an electronic version of the *Employer Manual*.

### Employer training

We hold regular employer training days, and offer targeted training on request from employers, in addition to dealing with queries via phone or email.

### Administration strategy

We publish an administration strategy which sets out the roles and responsibilities of the Hampshire Pension Fund and the employers.

### Employer liaison meetings

All employers may request a meeting with us, and we attend established employer forums such as the Payroll Officers' Group. We also hold six-monthly meetings with an employer focus group.

### Reports and accounts

We send an electronic copy of the annual report and accounts to each employer. We publish an updated Statement of Investment Principles and make it available to employers within three months of the Joint Pension Fund Panel and Board approving any significant amendment(s).

### Valuation report

We send the provisional outcome and the full actuarial report on the triennial valuation to employers when they are available.

## **Pension Fund Annual Employers Meeting (AEM)**

We invite all our employing authorities to attend the Pension Fund Annual Employers Meeting. As well as providing information on issues such as the annual report, scheme changes and investment managers' performance results, the Annual Employers Meeting provides formal and informal opportunities for employers to ask questions of the Joint Pension Fund Panel and Board or those presenting.

## **Our communication with Pensions Services staff**

It is vital that our staff are kept up to date with all changes to the scheme so that they can continue to administer it effectively and offer a high-quality service to members and employers.

### **Email**

Latest news and information is available on the staff webpages. In addition, we may send key information via the group distribution list.

### **Internet access**

All staff have internet access, allowing access to a wide range of pension information.

### **Employer contact information**

A database of contact information for all employing authorities is kept up to date and is available for use by our staff.

### **Meetings**

Regular meetings are held, both informal and formal, within teams and across groups of staff.

Regular section briefings are held to share information across the whole of our section.

### **Staff training**

We undertake regular staff training to ensure that our staff have the relevant knowledge and skills to undertake their role. This includes staff workshops and supporting staff taking any relevant professional qualifications. New staff undertake a structured development programme.

## **Our communication with other bodies**

### **Members' representatives**

We provide information to members' representatives on request. Any issues that need consultation with members' representatives are referred to the regular meetings held with the Head of Human Resources, Operations.

### **Joint Pension Fund Panel and Board**

The Joint Pension Fund Panel and Board receive reports from the Director of Corporate Resources. Although these usually concern investment issues, they will

advise the Panel and Board on changes to administrative arrangements or scheme rules where relevant.

### **Prospective employing authorities**

New employers receive information about joining the scheme including the costs of joining the scheme and are invited to attend employer training as well as having access to the employer website.

### **Complaints and appeals**

We have a comprehensive process for dealing with complaints and appeals. Full details of the internal disputes resolution procedure is available on our website:

<http://www3.hants.gov.uk/pensions/lgps/a-z/internal-dispute-resolution-procedures.htm>

## Publications matrix

<i>Document</i>	<i>Format</i>		<i>Available to</i>					<i>Published</i>	<i>Reviewed</i>
	<i>Paper</i>	<i>Website</i>	<i>Prospective members</i>	<i>Current members</i>	<i>Deferred members</i>	<i>Pensioners</i>	<i>Employers</i>		
Employee's Guide	✓	✓	✓	✓	✓	X	✓	Always available	As regulations change
Employer Manual	X	✓	X	X	X	X	✓	Always available	As regulations change
Reports and accounts	X	✓	✓	✓	✓	✓	✓	Annually	Annually
Benefit statements	✓	✓	X	✓	✓	X	X	Annually	Annually
Pensioners' newsletter	✓	✓	X	X	X	✓	X	Always available	Annually
Service standards	✓	✓	✓	✓	✓	✓	✓	Always available	Annually
Complaints and appeals process	✓	✓	✓	✓	✓	✓	✓	Always available	Annually