

Description and Calendar of Communication Deliverables

The "Future Activity" column has been updated since the Board met in September 2022. 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	The Funding Strategy Statement has been circulated with all employers for their comments and employers have been invited to attend a meeting to discuss results (1 November).	Triennially	N/A	N/A
Annual General Meeting	Lead	HCC provide an update on performance (HCC and Employer)	Consideration will be given to arrangements to engage with employers going forwards.	Annually	N/A	07/2023
Annual newsletter for pensioners	Feedback on template	Draft template and sign off following WSCC feedback	The team will undertake a review of format and content in advance of the 2023 Pensioner newsletter.	Annually	02/2022	02/2023
Annual Benefit Statements	Feedback on template	Draft templates and sign off following WSCC feedback	The Annual Benefit Statement template and communication was agreed for publication prior to the 31 August 2022 deadline. Future communications will be developed to support the publication of these Statements and registrations to the Member Portal.	Annually	11/2022	11/2023
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	Updates will continue to develop based on feedback from all parties.	Quarterly	09/2022	02/2023
Employer workshop sessions	Feedback on proposed content	Draft content and sign off.	Training to employers on payroll matters and organisational change are planned in December 2022.	Biannually	N/A	N/A
Focus group meetings	Feedback on agenda.	Draft agenda and content	The next Focus Group session is planned for 23 November 2022. The agenda is TBC.	Biannually	02/2022	02/2023
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	11/2022	02/2023
Online publication of payslips	Feedback on changes to content, when applicable.	Template agreed and changes will be made where necessary. Payslip production following monthly pensions payroll.		Ongoing		

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Pensions Savings Statements	Feedback on template	Draft templates and sign off	Statement to members who will exceed annual allowance will be provided by the Statutory deadline. There were no changes to the Statement for 2021/22 but changes are expected in 2022/23 to reflect members who <i>may</i> breach allowance thresholds being provided with a Statement (currently the requirement is to provide a Statement to those who <i>do</i> breach the allowance threshold).	Annually	11/2022	11/2023
Portal (Member and Employer)	Feedback on content/messages displayed	Maintain and update functionality / content as necessary.	<p>Installation of online identification and verification (ID&V), to support the Life Certificate process for overseas pension members, is due to be scheduled this month.</p> <p>A new aggregation module has been put on hold and will now be installed into UPM, in the next quarter, for the back office to streamline cases where their records need to be combined.</p> <p>A GDPR module is being installed into the UPM test environment in the next quarter. The module will support extraction of documents for data subject access requests and automate bulk deletion of records in line with data retention policies.</p>	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	<p>Training surveys</p> <p>Reporting of complaints and compliments</p>	Ongoing	N/A	N/A
Stop Press publications	Feedback/sign off if West Sussex specific.	Draft content and make WSCC aware of stop press.	Updates continue to develop based on feedback from all parties.	Ongoing	11/2022	02/2023
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.	Annual Return workshops will be held with Employers in early 2023 to help them with their annual submission.	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.	Ongoing	N/A	N/A