

# 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 * Website 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 |  |