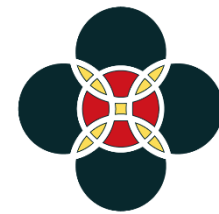




Local Government
Pension Scheme



Cronfa Bensiynau
CLWYD
Pension Fund

Clwyd Pension Fund Communications Strategy September 2025

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Introduction

This is the Communication Strategy for the Clwyd Pension Fund administered by Flintshire County Council (the Administering Authority). It has been prepared to meet the requirements of the LGPS Regulations as set out in [Appendix 1](#), and outlines our strategic approach to communications.

Mission Statement

Our Mission Statement is:

- to be known as forward thinking, responsive, inclusive, proactive and professional, providing excellent customer focused, reputable, and credible service to all customers.
- to have instilled a corporate culture of risk awareness, financial governance, and to provide the highest quality, distinctive services within the resource budget.
- to work effectively with partners, being solution focused with a 'can do' approach.

Our Stakeholders

Our key stakeholders are:

- 55 employers within the Flintshire, Denbighshire and Wrexham Council areas
- 53,000 scheme members split into the categories below as of 31 March 2025:

Member Type	Quantity
Active members	17,145
Deferred scheme members	18,385
Pensioner and dependent members	17,420

This Strategy principally focuses on how we communicate with current and prospective scheme members and employers. However, this Strategy covers all our communications including other stakeholders with whom we communicate:

- Pension Fund staff (see [Appendix 2](#))
- Pension Fund Committee and Pension Board members, and Advisory Panel (see [Appendix 3](#))
- Other interested organisations including Government Departments, Scheme Advisory Board and Advisors to the Pension Fund (see [Appendix 4](#))

Aims and objectives

Our overriding objectives in relation to communications are to:

- Increase awareness and understanding of the Scheme and provide sufficient information so stakeholders can make informed decisions.
- Communicate in a clear, concise manner.
- Ensure we use the most appropriate means of communication, taking into account the different needs of different stakeholders, but with a default of using electronic communications where efficient and effective to do so.
- Look for efficiencies and environmentally responsible ways in delivering communications through greater use of technology and partnership working.
- Regularly evaluate the effectiveness of communications and shape future communications appropriately.

In relation to member communication, we want our engagement activities to:

- Increase awareness and understanding of the benefits of the pension scheme and how it works.
- Encourage members to take ownership of their pension and understand the broader benefits of the pension scheme.
- Maintain and build positive member experiences along every member's journey, wherever they are on their journey.
- Reduce the need for face-to-face meetings and phone calls.

Our key scheme member communications are explained later in this Strategy.

In relation to employer communication, we want our engagement activities to:

- Increase awareness and understanding of the information required by us from employers.
- Encourage employers to take ownership of the data and help their employees understand the broader benefits of the pension scheme.
- Maintain and build positive relationships with employers regardless of size or pensions expertise.
- Make the management of the Fund more efficient for both us and employers.

Our key employer communications are explained later in this Strategy.

How we communicate

1. We are committed to ensuring communications are accessible to all stakeholders and developing further use of digital communications.
2. We make sure that communications are easy to understand through use of plain language techniques and readability scores.
3. All generic scheme member communications are published in both English and Welsh languages at the same time.

We comply with accessibility standards for both content and visuals, including for vulnerable customers. Before issuing communications, all requirements are considered, such as:

- Ensure online content includes subtitles as standard.
- Ensure members are aware that we can meet any requirements for:
 - Braille formats;
 - Large print;
 - Plain text for best results with screen readers;
 - Audio CDs;
 - Translated versions
- Ensure the website and all documents accessed via the website are fully consistent with current Web Content Accessibility Guidelines.

Implementation

We continue to deliver this Strategy at a time when there are a number of ongoing challenges, including:

- the need to communicate various scheme and national changes, such as the McCloud remedy the national pensions dashboard; and other various national changes.
- continuing pressure on resources and budgets for employers and the administering authority; and
- updating our Member Self Service portal to improve the user experience and functionality.

