

The "Future Activity" column has been updated since the Board met in November 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 2022 results 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 have undertaken a full review of format and content for 2022 Pensioner newsletter following the decision to move to online publication only. The Board are invited to provide feedback on 2022 Pensioner newsletter.	Annually	02/2022	02/2023
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 into future Pensions Matters and Stop Press.	Quarterly	02/2022	07/2022
Employer workshop sessions	Feedback on proposed content	Draft content and sign off.	Development of biannual Employer Days A session was held in January 2022 providing training to employers on payroll matters and organisational change. Further sessions are planned in May, September, and December 2022.	Biannually	N/A	N/A
Focus group meetings	Feedback on agenda.	Draft agenda and content	A virtual Focus Group was held in November 2021. A further session is planned to be held in June/July 2022.	Biannually	02/2022	07/2022
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	02/2022	07/2022

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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, reflecting feedback from members , to allow them to see their monthly payslip.	Ongoing		
Pensions Savings Statements	Feedback on template	Draft templates and sign off	Statement to members who have exceeded annual allowance by the Statutory deadline.	Annually	11/2021	11/2022
Portal (Member and Employer)	Feedback on content/messages displayed	Maintain and update functionality / content as necessary.	Further development of the Hub is due, which will increase the functionality.	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 into future Pensions Matters and Stop Press.	Ongoing	02/2022	07/2022
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.	Website content and links will be kept under periodic review in line with changes. An annual content review is due to take place in March 2022, to include annual updates.	Ongoing	N/A	N/A