



Primetime

Winter **2022**
Issue **17**



Pension fund newsletter
for retired members



Norfolk Pension Fund
Delivering the Local Government
Pension Scheme

Please keep in touch!

Keeping us informed of your correct contact details is very important – it could make the difference between your pension being paid or being suspended, whilst we trace your new address.

So please let us know if you move house or if this edition of Primetime didn't arrive at your correct address. A good way to do this is by using Member Self-Service (please see **page 8** for more details) on our website www.norfolkpensionfund.org

Other ways you can tell us your new address are:

Email:
pensions@norfolk.gov.uk

If you email us your new address, please include the following information:

- Your FULL NAME
- Your Norfolk Pension Fund payroll number
- Your date of birth
- The name of the bank to which we pay your pension

Telephone:
01603 495788

Our phone lines are open 8.45am to 5.00pm Monday to Thursday and 8.45am to 4.00pm on Fridays.

Post:
Norfolk Pension Fund
County Hall
Martineau Lane
Norwich, NR1 2DH

If you are writing to tell us of your new address, please remember to sign your letter with your usual signature.

Website:
Complete the 'Change of Name or Address' form which you can download from the 'Resources' page on our website
www.norfolkpensionfund.org

Cover image is of a Red Squirrel, which are bred at the Kelling Heath Holiday Park in Norfolk as part of a national conservation programme.



Our address is:
Norfolk Pension Fund
County Hall
Martineau Lane
Norwich, NR1 2DH



Season's Greetings

Welcome to our Winter edition of Primetime.

Pensions have once again been making headlines following the recent financial market volatility. It's reassuring to know that the Local Government Pension Scheme is protected and guaranteed, meaning that ups and downs in investment markets do not affect the Norfolk Pension Fund's ability to pay pensions. You can rest assured that your pension is secure.

In this issue, you'll find an update on the Fund's investments as disclosed in our latest Annual Report and Accounts, a copy of which can be found on the Fund's website www.norfolkpensionfund.org

We also discuss our approach to ESG (Environmental, Social & Governance) investment and new disclosure requirements for the managing and reporting of climate change investment risks.

Please note that we have moved out of Lawrence House, but we're still here looking after your pension and available to help. Our full contact details are shown on **page 2**.

With every good wish for a Merry Christmas and a Happy New Year from us all at the Norfolk Pension Fund.

Best wishes,

Glenn Cossey,
Director of the
Norfolk Pension Fund



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When is my pension paid?

Your pension goes into your bank account on the last working day of the month.

In 2023 payment dates will be...



January 2023	Tuesday 31 January
February 2023	Tuesday 28 February
March 2023	Friday 31 March
April 2023	Friday 28 April
May 2023	Wednesday 31 May
June 2023	Friday 30 June
July 2023	Monday 31 July
August 2023	Thursday 31 August
September 2023	Friday 29 September
October 2023	Tuesday 31 October
November 2023	Thursday 30 November
December 2023	Friday 29 December

When do I get my payslip?

Generally, we don't send payslips to all our pensioners every month.

A full payslip run usually only happens twice a year in April and May.

We only print payslips to send to you when:

- the amount you receive changes by more than £1 from your last payment, or
- HM Revenue & Customs change your tax code, or
- you change your bank details, or
- you change your address



When you receive a payslip, look out for any messages printed on the front. There will be months when you will not receive a payslip, but please don't worry as your pension will be paid into your account on the above dates.



Pensioner Support Team News

A message from Paul Stimpson, Pensions Payroll Manager

Another year has flown by, during which we've seen the addition of over 1,000 new retired members. We now have over 28,000 pensioners on our payroll, with the total of our annual payments amounting to more than £155 million.

My team is proud to maintain the highest standards of service, none more so than Helen who's just passed her 'Certificate in Pensions Administration.' Quite an achievement as she only joined us last year - well done Helen!

We're always here to help, but another great way to keep in touch is with Member Self-Service available on our website www.norfolkpensionfund.org which you can use to tell us if you move, change your bank details and download your payslip and P60. Please see **pages 8 and 9** for more details.

Merry Christmas and very best wishes for 2023!