The above challenges emphasise the need for effective and inclusive communications, in line with the significant changes we made in the 2022 review of the strategy.

In addition, we are mindful of the fact that all our communications must be in English and Welsh, as well as being accessible to all stakeholders.

Our 2022 strategy had a fundamental update to be more focussed on encouraging stakeholder engagement and providing positive experiences including through embracing technology for greater accessibility. Therefore, the following initiatives have been implemented since 2022 and have now moved to 'business as usual' work:

- Improving member experience and enhancing self-service.
- Identifying smart ways of working on the communications.
- Simplifying language and communicating more concisely.
- Broadening delivery channels to members.
- Developing a segmented approach to engagement.

Our 2025/2026 Business Plan outlines further actions required to ensure all communication materials across all aspects of the fund (including the finance areas) are updated to make them clear and concise. Communications will also be considered further in future Business Plans.

Since 2022, we have continued to work on the above initiatives by:

- Communicating more concisely with shorter, visually compelling communications.
- Tailoring content so it is more relevant to the audience segment.
- Setting targets for online activity and increasing usage of MSS website.
- Promoting self-service.
- Using an omnichannel communications approach; with a focus on allowing members to interact with us in a way that suits their needs.
- Liaising with employers joining or leaving the Fund and providing them with information about their Fund responsibilities.
- Providing ongoing and regular training and technical updates to employers.

Our focus during 2025/2026 will be:

- Implementing a new website platform provider.
- Implementing an improved version of Member Self Service.
- Completing the Plain English and readability review of all scheme communications (member letters are the final stage to complete).
- Working on targeted communications applicable to members who make additional voluntary contributions or additional pension payments and issuing specific communications to those who have opted out of the scheme to remind them of the scheme benefits and the 50:50 section as an alternative to opting out.
- Developing a suite of online content (e.g. videos and webcasts) to engage a larger audience on relevant subjects.

Our main communications with Scheme Members

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?	Regulatory (Y/N)
Website(s)	To provide a first point of contact for all Scheme members and show basic information about the Fund and the LGPS and watch online content. Members can also access or download scheme literature, forms and newsletters.	Multiple, public facing, unsecured websites: clwydpensionfund.org.uk www.lgpsmember.org	Permanent	All members	Y (hosts regulatory documents)
Member Self Service (MSS)	The MSS allows members to log into a secure web area to: • view personal information; • update personal details; • update death grant expressions of wish; • calculate retirement estimates; • review Annual Benefit Statements; • access the retirement task to be able to upload forms and certificates • upload information for our Administration Team. Our preference is for members to do this online to reduce the burden on the Administration team.	Secure website plus email alerts.	Permanent	All members	Y (as includes Annual Benefit Statements)

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?	Regulatory (Y/N)
Annual Benefit Statements (ABS)	The ABS gives members an annual snapshot of their own benefit situation. This helps make their pension feel relevant.	Access to digital statement from MSS account. Paper copies are sent to members' home addresses where they have opted for paper communications.	Annually by end of August	All active and deferred members	Y
Payslips	The payslip notifies pensioners and dependants of their monthly pension amount.	Access to digital payslip from MSS account. Paper copies are sent to members' home addresses where they have opted for paper communications.	Monthly	All pensioner members	Y
P60's	A P60 is issued to all relevant pensioners notifying them of the amount of tax paid on their pension income in each tax year.	Access to digital P60 from MSS account. Paper copies are sent to members' home addresses where they have opted for paper communications.	Annually by 31 st May each year	All pensioners and dependants	Y
Annual Pensions Increase Statements	The annual pensions increase statement provides all pensioners with information on what their pension will increase to as a result of the annual pensions increase award.	Access to digital statement from MSS account. Paper copies are sent to members' home addresses where they have opted for paper communications.	Annually before April pay date	All pensioners and dependants	Y

