

Communications Strategy Report: Appendix A

The "Current or Future Activity" column has been updated since the Board met.

There are several key policy documents within the Communication Strategy Statement. To avoid duplication, these have been removed from the table below and instead covered in Agenda Item 10.

Communication	Audience	WSCC Role	Admin Team Role	Current or Future Activity	Frequency of Review	Previous Review Date	Future Review Date
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 Pensioner Newsletter is currently being prepared by the administration team. The version for 2023 is available here .	Annually	02/2023	02/2024
Annual newsletter for active and deferred members published on the website . Members can opt to receive a paper copy of the newsletter.				Review of latest newsletter (Appendix B).			
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	Development of communication material for the 31 March 2024 Annual Benefit Statement being considered.	Annually	11/2023	11/2024
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	N/A	Annually	11/2023	11/2024
Payslips published via the Member Portal . Members can opt to receive paper copies.	Pensioner members	Feedback	Draft and publish	N/A	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	N/A	Ongoing	N/A	N/A
Latest news updates via an update to the website .	All members Employers	Feedback	Draft and publish	Articles relating to the Active and Deferred member newsletter and delays to processing transfers published.	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 Manual sets out policies and procedures for employers including the admission and exit.	Employers	Feedback	Draft and publish	N/A	Ongoing	N/A	N/A

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Regular employer newsletters (Pension Matters) and Stop Press communications to employers to advise on relevant topics.	Employers	Feedback	Draft and publish	An employer newsletter was published in December 2023 (Appendix C). In October an article about actions relating to pay settlements was published .	Quarterly	Ongoing	Ongoing
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 is published on the website .	As required	Ongoing	Ongoing
Actuarial Valuation meetings	Employers	Feedback	Input	N/A	Triennially	N/A	N/A
Feedback requested from customers	All stakeholders		Manage	Training surveys Reporting of complaints and compliments	Ongoing	N/A	N/A