

## Description of Communication Deliverables

The "Future Activity" column has been updated since the Board met in February 2023. Other changes since the Board last met are highlighted as **bold** text.

There are several key policy documents within the Communication Strategy Statement. To avoid duplication, these have been reviewed from the table below and instead covered in Agenda Item 12.

Communication	Audience	WSSC Role	Admin Team Role	Future Activity	Frequency of Review	Previous Review Date	Future Review Date
Details of the <a href="#">Pensions Committee</a> and <a href="#">Pension Advisory Board</a>	All stakeholders	Lead	N/A	Papers published in advance of meetings			
<a href="#">Member's Guide</a> for active members	All members	Feedback	Draft and publish	N/A	Ongoing	N/A	N/A
<b>Annual newsletter for pensioners</b> published via the <a href="#">Member Portal</a> (March or April) and an expanded version of the newsletter on the <a href="#">website</a> . Members can opt to receive a paper copy of the newsletter.	Pensioner members	Feedback	Draft and publish	<b>The Pensioner Newsletter was published in April and is available <a href="#">here</a>.</b>	Annually	02/2022	02/2023
<b>Annual Benefit Statements</b> published via the <a href="#">Member Portal</a> (by 31 August each year) with a detailed explanation of their statement on the <a href="#">website</a> . Members can opt to receive paper statements.	Active members Deferred members	Feedback	Draft and publish	<b>The Annual Benefit Statement template has been shared with the team. Communication to support the publication of Annual Benefit Statements is being considered.</b>	Annually	11/2022	11/2023
<b>Pensions Savings Statements</b> published via the <a href="#">Member Portal</a> (by 6 October each year). Members can opt to receive paper statements.	Active members	Feedback	Draft and publish	<b>The team will prepare 2022/23 Statements as part of their End of Year work.</b>	Annually	11/2022	11/2023
<b>Payslips</b> published via the <a href="#">Member Portal</a> . Members can opt to receive paper copies.	Pensioner members	Feedback	Draft and publish		Ongoing	<b>N/A</b>	<b>N/A</b>
<b>Declaration of pension entitlement</b> 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		<b>Ongoing</b>	<b>N/A</b>	<b>N/A</b>

Communication	Audience	WSCC Role	Admin Team Role	Future Activity	Frequency of Review	Previous Review Date	Future Review Date
<b>Latest news</b> updates via an update to the <a href="#">website</a> .	All members Employers	Feedback	Draft and publish	Articles published are noted below: <ul style="list-style-type: none"> <li><a href="#">Pension Transfer Scams</a> (03/02/2023)</li> <li><a href="#">Annual Increases – Pensioners</a> (01/03/2023)</li> <li><a href="#">Pensions Tax Changes</a> (22/03/2023)</li> <li><a href="#">Annual Increase – Contributing Members</a> (28/03/2023)</li> <li><a href="#">Change to Transfer Value Factors</a> (31 March 2023)</li> </ul> A <a href="#">member factsheet</a> (Appendix B) on the McCloud judgement has also been published by the team.	Ongoing	N/A	N/A
<b>Pre-Retirement courses</b> through the <a href="#">West Sussex Learning and Development pages</a> .	Active members	Arrange	Promote	N/A	Ongoing	N/A	N/A
The <b>Employer Guide</b> 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
<a href="#">Regular employer newsletters</a> (Pension Matters) and Stop Press communications to employers to advise on relevant topics.	Employers	Feedback	Draft and publish	Articles published are noted below: <ul style="list-style-type: none"> <li><a href="#">Pensions Matters</a> (April 2023)</li> <li><a href="#">Changes to employee contribution bands</a> (February 2023)</li> </ul>	Quarterly	11/2022	02/2023
<b>Annual General Meeting</b>	Employers	Lead	Input	Consideration will be given to arrangements to engage with employers going forwards.	Annually	N/A	07/2023
<b>Employer Training</b> with small groups or individual employers	Employers	Feedback	Draft and publish	Training to employers on annual returns process were delivered by the team.	Biannually	N/A	N/A
<b>Actuarial Valuation</b> meetings	Employers	Feedback	Input		Triennially	N/A	N/A
<b>Feedback</b> requested from customers (	All stakeholders		Manage	Training surveys Reporting of complaints and compliments	Ongoing	N/A	N/A