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?	Regulatory (Y/N)
Generic Newsletters	Penpal is designed to keep active members up to date with important information such as changes to scheme rules and highlights important Facts & Figures from the Annual Report and Accounts. Clwyd Catch Up aims to keep pensioners informed about how new annual rates of pension have been calculated and also includes wider pension news. Deferred Diaries is used to update members on topical and relevant issues such as LGPS updates and highlights important facts and figures from the Annual Report and Accounts.	Published on our website and attached to an email. Paper copies are sent to members' home addresses where they have opted for paper communications.	Penpal annually in Autum / Winter Clwyd Catch Up annually in April Deferred Diaries annually in Autumn / Winter	Penpal to active members Clwyd Catch Up to pensioners and dependants. Deferred Diaries to deferred members	Y (but not all issues)
Update Newsletters (Pension Extra)	To notify members of urgent LGPS issues that cannot wait for another scheduled communication.	Published on our website and attached to an email. Paper copies are sent to members' home addresses where they have opted for paper communications.	As required	To any appropriate members	Y (but not all issues)

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?	Regulatory (Y/N)
Pension Presentations / Workshops	To educate members. To promote relevant LGPS literature and services, ranging from MSS to death grant expression of wish forms. To inform members about Local Government retirement benefits and procedures.	Presentations and workshops, some in person and others online based on audience requirements.	Year round	Active members	N
Telephone and email / Open Office Policy	To answer specific member queries in detail.	Telephone or email: pensions@flintshire.gov.uk Upload questions and information to MSS. Also in person appointments.	Year round	All members, member representatives and prospective members	N
Online Content (e.g. Short Videos and Webcasts)	To increase member engagement and understanding, with topics relevant to them.	Online content to be presented in bitesize format that is easier to understand with content to be released on subjects that require more in-depth knowledge.	Year round	All members, member representatives and prospective members.	N

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?	Regulatory (Y/N)
Other Literature	Fund-related literature includes: A Short Scheme Guide to the Local Government Pension Scheme for new joiners. A retirement pack relevant for members about to retire. Factsheets on numerous areas including ill-health retirement, maternity leave, flexible retirement and commutation.	Available on the website (and for example a link to the retirement pack on the website is provided in the retirement letter uploaded to MSS, or the retirement pack is posted direct to members whose communication preference is paper).	Permanent (or issued to members when required)	All members	Y (but not all)
Pensions Taxation Correspondence	To help members who may be affected or at risk of being affected by the Lump Sum Allowance or Annual Allowance to understand their obligations.	Personal letters. Factsheets. Pre-recorded online content. Pre-arranged one to one if required.	Annually when required Permanent	Affected and at risk members	Y (but not all)
Annual Report and Accounts	The Annual Report and Accounts is published to highlight how the Fund has performed during the previous financial year. It also includes statements with regards to administration, governance, investment principles, funding strategy, and risk.	PDF hosted on the website.	Annually by 1 st December	All members	Y

Our main communications with Employers

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?
Administration Strategy	Our Administration Strategy sets out in detail the obligations and responsibilities of both us and the employers to achieve set performance standards and legal requirements. It provides an overview of how the administering authority and employers will work together to achieve a high-quality service.	PDF on the website. Email to all employers.	Permanent, updated every three years When updated, on joining for new employers and new employer contacts	All employers
Data Quality Policy	Our Data Quality Policy outlines our processes and procedures for ensuring our data is and continues to be of a high quality. This Policy sits alongside our Administration Strategy and sets out our approach to protecting, obtaining, monitoring and reviewing our pension scheme data to enable effective administration.	PDF on website. Email to all employers.	Permanent, updated every three years	All employers
Employer key contact officers and meetings	Meeting(s) to discuss any issues relating to the LGPS and/or raise any issues around the performance of the employer or services provided by us.	A meeting between the Principal Pensions Officer and the Employer's key contact officer.	As required	Employer's key contact officer