Meet the Pensioner Support Team



Gary Lemmon



Helen Hayes



James Colk



Nichola Symonds



Sandra Pye



Shenda Hedtke

Pensions Committee

Norfolk County Council is the administering authority of the Norfolk Pension Fund. The Pensions Committee is responsible for decisions about running the Norfolk Pension Fund.

The eight members of the Pensions Committee (seven elected Councillors and one scheme member representative, nominated by the local trade unions) act as trustees and supervise the management of the Norfolk Pension Fund. Their aim is to manage the Pension Fund in the best interest of scheme members and participating employers. To help them do this, they get advice from Pension Fund officers, professional advisors and external experts.

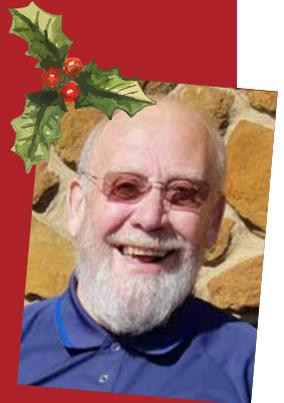
Pensions Oversight Board

The Pensions Oversight Board helps the Pensions Committee ensure that the Pension Fund is well managed. Unlike the Pensions Committee, the Pensions Oversight Board doesn't have the authority to make decisions. Its job is to make sure that the Pension Fund carries out all its duties appropriately and well.



Brian Wigg (pictured right), who many of you will know from his time as retired scheme member on the Board, is the Independent Chairman of the Board.

Peter Baker (pictured left) is the current retired scheme member representative.



For more information about the Pensions Committee and the Pensions Oversight Board, please visit www.norfolkpensionfund.org

Our approach to ESG investment

Understandably there is considerable interest in the investment portfolio, particularly in relation to our policy on ESG (Environmental, Social and Governance) matters. These funds are held solely to meet the pension promise made to our members.

As our investment policy is formally documented in several different policies, we have produced a 'Statement on Disinvestment/ Exclusion & ESG (Environmental, Social & Governance) Aspects of Investment Strategy' which brings together our approach to this area of investment in one document.

The statement covers four key areas:

- Purpose and Governance of the Fund
- Disinvestment and Exclusion
- Responsible Investment
- Climate Risk

The Statement is published on the 'Investment and stewardship' page of our website www.norfolkpensionfund.org or please contact us to request a copy.

The whole of the LGPS (Local Government Pension Scheme) is currently subject to a consultation on the Governance & Reporting of Climate change risks. This will lead to enhanced reporting requirements for all LGPS funds from 2023-24 onwards.



The Norfolk Pension Fund already provides climate risk reporting on its quoted equity portfolio. This is also available on the 'Investment and stewardship' page of our website www.norfolkpensionfund.org

Member Self-Service

Check out your pension online...

Member Self-Service is a secure, dedicated area on our website www.norfolkpensionfund.org where you can access and view your pension details.



Member Self-Service allows you to:

- update your contact details including your address and bank account
- see and download your payslips and P60
- upload documents to us
- contact us securely

If you haven't registered for Member Self-Service, please visit our website at www.norfolkpensionfund.org, click on **'Member Self-Service'** and then click the **'Register'** button. We will then send you an Activation Key by post or email.

For help with registering, please call us on **01603 222132** or email us at pensions.mss@norfolk.gov.uk

For questions about your pension, please call us on **01603 495788** or email us at pensions@norfolk.gov.uk

Member Self-Service Top Tips!

- **Have you got more than one pension account with us?**

To view all your accounts, click on the arrow towards the top of the screen and then select the one you would like to view.



- **Want to look at your payslips?**
Your payslips can be found under 'Payroll' on your Dashboard.



Just click on **'Payslip'**

- Select the payslip you want to see on the left and the details are displayed on the right.



- For payslips **from October 2021** onwards you can click on the words **'Download your Pay Advice document here!'** This will download a copy of your payslip to your device which you can save or print as you wish.



- **Want to look at your P60?**
You can view your P60s under the 'Payroll' section on your dashboard. Just click on **'P60 End of Year Certificates'**
Your 2022-23 P60 will be available online from the end of April 2023.



