

# Communications plan 2025/26

| **Month** | **Active members**  | **Scheme employers**  | **Prospective members**  | **Deferred members**  | **Retired & dependant** **members**  | **Fund staff**  |
| --- | --- | --- | --- | --- | --- | --- |
| **APR**  | * Member satisfaction survey
* Benefits of LGPS promotion
 | * Benefits of LGPS promotion
 | * Benefits of LGPS promotion
 | * Member satisfaction survey
 | * Payslip – online pension promotion
* Member satisfaction survey
 |  |
| **MAY**  | * Member satisfaction survey
* McCloud webinars for protected members
 | * Employer training
* McCloud webinars for protected members
 |  | * Member satisfaction survey
* McCloud webinars for protected members
 | * Payslip – online pension promotion
* Member satisfaction survey
* McCloud webinars for protected members
 |  |
| **JUN**  | * Member satisfaction survey
* Website satisfaction survey
 | * Employer training
* Website satisfaction survey
 | * Website satisfaction survey
 | * Member satisfaction survey
* Annual benefit statements
* Member newsletter
* Pensions dashboards
* Anti-fraud communication
* McCloud
 | * Member satisfaction survey
* Website satisfaction survey
 | * Website satisfaction survey
 |
| **JUL**  | * Online pension promotion
* Member satisfaction survey
 | * Employer training
* Online pension promotion pack
 | * Online pension promotion
 | * Member satisfaction survey
 | * Member satisfaction survey
 |  |
| **AUG**  | * Annual benefit statements
* Member newsletter
* Pensions dashboards
* Anti-fraud communication
* McCloud
* Member satisfaction survey
 | * Active annual benefit statement comms materials for employers
 | * Online pension promotion
 | * Member satisfaction survey
 | * Member satisfaction survey
 |  |
| **SEPT**  | * Pensions awareness week / pension attention campaign
* Online pension promotion
* Member satisfaction survey
 | * Employer training
* Pensions awareness week/ pension attention campaign
* Employer forum save the date
 | * Pensions awareness campaign
* Online pension promotion
 | * Pensions awareness week / pension attention campaign
* Online pension promotion
* Member satisfaction survey
 | * Member satisfaction survey
 |  |
| **OCT**  | * National pension tracing day
* Member satisfaction survey
* Enhanced self service portal
 | * Employer training
* National pension tracing day
* Enhanced self service portal
 | * National pension tracing day
 | * National pension tracing day
* Member satisfaction survey
* Enhanced self service portal
 | * Member satisfaction survey
* Enhanced self service portal
 | * Enhanced self service portal
 |
| **NOV**  | * Member satisfaction survey
* Enhanced self service portal
 | * Employer training
* Employer forum
* Fund strategy statement consultation.
* Individual employer valuation results and draft contribution rates.
* Enhanced self service portal
 |  | * Member satisfaction survey
* Enhanced self service portal
 | * Member satisfaction survey
* Enhanced self service portal
 | * Enhanced self service portal
 |
| **DEC**  | * Member satisfaction survey
* Enhanced self service portal
 | * Employer contribution rate consultations
* Enhanced self service portal
 |  | * Member satisfaction survey
* Enhanced self service portal
 | * Member satisfaction survey
* Enhanced self service portal
 | * Enhanced self service portal
 |
| **JAN**  | * Member satisfaction survey
 | * Employer training
* Employer contribution rate consultations
* Employer survey.
 |  | * Member satisfaction survey
 | * Member satisfaction survey
 |  |
| **FEB**  | * Member satisfaction survey
 | * Employer training

Confirmation of final employer contribution rates. |  | * Member satisfaction survey
 | * Member newsletter
* Pensions dashboards
* Anti-fraud communication
* McCloud
* Member satisfaction survey
 |  |
| **MAR**  | * Member satisfaction survey
* Midlife MOTs promotion
 | * Employer newsletter
* Valuation report and rates and adjustments certificate.
* Midlife MOTs promotion
 | * Midlife MOTs promotion
 | * Member satisfaction survey
* Midlife MOTs promotion
 | * Payslip – online pension promotion
* Member satisfaction survey
 |  |