

Appendix 2c - Service Plan projects on hold 2021

Key Objectives	Tasks	Original Target Date	Completion Date	Status
Administration Strategy				
Member Website	Content review	Feb-21	Mar-23	On hold
Employer website	Develop an improved employer online experience- linking directly to relevant SLA and employer responsibilities	Dec-21	Mar-23	On hold
	Provide 'knowledge hub' including video training elements	Dec-21	Mar-23	On hold
	Implement plan for ongoing review of content	Feb-21	Mar-23	On hold
Development of management information hub (ERM)	Management Information & Reconciliation of contributions & i-connect extract. Await further development from Heywood	Mar-20	Mar-24	On hold
Review & Implement employer training programme	Employer responsibilities, data & TPR requirements, HR, Iconnect & Discretionary tool	Sep-20	Mar-24	On hold
Chargeable Services Offer	Set up framework to manage chargeable services	end 2021	Mar-25	On hold
Implement new SLA's with employers	Roll out of new SLA to all employers	Aug-20	Mar-23	On hold
MHCLG Further Reforms to Exit Payments	Implementation Project	Feb-21	await regs	On hold
GMP Equalisation	GMP equalisation project		await details	On hold
DWP Pensions Dashboard	Plan required for implementation	2022	Dec-23	On hold
Investment Strategy				
Investment advisory contract retender	Procure using National Framework	2021/22	2022/23	On hold
Governance				
Independent Members on Committee	Appoint Independent Member. Terms end 2Q22 (end of 2nd term for one member)	Start January 2022		On hold