To download your P60 click on the words **'Download your P60 document here'**

Retirement isn't everyone's cup of tea

Retirement doesn't suit everyone. With lots of life experience behind you, maybe you're ready for a new challenge. And maybe you'd appreciate the chance to supplement your pension too?

Whatever career you had before, if you're caring, compassionate and have a can-do attitude, a new job in adult social care might be right up your street.

There are all sorts of jobs available with flexible and part-time hours available.

You could bring your life experience to a day centre for people with learning disabilities or physical disabilities. You could help people to take their medication, with the gardening or to go to the shops. You could bring your administration or maintenance skills to a team, or help people to enjoy social activities such as arts, crafts or piano playing.

To give you more of an idea, go to www.norfolkcarecareers.co.uk and watch some of our films showcasing the different types of jobs on offer. You'll soon see what a huge variety of jobs there are.

Or if you want to find out more about what a job in adult social care would really mean for you, sign up for a free online Care Academy. Give us a week of your time, and with the help of a dedicated mentor, you'll soon find out if a role in adult social care could be a new departure for you.

Find out more online www.norfolkandsuffolksupport.co.uk/care-careers/care-academies





Care Bank

Are you retired but experienced in the care profession?

Norfolk County Council has several temporary positions, initially over the winter period, with a variety of shift patterns available to cover days, evenings, nights and weekends across Norfolk.

Norfolk First Response is a specialist service which provides short-term support for up to six weeks for people in their own homes, or in a short-term care home setting. We help people to recover from illness or injury, providing support with daily living activities and helping to regain every-day skills and confidence lost following an illness or hospital admission.

If you are interested in finding out more, email jobs@norfolk.gov.uk with your full name and preferred contact details. A member of our team will get in touch with you to talk through the positions on offer.

Useful reminders

You may remember these items from previous editions of Primetime. We often get questions about them so feel they are worth repeating...



Swap your pension for a lump sum

If you receive just a small annual pension from us (eligible annual pensions are usually in the hundreds rather than thousands) you may be able to swap it for a one off lump sum (known as Trivial Commutation). Contact us to find out if you're eligible.

Change of Address

Keeping us up to date with your current address is really important. If any mail from us to you comes back undelivered we will stop paying your pension while we try to find out what your situation is.

Please see page 2 on how to tell us if you move.

Living abroad?

Are you one of our pensioners who live abroad?

If so, you may be interested in a service provided by Citibank. For just £2.74 a month – collected from your payment – Citibank will pay your pension directly to your overseas bank account in local currency, via their WorldLink system.

Payment this way does take a little longer to process, so your pension will arrive a few days after the UK credit date. If you would like to know more then please contact the Pensioner Support Team on **01603 495788** or email **pensions@norfolk.gov.uk**



Changes to your bank details

Please let us know if your bank details change by using Member Self-Service (please see **page 8** for more details) on our website **www.norfolkpensionfund.org**

Alternatively, please send a letter or return the 'Bank or Building Society Payment Details' form (which you can download from our website **www.norfolkpensionfund.org** under the 'Resources' section) to us at the address shown on the back page.

Please remember to sign your letter or form.

Power of Attorney (POA)

If a family member or friend is dealing with your financial affairs by way of a Power of Attorney, please send us a copy of the full document or the online LPA access code to enable us to view online. Please do not send the original document. We can then work with your Attorney. Remember though, we only need to see a POA if it is being used – **please do not send us a POA if you are still managing your finances.**

If you don't have a POA but need someone to act on your behalf, our Appointee Indemnity Form may be used – please ask us for more details.



Vision Norfolk

Supporting people with sight loss to enjoy independent and fulfilled lives



Vision Norfolk has been supporting people across the county living with sight loss for over 200 years. We provide practical and emotional support to people at every stage of their sight loss journey with hubs in Norwich, King's Lynn and Great Yarmouth.

- **Community Hubs:** People can come in with their family to discuss their sight loss, find the best products to help with daily tasks, develop living strategies, and learn about other resources.
- **Social and Wellbeing Activities:** provide those living with sight loss the chance to explore their passions and talk to others facing the same challenges. Our range of activities include crafts, guided walking trips, bowling, audiobook clubs and many more.
- **Eye Clinic Liaison Officers:** based at The Norfolk and Norwich University Hospital, Queen Elizabeth University Hospital and James Paget University Hospital are there to help individuals to navigate the journey from diagnosis to independent living.
- **Supported Housing:** Hammond Court is home to a vibrant community of residents with visual impairment, who live independently with on-site warden assistance.



