

Communication Plan 2019/20

MONTH	ACTIVITY						
	Active members	Scheme employers	Prospective members	Deferred members	Retired members	Dependant members	Fund staff
APR	<p>Scheme change -same sex spouses & 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 & civil partners</p> <p>Standard letter template review - deferred</p> <p>Members' survey</p>	<p>Scheme change -same sex spouses & civil partners</p> <p>Payslip – online pension account promotion</p> <p>Members' survey</p>	<p>Scheme change -same sex spouses & civil partners</p> <p>Payslip – online pension account promotion</p> <p>Members' survey</p>	
MAY	<p>Opt out fact sheet</p> <p>£95k exit payment cap consultation</p>	<p>i-connect group 1 - online returns on-boarding & 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	
JUN	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
JUL	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					
AUG	Annual Benefit Statements - LGPS Newsletter – All schemes Members’ survey	i-connect group 1 - online returns on-boarding & training – tranche D i-connect group 3 - interface on-boarding		Newsletter Members’ survey	Members’ survey	Members’ survey	
SEPT	£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	
OCT	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

NOV	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	
DEC	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
JAN	Online pension account promotion			Standard letter template review – transfers out			
FEB	Standard letter template review - deaths	Employer Training Quarterly Newsletter	Scheme promotion factsheet and poster	Standard letter template review - deaths	Standard letter template review - deaths		

MAR	<p>Trial texting</p> <p>Promotion of self-service functionality</p> <p>Standard letter template review - deaths</p>	<p>Employer Forum</p> <p>Rates & 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>
Ad hoc Comms	<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>