

The "Future Activity" column has been updated since the Committee met in July 2021. Other changes since the Board last met are highlighted as **bold** text.

	WSCC's Role	Admin Team Role	Future Activity	How often it should be reviewed	Previous PAB review date	Next date for PAB review
Actuarial Valuation meetings	Agenda and content in line with Fund Actuary.	Attend as required	Current intention is to have <ul style="list-style-type: none">an initial meeting with employer by March 2022 to advise on the process and their role and to set out the outlook for the valuation.an update to employers at the AGM in July 2022results meetings with employers by November 2022.	Triennially	N/A	N/A
Annual General Meeting	Lead	HCC provide an update on performance (HCC and Employer)		Annually	N/A	07/2022
Annual newsletter for pensioners	Feedback on template	Draft template and sign off following WSCC feedback	The team will undertake a full review of format and content for 2022 Pensioner newsletter following the decision to move to online publication only.	Annually	02/2021	02/2022
Annual Benefit Statements	Feedback on template	Draft templates and sign off following WSCC feedback	Provide active and deferred benefit statements to all eligible members by 31 August 2022.	Annually	11/2021	11/2022
Early retirement scenarios costings as requested	Provide HCC with revised factors when required.	HCC calculate as per normal processes on receipt of an authorised Employer Initiated Retirement Form (EIRA). Information is also available via the Employer Hub.		Ongoing	N/A	N/A
Employer newsletters (Employer Matters)	Feedback on template	Draft template and sign off following WSCC feedback	Feedback from employers (through a feedback survey at the Focus Group in July 2021) will be incorporated in the next Pensions Matters and Stop Press.	Quarterly	11/2021	02/2022
Employer workshop sessions	Feedback on proposed content	Draft content and sign off.	Development of biannual Employer Days A session was held in September 2021. The next to be held in January 2022.	Biannually	N/A	N/A
Focus group meetings	Feedback on agenda.	Draft agenda and content	A virtual Focus Group will be held on 24 November 2021.	Biannually	11/2021	02/2022
Latest news updates (specific topics, changes to the regulations)	Sign off of content when comms specific to West Sussex.	Website updates. West Sussex specific communications would be drafted, and template shared for feedback/sign off.	Monthly Correspondence Meetings continue to be held.	Ongoing	11/2021	02/2022
Payslips (where their pension varies by £5).	Feedback on changes to content, when applicable.	Template agreed and changes will be made where necessary. Payslip production following monthly pensions payroll.	Provide electronic payslips and P60's as a default, from June 2022, unless pensioner member opts out and elects for a hardcopy. A pensioner mailing is being sent out to reminder members to register for the member portal, to allow them to see their monthly payslip.	Ongoing		
Pensions Savings Statements	Feedback on template	Draft templates and sign off	Letter reviewed which provides pensions savings statement to members who have exceeded annual allowance by the Statutory deadline.	Annually	11/2021	11/2022

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Portal (Member and Employer)	Feedback on content/messages displayed	Maintain and update functionality / content as necessary.	Update/Amendments to functionality of Member Portal. An action plan to develop the hub functionality and engage with employers who have not yet registered will be available by January 2022.	Ongoing	N/A	N/A
Pre-Retirement course	Learning and Development run the pre-retirement course, this is advertised on their pages.	N/A		Ongoing	N/A	N/A
Requesting feedback from customers as part of the Customer Services Excellence accreditation.		HCC request from relevant parties including via email signature, training surveys sent to employer training attendees and complaints/compliments reporting	Training surveys Reporting of complaints and compliments	Ongoing	N/A	N/A
Stop Press publications	Feedback/sign off if West Sussex specific.	Draft content and make WSCC aware of stop press.	Feedback from employers (through a feedback survey at the Focus Group in July 2021) will be incorporated in the next Pensions Matters and Stop Press.	Ongoing	11/2021	02/2022
Training for small groups	Propose appropriate sessions	Draft content and sign off		Ongoing	N/A	N/A
Training on provision of end of year member data, including the completion of the appropriate data capture spreadsheet.	Feedback on content	Draft content, provide to WSCC for feedback and sign off.		Annually	N/A	N/A
Website	Review at least annually and feedback on content on as required basis.	Maintain and review content of website as necessary.	Following an update to the logos on the website, the team are further updating visuals to help make it look engaging. For example, the news section is now a banner across the top, so that it is the first thing that is seen as you go in. Website content and links will be kept under periodic review in line with changes. An annual content review is due to take place ahead of the pensioner newsletter being produced. The employer pages have been reviewed to take into account of the team onboarding new partners.	Ongoing	N/A	N/A