We are here to support people with all degrees of sight loss and we love to talk!

visionnorfolk.org.uk
01603 573000
office@visionnorfolk.org.uk



Join the Team

With more than 200 volunteers across the county, our team undertake a huge range of activities, including organising or driving someone to an activity, guiding or working alongside our eye clinic team. We can tailor a role to suit your time, skills and interests.



Have Some Fun... Raising Funds

Get the kettle on and hold a bake sale, walk a historic route, run a marathon, take a sky dive, get crafting, immerse yourself in a bean bath or dress up to raise money for local people living with sight loss.

visionnorfolk.org.uk - 01603 573000 - office@visionnorfolk.org.uk



Accounts and investments

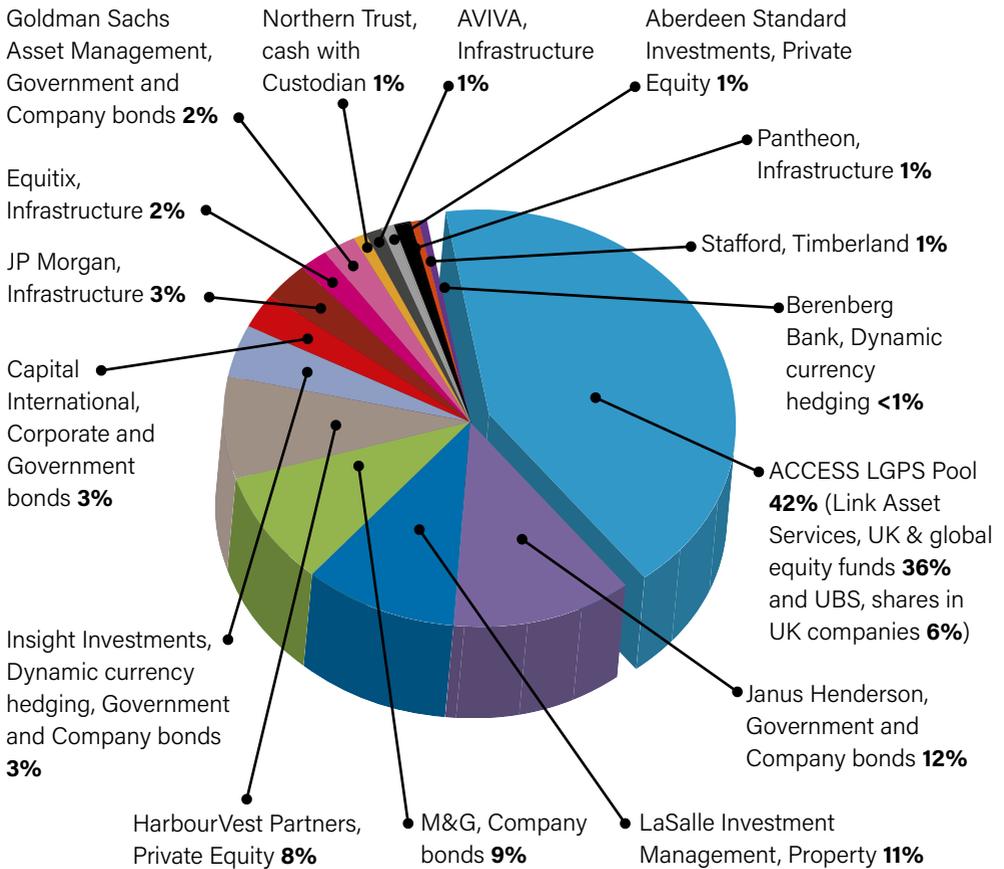
Accounts and investments

This is a summary of the Norfolk Pension Fund accounts and investments. Our full accounts for 2021-22 will be published on our website at www.norfolkpensionfund.org following full external audit.

Also published on the website is our Investment Strategy Statement, which includes details of our Socially Responsible Investment and Corporate Governance activities. If you would like a paper copy of either document please call us on **01603 222824**.

