

Communications plan 2020/21

	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
APR	COVID-19 FAQs and dedicated webpage.	COVID-19 FAQs and dedicated webpage. Valuation results, new contribution rates, and new online process for submitting returns (email, news articles, and user guide). Employer newsletter. Year-end activities training/communications.		COVID-19 FAQs and dedicated webpage.	COVID-19 FAQs and dedicated webpage.	COVID-19 FAQs and dedicated webpage.	
MAY	Guide to additional voluntary contributions (AVCs).	Employer responsibilities training. Calculating pensionable pay training. Webinar on COVID-19 issues.			Payslip – online pension	Payslip – online pension	

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JUN	More engaging new starter comms encouraging online pension account sign up.	A guide to formulating your discretions policy training. i-Connect monthly submission (on-line return) training.					Employee newsletter.
JUL	Member survey. McCloud court case update.	New employer database and contact refresh. Changes to statutory underpin consultation. Tupes and outsourcing training.		Annual benefit statement communications. Member survey.	Member survey.		
AUG	Annual benefit statement communication. Pension board vacancy.	Active annual benefit statement comms materials for employers. Employer responsibilities training. Funding Strategy Statement Consultation. Exit payments cap update. Pension board vacancy.	Online pension account promotion.	Pension board vacancy.	Pension board vacancy.		
SEPT	Website accessibility communication.	Website accessibility communication. Ill-health retirement training. Active annual benefit statement comms materials for employers. Customer service excellence assessment.	Online pension account promotion. Website accessibility communication.	Website accessibility communication.	Website accessibility communication.	Website accessibility communication.	

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OCT		Calculating pensionable pay training. Employer communication on McCloud data collection.					Employee newsletter
NOV	Transfers letter review.	i-Connect monthly submission (on-line return) training.					
DEC				Online pension account promotion.			
JAN	Online pension account promotion.	Employer responsibilities training.					
FEB		Calculating pensionable pay training. Employer newsletter.					
MAR		Year-end activities training/communications.			Newsletter – All schemes Payslip – online pension promotion	Newsletter – All schemes Payslip – online pension promotion	Employee newsletter

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Ad hoc Comms	Website updates	Training Workshops Pension Bulletins Website updates Valuation Report (every 3 yrs)	Promotional Posters Website updates	Website updates	Website updates	Annual review of entitlement – May/June. Website updates	Website updates Pension Committees