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?
Employer Engagement Sessions	The sessions allow our employers to network with each other and ask questions in an informal setting. There is no set agenda for the sessions, and this is to ensure that our employers guide the session with their conversations.	In person and considering hybrid option based on employer feedback.	Biannual	All employers
Annual Employer and Scheme Member Representatives Meeting	To provide an overview of fund performance and keep attendees up to date with LGPS changes and matters affecting the Fund, covering all areas of governance, administration, investments and funding.	Meeting Usually includes presentations summarising the main aspects of the Fund's Annual Report and Accounts.	Annually	All employers, Trade Union representatives and other scheme member representatives.
Training/support sessions	To bring relevant employer contacts up to date with LGPS regulations and administration procedures.	Training session	As required	All employers
Website	To provide information and guidance on how to implement LGPS regulations and manage the Clwyd Pension Fund.	Websites: clwydpensionfund.org.uk Including a dedicated employer section: clwydpensionfund.org.uk/en/Employer-Information/home.aspx www.lgpsregs.org/	Permanent	All employers

Item	Why is this issued?	What format is it?	When is this issued?	Who is it issued to?
Email Updates	To highlight important Fund matters, general updates about the LGPS and the services available to our employers and their staff. We email employers as and when needed to inform them of any updates that are relevant to them.	Email	As required	All employers
i-Connect	To transfer secure scheme member data between us and our employers. i-Connect is the software that all our employers must use to submit information to the Pension Administration Section.	i-Connect system	Permanent	All employers

Monitoring

As the delivery of this Strategy evolves we want to ensure we are meeting its objectives. We will do this by monitoring progress as shown below:

Objective/Measure	Monitoring	Specific targets
Increase awareness and understanding of the Scheme/Fund and how it works.	Feedback through annual member and employer surveys and listening groups. Collate informal feedback when any communication is sent out. Monitor compliments and complaints received via member and employer emails and calls.	Surveys: 90% positive responses.
Maintain and build positive member experiences/employer relationships.	Feedback through annual member-and-employer-specific survey and listening groups: target 90% positive responses. Monitor compliments and complaints received via member emails and calls.	
Ensure we use the most appropriate means of taking into account the different needs of different stakeholders.	Feedback through annual member, and employer-specific survey and listening groups.	
Encourage members / employers to take ownership of their pension / information required.	Track online content (e.g. video and webcast usage). Track take-up of MSS (members). Track click throughs of all online communication. Monitor website usage.	Online content and website usage – ongoing increases. MSS take up: Long-term target of 75% of all of the membership being registered users. Reduce the percentage of membership who have not engaged with us to confirm their communications preference.

Objective/Measure	Monitoring	Specific targets
Reduce the need for face-to-face meetings and phone calls by scheme members.	Track member calls and face to face meetings.	Ongoing decreases.
Make the management of the Fund more efficient for both us and employers. Look for efficiencies and environmentally responsible ways in delivering communications through greater use of technology and partnership working.	Monitor the workload of the Administration Team relating to ad hoc enquiries. Track employer and member emails and calls, and face to face meetings. Track take-up of MSS (members). Ensure mandatory use of i-Connect by all employers. Track click throughs of all online communication.	Ad hoc enquiries, emails, calls and face to face meetings – ongoing decreases. MSS take up: Long-term target of 75% of all active and deferred members being registered users. i-Connect take up: 100% of employers.
Regularly evaluate the effectiveness of communications and shape future communications appropriately.	Regularly reviewing communications plan and strategy based on monitoring mentioned above.	

Key risks

The key risks to the delivery of this Strategy are outlined below. We will monitor these and consider how to respond to them.