	2021-22 £000s	2020-21 £000s
Opening net assets of the scheme	4,527,097	3,621,120
Employees' contribution to the Fund	35,093	33,058
Employers' contribution to the Fund	134,717	130,437
Transfer values received	7,819	13,944
Payments to pensioners and dependants	-155,016	-148,973
Transfers out and other payments to leavers	-12,648	-5,006
Advisor fees and general administration costs	-26,760	-28,966
Net investment return – including income and the change in value of investments	401,878	911,483
Closing net assets of the scheme	4,912,180	4,527,097

Following a strong performance at the start of the year, some asset values suffered as financial markets became concerned about the path of future interest rates and inflation towards the end of the calendar year. In the final quarter, the tragic events in the Ukraine saw financial markets suffer further volatility as the impact of war and the resulting supply chain disruptions and sanction regimes became a reality. Overall, the total assets of the Fund increased by 8.5% during 2021-22.



Please note: due to rounding, disclosures in the chart may not sum to 100%.

Our diversified approach means that we always have a mix of investment methods and asset types as we aim to get the best return on investment we can, whilst at the same time managing risk. Through the ACCESS pool we are working with 10 other like-minded LGPS Funds to bring the management of many of our investments together, in order to reduce costs whilst maintaining investment performance.

The pooling arrangements currently encompass the assets above managed by Link Asset Services and UBS. This does not change Pensions Committee's overall responsibility for the Norfolk Pension Fund.

Don't be a victim of scams

A scam is something designed to illegally con you out of your money.

The financial effects can be devastating, so watch out for these common types of scam.



Doorstep scams

A scammer may pretend to be a trader offering to do repairs or maintenance work on your property, a charity collector, from a utility supplier offering a free insulation or boiler assessment.

They may seem polite and friendly – but they could be trying to get your money or charge you an excessive amount of money for unnecessary work.

Always ask for ID, but if in doubt never be afraid to say “No” or call the Police on 999.

Post, email, text and internet

Keep a look out for fraudulent letters, emails and websites offering HMRC tax refunds, high investment returns, claiming that you have won a prize draw or lottery or saying you've inherited a large amount of money from someone you've never heard of.

Phone scams

Be wary of uninvited or unexpected calls even if they claim to be the police, your local council, broadband supplier, a charity or your bank or insurance company. If you receive any kind of contact out of the blue, it's best to avoid it.

There's helpful information on scams on the Age UK website at www.ageuk.org.uk/information-advice/money-legal/scams-fraud/

To report a suspected scam, please contact the Citizens Advice Consumer Helpline on **0808 223 1133**.

To help us all be aware and protect ourselves from scams, the Norfolk County Council Trading Standards team gives regular alerts at www.norfolk.gov.uk/business/trading-standards/scams about the latest scams in our area.

In 2022 there have already been dozens of scams reported in Norfolk including:

- Cold doorstep callers claiming to be from a charity and requesting personal and financial details
- Telephone cold calls claiming to be from Citizens Advice asking financial questions about debts
- Doorstep callers claiming to be doing work in the area for the Council offering to do driveway repairs
- Doorstep callers claiming to be BT engineers in an attempt to gain access to properties for repairs or broadband testing
- Fake parcel delivery mobile texts which contain links to bogus websites in attempts to gain personal information or take payments for 'redelivery'
- Text messages which appear to be sent from GOV.UK claiming you are owed a £400 from the Energy Bills Support Scheme – these are fraudulent as all households automatically qualify for the scheme and no application is required



Age UK Norfolk

Improving later life in Norfolk



Age UK Norfolk is an independent, local charity dedicated to supporting older people and their families living in Norfolk.

Our services include:

Information and Advice Help Line

Our free information and advice service is available to anyone aged 50+, their family, carers or professionals and can help with Community Care, Welfare Benefits, Grants and Support, Travel and more.

Advocacy

Our Advocacy service supports and enables people 50+ to have their voice heard; we can help you with making phone calls and writing letters to ensure you do not experience any inequality or discrimination. We also offer support with specialist bereavement advocacy and NHS complaints.

