

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.

Communication	Audience	WSCC Role	Admin Team Role	Future Activity	Frequency of Review	Previous Review Date	Future Review Date
Key policy documents (Governance Policy , Funding Strategy Statement and Investment Strategy Statement)	All stakeholders	Lead	N/A	Investment Strategy Statement to be reviewed Spring 2023	Various		
Service Standards (Administration Strategy)	All stakeholders	Lead	Input	To be reviewed Spring 2023			
Annual Report & Accounts	All stakeholders	Lead	Input	To be prepared Summer 2023			
Business Plan	All stakeholders	Lead	Input	To be reviewed Spring 2023			
Details of the Pensions Committee and Pension Advisory Board	All stakeholders	Lead	N/A	Papers published in advance of meetings			
Member's Guide for active members	All members	Feedback	Draft and publish	N/A	Ongoing	N/A	N/A
Annual newsletter for pensioners published via the Member Portal (March or April) and an expanded version of the newsletter on the website . Members can opt to receive a paper copy of the newsletter.	Pensioner members	Feedback	Draft and publish	The team have provided feedback on the 2023 Pensioner newsletter which will be published in April.	Annually	02/2022	02/2023
Annual Benefit Statements published via the Member Portal (by 31 August each year) with a detailed explanation of their statement on the website . Members can opt to receive paper statements.	Active members Deferred members	Feedback	Draft and publish	The Annual Benefit Statement template and communication will be reviewed by the team prior to their publication in summer 2023.	Annually	11/2022	11/2023
Pensions Savings Statements published via the Member Portal (by 6 October each year). Members can opt to receive paper statements.	Active members	Feedback	Draft and publish	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). An email was sent to members to highlight the Pension Saving Statements and need to report position to HMRC in January 2023, as recommended by the LGA.	Annually	11/2022	11/2023

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Payslips published via the Member Portal . Members can opt to receive paper copies.	Pensioner members	Feedback	Draft and publish		Ongoing	N/A	N/A
Declaration of pension entitlement to pensioners that live overseas each year, or whenever a pensioner payment or mail is undelivered, to verify a member's continuing entitlement to receive pension payments.	Pensioner members	N/A	Draft and publish	Roll out of Verification via Member Portal ongoing.	Ongoing	N/A	N/A
Latest news updates via an update to the website .	All members Employers	Feedback	Draft and publish	Monthly Correspondence Meetings continue to be held between West Sussex and the administration team.	Ongoing	N/A	N/A
Pre-Retirement courses through the West Sussex Learning and Development pages .	Active members	Arrange	Promote	N/A	Ongoing	N/A	N/A
The Employer Guide sets out policies and procedures for employers including the admission and exit.	Employers	Lead	Input	To be reviewed Spring 2023 to align with the Funding Strategy Statement	Ongoing	N/A	N/A
Regular employer newsletters (Pension Matters) and Stop Press communications to employers to advise on relevant topics.	Employers	Feedback	Draft and publish	Updates will continue to develop based on feedback from all parties.	Quarterly	11/2022	02/2023
Annual General Meeting	Employers	Lead	Input	Consideration will be given to arrangements to engage with employers going forwards.	Annually	N/A	07/2023
Employer Training with small groups or individual employers	Employers	Feedback	Draft and publish	Training to employers on annual returns process planned for February / March 2023.	Biannually	N/A	N/A
Actuarial Valuation meetings	Employers	Feedback	Input	The further version of the Funding Strategy Statement has been circulated with all employers for their comments and results have been shared. An additional meeting has been arranged with Town, Parish and City Councils to discuss the Strategy and valuation outcomes with the Fund Actuary.	Triennially	N/A	N/A
Complaints and appeals process	All stakeholders	Input	Manage	To be reviewed Spring 2023	Ongoing	N/A	N/A

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Feedback requested from customers (All stakeholders		Manage	Training surveys Reporting of complaints and compliments	Ongoing	N/A	N/A