

## Communication Plan 2019/20

## APPENDIX

MONTH	ACTIVITY						
	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
<b>APR</b>	<p>Scheme change -same sex spouses &amp; civil partners</p> <p>APC/ARC change communication</p> <p>Online pension account promotion</p> <p>Member hub user guide review</p> <p>Members' survey</p>	<p>Employers' forum invitations</p> <p>Employer training</p> <p>Year-end reminders</p> <p>APC/ARC change communication</p>	<p>Online pension account promotion</p> <p>Member hub user guide review</p>	<p>Scheme change – early payment pre April 1998</p> <p>Scheme change -same sex spouses &amp; civil partners</p> <p>Standard letter template review - deferred</p> <p>Members' survey</p>	<p>Scheme change -same sex spouses &amp; civil partners</p> <p>Payslip – online pension account promotion</p> <p>Members' survey</p>	<p>Scheme change -same sex spouses &amp; civil partners</p> <p>Payslip – online pension account promotion</p> <p>Members' survey</p>	
<b>MAY</b>	<p>Fire Scheme Newsletter</p> <p>Opt out fact sheet</p> <p>£95k exit payment cap consultation</p>	<p>i-connect group 1 - online returns on-boarding &amp; training – tranche A</p> <p>Employers' forums</p>	<p>Scheme promotion fact sheet and poster</p>	<p>Members' survey</p>	<p>Members' survey</p> <p>Payslip – online pension</p>	<p>Members' survey</p> <p>Payslip – online pension</p>	

	Member hub user guide review  Standard letter template review - starters  Members' survey	£95k exit payment cap consultation  Employer newsletter  Valuation communications  CFO's valuation briefing	Member hub user guide review		account promotion	account promotion	
<b>JUN</b>	Website Plain English review  Scheme change – Late retirement factors  Standard letter template review – active retirement  Members' survey	i-connect group 1 - online returns on-boarding & training – tranche B  Scheme change – Late retirement factors  Employer Training  Website plain English amends	Website Plain English Review	Electronic Annual Benefit Statements – LGPS  Trial bulk email system e.g. Govdelivery  Website Plain English Review  Members' survey	Website Plain English Review  Members' survey  Standard letter template review – active retirement	Website Plain English Review  Members' survey	Committee report  Plain English training  Members' survey
<b>JUL</b>	Standard letter template review – active retirement  Online pension account promotion  Members' survey	i-connect group 1 - online returns on-boarding & training – tranche C  i-connect group 2 - interface on-boarding  Quarterly Newsletter		Online pension account promotion  Members' survey	Members' survey  Standard letter template review – active retirement	Members' survey	

		Employer induction packs					
<b>AUG</b>	Annual Benefit Statements - LGPS  Fire Annual Benefit Statements*  Newsletter – All schemes  Members’ survey	i-connect group 1 - online returns on-boarding & training – tranche D  i-connect group 3 - interface on-boarding		Annual Benefit Statements - Fire  Newsletter  Members’ survey	Members’ survey	Members’ survey	
<b>SEPT</b>	£95k cap – scheme specific consultation  Standard letter template review - transfers in non LGPS  Online pension account promotion  Members’ survey	£95k cap – scheme specific consultation  i-connect monthly returns project  Employer Training	Scheme promotion factsheet and poster	Online pension account promotion  Members’ survey	Members’ survey	Members’ survey	
<b>OCT</b>	Standard letter template review – transfers in non LGPS  Members’ survey	i-connect monthly returns project  Employer Training  Employer survey		Members’ survey	Members’ survey	Members’ survey	Committee report

<b>NOV</b>	Standard letter template review – additional benefits  Members’ survey	i-connect monthly returns project  Employer newsletter  Employer Training  Employer survey		Members’ survey	Members’ survey	Members’ survey	
<b>DEC</b>	Annual reports & accounts  Members’ survey	Employer forums  i-connect monthly returns project  Annual reports & accounts  Funding strategy statement consultation  Individual employers’ evaluation results	Annual reports & accounts	Annual reports & accounts  Standard letter template review – transfers out  Members’ survey	Annual reports & accounts  Members’ survey	Annual reports & accounts  Members’ survey	Committee report  Annual reports & accounts
<b>JAN</b>	Online pension account promotion			Standard letter template review – transfers out			
<b>FEB</b>	Standard letter template review - deaths	Employer Training  Quarterly Newsletter	Scheme promotion factsheet and poster	Standard letter template review - deaths	Standard letter template review - deaths		

<b>MAR</b>	<p>Trial texting</p> <p>Promotion of self-service functionality</p> <p>Standard letter template review - deaths</p>	<p>Employer Forum</p> <p>Rates &amp; adjustments certificates</p> <p>Valuation report</p>		<p>Standard letter template review - deaths</p>	<p>Newsletter – All schemes</p> <p>Standard letter template review – deaths</p> <p>Payslip – online pension promotion</p>	<p>Newsletter – All schemes</p> <p>Payslip – online pension promotion</p>	<p>Committee report</p>
<b>Ad hoc Comms</b>	<p>Website updates</p>	<p>Training Workshops</p> <p>Pension Bulletins</p> <p>Website updates</p> <p>Valuation Report (every 3 yrs)</p>	<p>Promotional Posters</p> <p>Website updates</p>	<p>Website updates</p>	<p>Website updates</p>	<p>Annual review of entitlement – May/June.</p> <p>Website updates</p>	<p>Website updates</p> <p>Pension Committees</p>

\* Must be an active scheme member as at 31 March in the financial year that the statement relates.