



WILTSHIRE
PENSION FUND

Communications Review

Shleigh Salter
and Communications Manager

2018 Update

Website

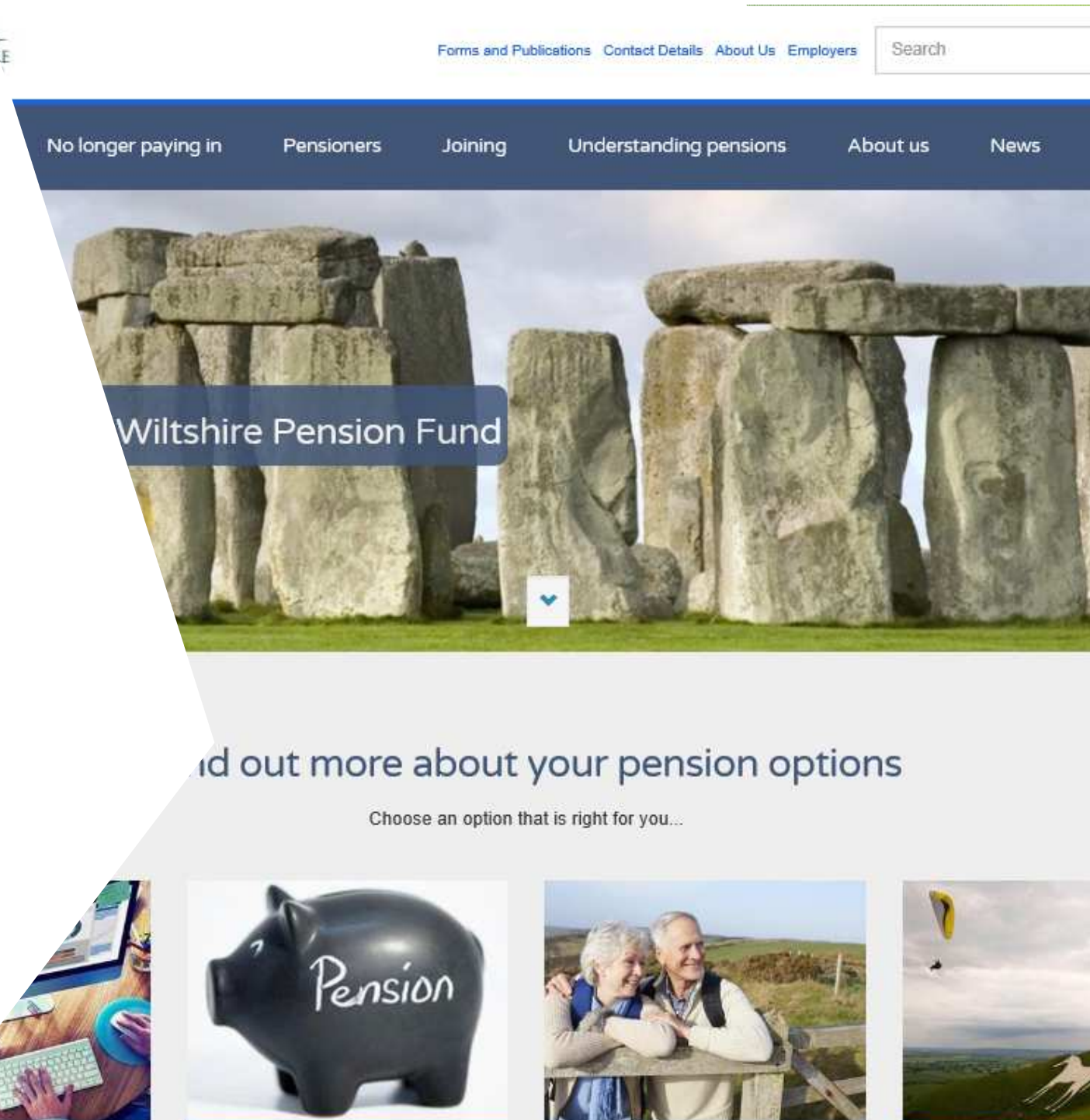
- ▶ New layout & design
- ▶ A modern template
- ▶ Has been well received

GDPR

- ▶ Privacy Policy sent out to all members in April 2018

Fund Communications Manager

- ▶ Background in employee engagement through staff benefits, customer relationship management and event management



