

## **Report to West Sussex Fire & Rescue Service Local Pension Board**

**3 April 2023**

### **Communications**

#### **Report by Chief Fire Officer (Scheme Manager)**

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#### **Summary**

The terms of reference for the Pension Board includes consideration of the effectiveness of communication with employers and members including the Communication Strategy as part of the Pension Advisory Board's functions.

#### **Recommendations**

- (1) The update is noted
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#### **Proposal**

##### **1 Background and context**

- 1.1 The purpose of the Board is to assist West Sussex Fire and Rescue Authority in its role as a scheme manager of the Fire Fighters' Pension Scheme including to assist with improvements to customer service and assist with the development of improved administration and policies.
- 1.1 The Pensions Board's risk register recognises the uncertainty and a lack of understanding amongst members regarding the scheme which could be mitigated by developing an approach to support member communication particularly in relation to Annual Benefit Statement publication and Scheme Changes and keeping the website up to date with latest information for Pension Scheme Members.

##### **2 Update**

- 2.1 Appendix A describes the communications which have been delivered.
- 2.2 The Pensioner Newsletters have been prepared by the administration team, ready for publication via the website. An example newsletter has been appended (Appendix B). Those members who have opted out of electronic communication will be sent a hard copy in late March.

**3 Other options considered (and reasons for not proposing)**

N/A

**4 Consultation, engagement and advice**

N/A

**5 Finance**

N/A

**6 Risk implications and mitigations**

See background

**7 Policy alignment and compliance**

N/A

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**Appendices**

**Appendix A:** Schedule of Communications

**Appendix B:** Pensioner Newsletter Example

**Background papers**