- Lack or reduction of skilled resources due to difficulty retaining and recruiting staff members and also staff absence due to sickness.
- Significant increase in the number of employing bodies causes strain on day-to-day delivery.
- Significant external factors, such as national change, impacting on workload.
- Issuing incorrect or inaccurate communications.
- Failure to maintain an up to date and accurate employer database leading to information not being sent to correct person.
- Communications to scheme members are misunderstood, not inclusive or are not received or read.
- Lack of clear and understandable communication to employers, scheme members and other stakeholders.

Approval and review

This version of the Communications Strategy was approved at the Clwyd Pension Fund Committee on 10 September 2025. It will be formally reviewed and updated at least every three years or sooner if any matters included within it merit reconsideration.

Further information

Any enquiries in relation to our communications or the principles or content of this Strategy Statement should be sent to:

Karen Williams: Pensions Administration Manager

Clwyd Pension Fund, Tŷ Dewi Sant, St. Davids Park, Ewloe, Flintshire, CH5 3FF

E-mail: karen.williams@flintshire.gov.uk

Telephone: 01352 702963

Appendix 1: Regulatory framework

The strategy has been produced in accordance with regulation 61 of the Local Government Pension Scheme (Administration) Regulations 2013. The regulation requires that:

1. An administering authority must prepare, maintain and publish a written statement setting out its policy concerning communications with:
 - a. Scheme members (active, deferred, retired and dependent)
 - b. representatives of Scheme members
 - c. prospective Scheme members
 - d. Scheme employers
2. In particular the statement must set out its policy on:
 - a. the provision of information and publicity about the scheme
 - b. the format, frequency and method of distributing such information or publicity
 - c. the promotion of the Scheme to prospective Scheme members and their employers.
3. The strategy must be revised and published by the administering authority following a material change in their policy on any matters referred to in paragraph (2).

Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 and other legislation includes various requirements relating to the provision of information relating to pensions (in addition to the requirements in the Local Government Pension Scheme Regulations). We aim to adhere with all such legislation and related statutory or best practice guidance. This includes the Pensions Regulator's General Code of Practice.

There are other regulatory requirements that we adhere to, including the General Data Protection Regulations, the Freedom of Information Act and legislation around the use of Welsh language.

Appendix 2: Communicating with Pension Fund staff

We recognise that our staff are our greatest resource and we ensure that they are kept informed about our aims to deliver a quality and accurate service.

The Senior Management team are all available for any of our staff who may want a one-to-one with them. The Senior Management team consists of:

- Head of Clwyd Pension Fund
- Pensions Administration Manager
- Pensions Funding and Finance Manager
- Pensions Investment Manager

Staff also have unrestricted access to their supervisors and senior colleagues to discuss and resolve work related issues. Staff are kept informed with:

Communication	Purpose
Administration Section Meetings	Normally held on a monthly basis to discuss operational and technical issues, ensuring there is a shared understanding of any issues and developing a consistent approach towards addressing them. In addition, the Pensions Administration Management team meet weekly.
Appraisals and Training	All new members of staff undergo an induction procedure to acquaint them with the operational running of the Fund. Subsequently, all pension staff also receive both in-house and external training. Staff at all levels have annual assessments, with a mid-year review, during which there are open discussions of work issues and areas for development. This dialogue is supplemented by regular one-to-one meetings within team structures.
TEC (Training & Education Centre)	Clwyd Pension Fund utilises an e-learning facility. This allows Fund staff to work through these e-learning modules to enhance other learning and on-the-job training that they receive. The modules include a timeline of LGPS regulations and how to process calculations.
Team Emails	All team members can email any other team member on any matter relating to the delivery of services or other staff updates.
Finance Section Meetings	Held on a regular basis to discuss operational and technical matters relating to accounting, investment and funding aspects of the Fund's management.
Management Team Meetings	Held on at least a fortnightly basis, involving the Head of Clwyd Pension Fund and the Pensions Administration Manager. Attendees discuss any strategic or operational Fund matters, including updates on staffing, resources and other managerial aspects.

