

**Appendix A:** Communication Schedule

	<b>WSFRS' Role</b>	<b>Admin Team Role</b>	<b>Future Activity</b>	<b>How often it should be reviewed</b>
Annual newsletter for pensioners	Feedback on template	Draft template and sign off following WSCC feedback	April 2023 Newsletter finalised by the administration team.	Annually
Annual Benefit Statements	Feedback on template	Draft templates and sign off following WSFRS feedback	The Annual Benefit Statement template and communication is being discussed with the administration team.	Annually
Latest news updates (specific topics, changes to the regulations)	Sign off 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 to consider relevant updates.	Ongoing
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.	Electronic payslips and P60's are provided as a default, unless pensioner member opts out and elects for a hardcopy.	Ongoing
Pensions Savings Statements	Feedback on template	Draft templates and sign off	Statement to members who may exceed annual allowance will be provided by the Statutory deadline.	Annually
Member Portal	Feedback on content/messages displayed	Maintain and update functionality / content as necessary.	Content and accessibility reviewed on an ongoing basis.	Ongoing
Requesting feedback from customers as part of the Customer Services Excellence accreditation.		HCC request from relevant parties including via email signature, and complaints/compliments reporting	Reviewed on an ongoing basis	Ongoing
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