Moving Forwards

- ▶ Create high quality communication streams
- ▶ Increase awareness to both members and employers
- ▶ Ensure that our messages are clear, concise and compliant
- ▶ Strengthen member engagement
- ▶ Manage and perform employer training
- ▶ Review the Communications Policy

Brand Positioning

- ✓ We stand out amongst the crowd
- ✓ We are modern & contemporary
- ✓ Enhancing member engagement
- ✓ Wiltshire at the heart of the design



administered by
Wiltshire Council
Where everybody matters

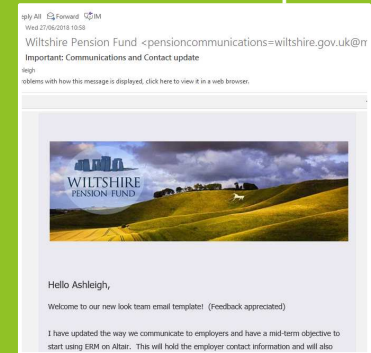


Enhancing the way we communicate

New PowerPoint Template



New email Template



New Auto-Complete Forms

WILTSHIRE PENSION FUNDS

Employer Contact Form

Information requested is mandatory to complete for Wiltshire Pension Fund to administer your Pension Scheme.

Please ensure that there is at least one contact assigned as an authority on each action Leavers, Ill Health, Estimates and Annual Returns requests. Failure to do so will affect processing of these actions.

Employer Name	Payroll Provider (if applicable)
	Address
Telephone	Post Code

New ABS Supporting Notes

ABS 2018 Supporting Notes

Important – Please remember to inform us if you change address in the future.

Name, NI Number and Date of Birth are all required, and are unique identifiers, to administer your pension scheme.

Date of Leaving is the date that you ceased paying into the scheme

If you have more than one job where you've paid into the LGPS then you'll receive a statement enclosed for each separate job.

Date Benefits Payable from is the date of your Normal Pension Age (NPA). It is possible to draw your benefits from prior to the age of 55 but deductions and certain conditions will apply, depending on when you were an active member of the scheme.

Current Annual Pension

This is the value of the pension built up to the date you stopped paying into the scheme and including all cost of living increases up to and including the increase of 3.5% as at 9 April 2018.

Automatic Lump Sum

In the Pipeline

- ▶ Member Self Service (MSS): Project kick starts in July 2018
- ▶ Utilizing the Employer Relationship Management (ERM) application on Altair
- ▶ Employer's Portal
- ▶ Recorded webinars
- ▶ Video tutorials
- ▶ Enhanced promotional materials;
 - ▶ Posters for staff areas
 - ▶ Pens & Stationary for events
 - ▶ Banners



Communications Policy Review

Current appendix:

Communications Material	Paper Based	Mailed	Website	Frequency	When Reviewed
Brief guide to the LGPS	✓	X	✓	Constantly available	Annually
New starter pack	✓	✓	✓	Constantly available	Annually
Scheme members Annual Benefit Statements	✓	✓	X	Annually	Annually
Deferred member Annual Benefit Statements	✓	✓	X	Annually	Annually
Active member newsletter	✓	✓	✓	Annually	Annually
Pensioners newsletter	✓	✓	✓	Annually	Annually
Retirement packs	✓	✓	✓	Constantly available	Annually
Pay advice/P60	✓	✓	X	March, April & May each year	Annually
Employer guide	X	X	✓	Annually	Annually
Technical newsletter	X	X	✓	Quarterly	Quarterly
PLOG presentations	X	X	✓	Quarterly	N/A
Committee members handbook	✓	X	X	3 years	3 years
Pension Committee minutes	✓	X	✓	Quarterly	N/A
Business plan	✓	X	✓	3 years	3 years
Annual report	✓	X	✓	Annually	Annually
Valuation report	✓	X	✓	3 years	3 years
Fund Policies	✓	X	✓	3 years	As required

To Add:

- New communication streams;
- Update how we communicate with employers and members



7 NOVEMBER
WILTSHIRE
PENSION FUND
CONFERENCE 2018

Thank You



Ashleigh Salter
Fund Communications Manager

Email: Ashleigh.salter@wiltshire.gov.uk

Telephone: 01225 713 605

LinkedIn: Ashleigh Salter

Twitter: @WiltsPensions