

Appendix 2A - Service Plan Monitoring 2023				
Key Objectives	Tasks	Completion Date	Status	
Administration				
IT Development				
Progress full employer electronic data delivery	Completion of i-connect project - 100% employers using IC	The service plan portfolio is currently under review and revised completion dates will be advised at the June Committee Meeting	In progress	
Heywood Insights - Perf Reporting & Dashboard	Implementation & roll out		In progress	
Other Projects				
McCloud Data Collection	Data collection exercise LGPS and FPS		In progress	
McCloud Remedy	Implementation of remedy - LGPS		In planning	
1* McCloud Sargeant (Fire Schemes)	Implementation of remedy - Fire		In progress	
2* McCloud Sargeant (Fire Schemes)	Implementation of MOU & ID Framework Agreement		On hold	
GMP data reconciliation project	Data match exercise with HMRC to mitigate risk of pension overpayment – GMP Rectification of identified cases		In progress	
DWP Pensions Dashboard	To enable Pension Dashboard Compliance		In progress	
Fire Exit	Exit of FPS Admin and Payroll from APF		In planning	
SCAVC/AVC Wise	review scope and implementation of SCAVCs for employers		In planning	
Fire/Matthews cases	retained FF's service pre 2000 recognised as pensionable		On hold	
Implement new operating model				
	Agree structure and review job descriptions		In progress	
	Review of pay structure with Aon advice		In progress	
	Candidate and experience recruitment project		In planning	
	Consultation, recruitment & implementation		In progress	
Digital Transformation				
	Set up temporary Digital Services Team & workflow review		In progress	
	Automation of Data/Leaver processes		In planning	
	Automation of starter process	In planning		
	Member Website -Develop website inline with digital services objectives	In progress		
	Employer WebsiteDevelop an improved employer online experience- linking directly to relevant SLA and employer responsibilities	In progress		
	Implement Digital Office	In planning		
	MPOL Systems Development	In progress		
	Interim Leaver Process pre Digital team	In progress		
New Administration Strategy				
	Develop new strategy document & committee approval	In planning		
	Consultation & implementation	In planning		

Funding Strategy			
Death in Service Insurance	Implement captive arrangement; include in FSS after consulting employers		In planning
Governance			
Annual review of governance arrangements	Review ToR of Committee and Investment Panel	Jun-23	In planning
	Review Governance Compliance statement	Jun-23	In planning
	Review register of interest forms	Jun-23	In planning
	Review scheme of delegation	Jun-23	In planning
	Review Conflicts of Interest Policy	Jun-23	In planning
	Review Training Strategy Policy	Jun-23	In planning
	Review Policy on Committee Representation	Jun-23	In planning
	Review Decision Making Matrix	Jun-23	In planning
Good Governance Review	Review any new requirements from Good Governance review once published eg - Workforce Plan	TBA	In planning
TPR SCOP requirements	Gap analysis & action plan for new requirements	TBA	In planning
	Review disaster recovery / business continuity plan	TBA	In progress
Reporting to Avon Pension Fund Pension Board and Fire Service Pension Board	Support Board, education and training needs as required	Ongoing	In progress
Annual governance review for Pension Board	Review all items on governance checklist	Jun-23	In planning
Appointment of new Committee & Pension Board Members	Liaise with Democratic Services and stakeholders to appoint new members or re-appoint members to the Committee	Sep-23	In planning
	Recruitment process for new Pension Board members	Dec-23	In planning
Training Plan for Committee & Board members	Plan annual training programme for members	Mar-23	In progress
	Induction Training for new PC/PB members	Dec-23	In planning
Review of Committee Reports	Continue to review report content & Modern Gov Library	TBA	In progress behind schedule
Contract Retenders	Investment Advisor Contract	Sep-23	In progress

Finance			
iConnect Project to improve process for reconciliation of contributions	Set up new reconciliation process	TBA	In progress
	Plan requirements of moving more employers to simplified LGPS50 form dependent on iconnect project; 2023 project	Dec-23	In planning
Final Accounts	Prepare accounts to meet B&NES internal deadline; update regulatory requirements	May-23	In progress