

WEST MIDLANDS FIRE AND RESCUE AUTHORITY

PENSION BOARD

11 January 2024

COMMUNICATIONS UPDATE

1. BACKGROUND

- 1.1. It is recognised that regular communications to scheme members, both active and retired/deferred is important. With the current challenges facing the scheme administration, including the implementation of McCloud Remedy, openness in communications will be important in allaying concerns and ensuring members are reassured of progress.
- 1.2. Communication to some members is more difficult where they have either not provided an email address and/or have limited access to the internet to view updates online. Although communications will primarily be on MESH (internal service intranet) and by email for active scheme members, where possible communications will be provided by post to retired/deferred members where an email address is not available. However, given the cost and logistical implications of this approach, it is anticipated that fewer updates will be provided via this means.

2. COMMUNICATIONS PLAN – Q3 and Q4 2023/24

- 2.1. The below plan does not preclude responsive communications as required or include individual communications to pensioners in response to queries etc.
- 2.2. The following communications have occurred or are planned between December 2023 and April 2024:

Date	Topic	Media
18 December 2023	General Pension Administration Update	MESH and online
20 December 2023	Explanation of McCloud Remedy process (including direct communication with	Email, post, MESH and online

Ref.

	impacted members)	
15 January 2024	Outcome of Pension Administration Outsourcing Business Case and Consultation Process	MESH and online
February 2024	Further details of McCloud Remedy process – highlighting complexity and explaining reasons for long timetables.	MESH, online, email
March 2024	Introduction to Pensions Administration Team	MESH and online

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