Money Matters

Our Money Matters service offers one-to-one support to assist and empower over 65s to remain independent when handling the day-to-day management of household finances and paperwork.

Befriending

This service offers people 50+ companionship by phone with a dedicated befriender who will call weekly for a friendly chat to help to ease feelings of loneliness and isolation.

Let's Get Digital

Let's Get Digital provides one-to-one support for people 50+ on how to use a digital device, either their own or one that we loan to them for a 12-week period. Sessions will focus on a range of skills, from setting up messaging apps and making/answering video calls, to more advanced support like online shopping and setting up an email account.

Travel Companions

Would you like to feel more confident getting out and about? This free service will pair you with a Travelling Companion who can accompany you on any kind of journey - whether it's by foot, public transport or taxi and will help you build the confidence you need to travel independently.

Contact our Information and Advice Help Line to find out more about our services today: 0300 500 1217 advice@ageuknorfolk.org.uk open Monday-Friday 10am to 4pm.



Volunteering Opportunities

We have a number of voluntary roles available, some only requiring as little as 30 minutes a week from your own home. If you have any spare time to give and would like to help others, we'd love to hear from you! **Contact our volunteering co-ordinator on 01603 785 210 volunteering@ageuknorfolk.org.uk**





Tell Us Once

The Norfolk Pension Fund is signed up to Tell Us Once, a service that lets you report a death to the relevant Government departments and local authorities in one go.

As part of this service, we are **automatically notified** once the death of any of our scheme members is reported to a **Registrar** as long as the National Insurance number has been recorded.

This means the scheme member's records can be processed more **quickly and simply** than would otherwise be the case.

If you live in Norfolk, you can book an appointment with the Registrar online at www.norfolk.gov.uk or by calling **0344 800 8020**.

Bereavement support



If you, or someone you know, has suffered a loss, you'll find information on where to go for help and support at www.norfolk.gov.uk/grief

Finding support

If you feel you need additional support, there are many ways to get help. Volunteer bereavement support workers, self-help groups, faith groups and community groups can all provide support. You can also seek professional counselling if you feel like you need it.

You can find these groups in the following ways:

- Search for local support groups using the www.norfolk.gov.uk/directory
- Ataloss can help you find national help groups and services www.ataloss.org
- Cruse Bereavement support offers a helpful tool that can help you identify what type of support will be best for you. Please call **0808 808 1677** or visit www.cruse.org.uk

Please tell us what you think

Our aim is to provide you with the best possible service to help you with your pension.

We would therefore love to hear your feedback on Primetime and the service that you receive from the Norfolk Pension Fund. We would really appreciate it if you could spare a couple of minutes to complete our online survey at www.smartsurvey.co.uk/s/N2012H/



It is only a very short survey and your views will help us provide you with the service you need. If you would like us to post you a paper copy of the survey, please call us on **01603 222824**.

Looking after your data...

Norfolk County Council (as administrator of the Norfolk Pension Fund) on behalf of the Norfolk Pension Fund is a Data Controller under the General Data Protection Regulations. This means we store, hold and manage your personal data in line with statutory requirements to enable us to provide you with pension administration services.

To enable us to carry out our statutory duty, we are required to share your information with certain bodies, but will only do so in limited circumstances.

For more information about how we hold your data, who we share it with and what rights you have to request information from the Fund, please visit www.norfolkpensionfund.org



Do you have a query about your pension?

Please let us know as soon as possible if you have a query, or think there has been an error with your pension. Most issues are easily sorted out this way. However, if you disagree with any decision about your membership of the Local Government Pension Scheme, you're entitled to put your complaint through the official dispute procedure.

You can find a guide to the dispute procedure on our website at www.norfolkpensionfund.org

Alternatively, please contact us and we will send you a copy.



Contact Details

Post Norfolk Pension Fund, County Hall, Martineau Lane, Norwich, NR1 2DH

Telephone 01603 495788

Email pensions@norfolk.gov.uk

Website www.norfolkpensionfund.org

Disclaimer: the information in this newsletter is for general use only and does not cover every personal circumstance. If there is any disagreement over your pension benefits due under the Local Government Pension Scheme, the appropriate legislation will apply. This newsletter does not give you any contractual or legal rights, and is provided for information purposes only.

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