Appendix 3: Communicating with Board members and Pension Fund Committee members

Effective communication gives the Pension Fund Committee and Pension Board members the required information to act in the best interests of our members and employers. The key communication methods, messages and objectives are:

Communication	Purpose
Committee/Board reports	To help Committee and Board members understand the matter to be discussed at the meeting and build their knowledge so they can best serve scheme members when carrying out their role. These reports will include all our key strategies and other documents such as our business plan and Annual Report and Accounts.
Committee/Board meetings	Where all decisions will be made and matters considered, providing Committee and Board members with an opportunity to ask questions about any of the matters being considered. Meetings regularly include presentations from officers and advisers to help explain the matters being considered.
Committee/Board minutes	Captures all key points in the meeting including conclusions and decisions, providing a formal record for future reference.
Pre-Committee email briefing from Head of Clwyd Pension Fund	To provide Committee and Board members with an overview of the forthcoming meeting and help them understand the key matters that will be considered.
Regular training and briefing sessions	To help Committee and Board members meet expected levels of knowledge and better understand Fund matters, including upcoming Committee/Board agenda items. Committee and Board members are also given access to external training events and conferences relevant to their roles.

Communication	Purpose
General emails	Usually sent by the Senior management team, email will be used to provide general updates on Fund matters, training and other events.
External website: Clwyd Pension Fund and LGPS	Committee and Board members will find useful information about the Fund and the Scheme on these websites: clwydpensionfund.org.uk www.lgpsmember.org
External website: Flintshire County Council	The majority of reports provided to Pension Fund Committee members, together with the meeting minutes, are available on the Council's website: Committee minutes: English Committee minutes: Welsh The Committee papers also include the minutes from the latest Pension Board meeting.
Annual Employer and Scheme Member Representatives Meeting	Committee and Board members are invited to this annual meeting which provides an overview of fund performance and keeps attendees up to date with LGPS changes and matters affecting the Fund, covering all areas of governance, administration, investments and funding.

Appendix 4: Communicating with other Bodies

We engage proactively with a number of other Bodies. These include:

Bodies	Purpose
Ministry of Housing, Communities and Local Government (MHCLG)	The Fund has regular contact with MHCLG as a responsible LGPS Fund, participating and responding to consultations, as required.
Local Government Association (LGA)	The LGA liaises with LGPS funds and MHCLG to ensure that all LGPS regulations are administered correctly as per MHCLG's instructions.
Scheme Advisory Board (SAB)	The national SAB was established following the Public Services Pensions Act 2013. It provides advice to the LGPS Funds and Local Pension Boards in relation to the effective and efficient administration and management of the Scheme. We therefore liaise with the SAB as appropriate.
The Pensions Regulator	The Pensions Regulator publishes the General Code of Practice and guidance, some of which is relevant to the Public Sector. The Regulator also oversees how pensions schemes are adhering to some legal requirements. We liaise with the Regulator as required to provide information relating to matters of interest to the Regulator.
Trade Unions	We work with relevant trade unions to ensure the Scheme is understood by all interested parties. Efforts are made to ensure all pension related issues are communicated effectively with the trade unions. The trade unions are represented on the Pension Fund Committee and Pension Board.

Bodies	Purpose
Employer Representatives	We communicate with relevant employer representative bodies to ensure that our views are represented to employer groups. Employers are represented on the Pension Fund Committee and Pension Board.
AVC Provider	We have appointed Additional Voluntary Contributions (AVC) providers for Clwyd Pension Fund members to pay additional contributions too. These AVCs are held and invested separately from the main Clwyd Pension Fund. Our current AVC providers are Prudential and Utmost (closed to new contributions).
Pension Fund Investment Managers, Advisers and Actuaries	The Head of Clwyd Pension Fund, Finance Team and Administration Team have regular meetings with: • the Fund Managers who invest funds on our behalf. • Investment Advisers who provide help and advice on the asset allocation and investments. • the Fund Actuary to discuss funding levels, employer contributions and valuation of the assets and liabilities of the Fund. • The Independent Adviser who provides help and advice on governance matters. The Independent Adviser, the Fund Actuary and the Investment Adviser are all members of the Pension Fund Advisory Panel and attend all Pension Fund Committee meetings.
Welsh Government	We sometimes need to liaise with Welsh Government on matters that might impact the delivery of the LGPS.

