

Appendix 6 - Service Plan Monitoring 2023		
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Key Objectives	Current Phase of project	Completion Date of overall project	Status
Change Programme Administration			
Annual Projects			
Year End	YE complete but review and fine assessment still to be done	Jun-23	Complete
Annual Benefit Statement	All active and deferred statements published	Aug-23	Complete
Annual Allowance / Pension Savings	Calculate allowances & review exceptions	Oct-23	Complete
Annual Report	Collation & proof reading	Dec-23	Complete
Regulatory/Foundation			
GMP – remedy & equalisation	Category B members review	May-23	In progress behind schedule
MI & Insights on service levels	User Test & Sign-off	Aug-23	In progress behind schedule
Employer number series	Testing and communications	Nov-23	In progress
McCloud (Fire)	Legislation published / Pre-legislation Category 1 remedy	Jan-24	Complete
Fire Exit	Initial Planning with WYPF	Jan-24	In progress
Pensions Dashboard	Preparation of data, comms, governance, DAP Admin	Mar-25	In progress
McCloud (LGPS)	Legislation published / Heywood UAT	Sep-25	In progress
Pensions Increments - Correction Project	Investigation of root causes and rectification work	Apr-24	In progress
Transformation			
Website – employers	Content review, update and upload	Nov-23	On hold
Website – members	Content review, update and upload	Nov-23	In progress behind schedule
Rebrand	Delivery of remaining design assets	Nov-23	In progress
Leaver process - phase 1	New leaver team set up	May-23	Complete
Leaver process - phase 2	Process review - impact and scoping assessment	May-24	Complete
Bulk processing, e.g. refunds	Process review - impact and scoping assessment	May-24	In planning
Organisational structure	Job description preparation	Mar-24	In progress
My Pension Online – upgrade	Scope analysis & recommendation	Mar-25	In progress
New member onboarding	Scope and starter documentation reviewed	Mar-24	In planning

Governance			
Annual review of governance arrangements	Review ToR of Committee and Investment Panel	Jun-23	Complete
	Review Governance Compliance statement	Jun-23	Complete
	Review register of interest forms	Jun-23	In progress behind schedule
	Review scheme of delegation	Jun-23	Complete
	Review Conflicts of Interest Policy	Jun-23	Complete
	Review Training Strategy Policy	Jun-23	Complete
	Review Policy on Committee Representation	Jun-23	Complete
	Review Decision Making Matrix	Jun-23	Complete
Good Governance Review	Review any new requirements from Good Governance review once published eg - Workforce Plan	Mar-24	In planning
TPR SCOP requirements	Gap analysis & action plan for new requirements	Mar-24	In planning
	Review disaster recovery / business continuity plan	Mar-24	In planning
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	Sep-23	Complete
Training Plan for Committee & Board members	Plan annual training programme for members	Mar-23	Complete
	Induction Training for new PC/PB members	Dec-23	Complete
Review of Committee Reports	Continue to review report content & Modern Gov Library	Dec-23	On hold
Contract Retenders	Investment Advisor Contract	Sep-23	Complete
Finance			
iConnect Project to improve process for reconciliation of contributions	Set up new reconciliation process	Apr-24	In progress
	Plan requirements of moving more employers to simplified LGPS50 form dependent on iconnect project; 2023 project	Dec-23	In progress

Final Accounts	Prepare accounts to meet B&NES internal deadline; update regulatory requirements	May-23	Complete
Investments			
Review of Hedging Strategies including LDI	Assess how contributing to reduction in risk, and governance; IP review Mercer recommendation in July 23; any changes to strategy to Sept PC. Additional work relating to the equity protection strategy reviewed by Panel in Dec. Recommendations to full Committee in Dec.	Dec-23	In progress
Review Climate targets and set new targets	Using 2022 data analyse fund and set new targets; PC workshop in October; PC decision Dec 23	Dec-23	In progress
Funding Strategy			
Death in Service Insurance	Implement captive arrangement; include in FSS after consulting employers	Sep-23	Complete