

Appendix A: Communication Schedule

	WSFRS' Role	Admin Team Role	Current / Future Activity	How often it should be reviewed
Annual newsletter for pensioners	Feedback on template	Draft template and sign off following WSCC feedback.	Introduction provided to the administration team for inclusion. Publication expected in early April 2024.	Annually
Annual Benefit Statements	Feedback on template	Draft templates and sign off following WSFRS feedback	The administration team are preparing templates and communications to support the 2024 Annual Benefit Statement publication.	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. Since the Board last met, one article has been published on the website relating to Annual Increase to Pensions (February 2024).	Ongoing
Payslips	Feedback on changes to content, when applicable.	Electronic payslips and P60's are provided as a default, unless pensioner member opts out and elects for a hardcopy.	N/A	Ongoing
Pensions Savings Statements	Feedback on template	Draft templates and sign off	N/A	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

