

Communications plan 2021/22

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
<b>APR</b>	Rebranding of administration and new contact details  Online pension account promotion.  Member survey.	Year-end activities training / communications.		Rebranding of administration and new contact details  Online pension account promotion.  Member survey.			
<b>MAY</b>	Rebranding of administration and new contact details  Online pension account promotion.  Investment strategy consultation. Transfer of employment letters.  Member survey.	Rebranding of administration and new contact details  Employer responsibilities training.  Calculating pensionable pay training.  Investment strategy consultation.		Rebranding of administration and new contact details  Online pension account promotion.  Investment strategy consultation.  Member survey.	Payslip – online pension  Investment strategy consultation.  Member survey.	Payslip – online pension  Investment strategy consultation.  Member survey.	Accessibility training.

Month	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
		Fund Strategy Statement consultation.					
<b>JUN</b>	Member survey.	A guide to formulating your discretions policy training.  i-Connect monthly submission (on-line return) training.  Employer newsletter.		Annual benefit statement communications.  Online pension account promotion.  Scam communication.  Lifetime allowance freeze.  Newsletter.  Member survey.	Member survey.	Member survey.	
<b>JUL</b>	Online pension account promotion.  Member survey.	Employer forum.  Tupes and outsourcing training.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	
<b>AUG</b>	Annual benefit statement communication.  Online pension account promotion.  Scam communication.	Active annual benefit statement comms materials for employers.  Scam communication.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	Staff newsletter

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	Lifetime allowance freeze. Newsletter. Member survey.	Employer responsibilities training. Employer newsletter.					
<b>SEPT</b>	Online pension account promotion. Member survey.	Ill-health retirement training. Active annual benefit statement comms materials for employers. Customer service excellence assessment.	Online pension account promotion.	Member survey.	Member survey.	Member survey.	
<b>OCT</b>	Aggregation letters. Member survey. Pension saving statements.	Calculating pensionable pay training.		Member survey.	Member survey.	Member survey.	Staff newsletter
<b>NOV</b>	Member survey.	i-Connect monthly submission (on-line return) training. Employer newsletter.		Member survey.	Member survey. Mortality screening.	Member survey.	
<b>DEC</b>	Member survey.			Member survey.	Member survey.	Member survey.	

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<b>JAN</b>	Member survey.	Employer responsibilities training.		Member survey.	Member survey.	Member survey.	Staff newsletter
<b>FEB</b>	Member survey.	Calculating pensionable pay training. Employer newsletter.		Member survey.	Member survey.	Member survey.	
<b>MAR</b>	Member survey.	Year-end activities training / communications.		Member survey.	Newsletter – All schemes Payslip – online pension promotion Member survey.	Newsletter – All schemes Payslip – online pension promotion Member survey.	
<b>Ad hoc Comms</b>	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