

Report to West Sussex Fire & Rescue Service Local Pension Board

14 March 2024

Communication Strategy

Report by Chief Fire Officer (Scheme Manager)

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
 - (2) Feedback is provided by the Board on the FAQ relating to the Matthew remedy.
-

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 has been delivered.
- 2.2 Further work is proposed to develop a communication strategy for the West Sussex Firefighters Scheme to signpost relevant information and to integrate information held locally and nationally. The intention was for this to be completed in March 2024. This has been delayed due to other work pressures within the team. In the interim

2.3 Local communications are being developed to support the McCloud Remedy and Matthews Options exercise.

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

Sabrina Cohen-Hatton
Chief Fire Officer

Contact Officer: Rachel Wood, Pension Fund Strategist, 0330 222 3387,
rachel.wood@westsussex.gov.uk

Appendices

Appendix A: Schedule of Communications

Background papers