Bodies	Purpose
Wales Pension Partnership (WPP)	The Fund is a member of the Wales Pensions Partnership which has appointed an Operator to invest assets for all Wales LGPS funds. Some of the administration and management of the partnership is carried out by the Host Authority, Carmarthenshire Council. We are represented on the WPP Joint Governance Committee by the Chair of the Pension Fund Committee and on the Officer Working Group by an Officer determined by the Pension Fund Committee. As a result of this we will have ongoing relationships with a number of LGPS Funds and organisations within this and other asset pools. Regular reports on the performance of and decisions made by the pool are presented at Committee meetings and to members via our Annual Report and Accounts.
Pension Fund Custodian	Our Custodian ensures the safekeeping of our investment transactions and all related share certificates where not invested with the Wales Pensions Partnership.
Pensions UK (formerly the Pensions and Lifetime Savings Association (PLSA))	The Fund is a member of Pensions UK, which provides an opportunity for LGPS administering authorities and pension scheme managers to discuss issues of common interest and share best practice. The Head of Clwyd Pension Fund is a representative on the Pensions UK Local Authority Committee.
Class User Group	The Pension Administration Manager and other Pensions Officers attend the Class User Group meetings twice a year to discuss software issues and required upgrades to Altair, our administration system. This also includes additional user groups for i-Connect and Member Self Service.
Local Authority Pension Fund Forum (LAPFF)	The Fund is a member of LAPFF which was established to help local authority Funds share information and ideas about socially responsible investing.

Bodies	Purpose
Regional Forums	The Shrewsbury Pension Officers Group takes place quarterly. It is an opportunity for the Pensions Administration Managers, and other Pension Officers from LGPS Funds in the region, to share information and ensure uniform interpretation of the LGPS, and other prevailing regulations.
Partnership Manager Meetings with the eight Pension Funds in Wales	The Senior Management Team regularly meet representatives from the other LGPS Pension Funds in Wales to discuss best practice, to ensure that all Welsh Funds have a consistent approach to their administration, finance and other Fund procedures where appropriate.
Welsh Communications Group with the eight Pension Funds in Wales	All of the Communication Officers from the Welsh Pension Funds meet as and when required to share ideas about methods of communication.
Shared Services Communications Group	The Communications Officer and other Pension Officers attend a regional Communication Group on a quarterly basis, to ensure continuity and share ideas about methods of communication.
Requests for information	Requests for information either under the Freedom of Information Act or otherwise, will be dealt with as openly and swiftly as allowed, providing that such information does not breach confidentiality, by Pension Officers working with the Flintshire County Council Freedom of Information Officer.
Consultations	There are occasions when we will consult with interested parties either as a result of potential changes to the regulations governing the LGPS or specific policy changes relating to the Fund. In these instances, the most effective way of communicating with interested parties is to hold a period of consultation, during which they are given the opportunity to respond to specific changes.
Press releases and comments	Press releases or comments regarding the Clwyd Pension Fund are made either via the Corporate Communications team within Flintshire County Council or in collaboration with them.



clwydpensionfund.org.uk

Clwyd Pension Fund, Tŷ Dewi Sant, St. Davids Park, Ewloe, Flintshire, CH5 3FF

Please note that Flintshire County Council is the administrative authority of the Clwyd Pension Fund and we use your personal data in accordance with Data Protection legislation to provide you with a pension administration service. For more information about how we use your data, who we share it with and what rights you have in relation to your data, please visit the Privacy Notice on our website.