

## Appendix 2a - Service Plan Monitoring 2026

Change Programme			
Project Activity	Project / High Level Description	Completion Date of Overall Project	Status
<b>Annual Projects</b>			
Year End			
Annual Benefit Statement	Issue of deferred and active statements to members	31/08/26	Not Yet Started
Pension Savings Statement / Annual Allowance	Issue of annual allowance statements to members breaching	06/10/26	Not Yet Started
Payroll YE		30/06/26	Not Yet Started
HMRC Event Reporting	Reporting of tax breaches, unauthorised payments etc	01/12/26	Not Yet Started
<b>Regulatory/Foundation/Dashboard</b>			
McCloud	McCloud remedy - full completion	31/08/26	In Progress
GMP – remedy	Data cleansing and calculations	30/06/26	In Progress
Data Improvement Plan	Final version to go to Pension Board	31/03/26	In Progress
Process control framework	Wider change plan now includes key deliverables	31/12/26	In Progress
Telephony upgrade - Phase 2	Phase 2 - Call recording and transcription implementation	30/06/26	Progress Delayed
Drupal 11	Upgrade of website, Improved security i.e. Cyber	30/06/26	In Progress
<b>Procurement</b>			
Website hosting	Joint procurement with BANES IT	30/09/26	In Progress
Printing and Fulfilment	Collaboration with BANES	31/12/26	In Progress
E Comms	Procurement of Email communications platform	30/06/26	In Progress
<b>Transformation</b>			
Bulk processing	Process review - impact and scoping assessment	30/09/26	In Planning
New member onboarding	Deliver new process on line for new starters	30/09/26	In Planning
Enhanced Admin to Pay	Decision on implementation time line	31/01/27	In Progress
Payslips and P60	Delivery of new stationary / platform to upload to member portal	31/05/26	In Progress
Deferred Leavers	Deliver digital improvements to online the outcome	31/08/26	In Progress
Refunds	Deliver digital improvements to online the outcome	31/10/26	Not Yet Started
Online Retirements	Deliver digital improvements to online the outcome	31/05/27	Not Yet Started
iConnect Multi-factor authentication	Phase 2 roll out to employers	30/04/26	In Progress
iConnect document integration	One-stop portal for employer document submissions	31/12/26	In Progress
<b>Governance</b>			
Fit for Future - Good Governance Review	review regulations & guidance published 01/04/26 and implement requirements	Mar-27	In Planning
TPR GCOP requirements	Action plan for remaining requirements	Mar-27	In Progress
Annual Reports	Produce and publish Fund's annual report	Dec-26	Not Yet Started
	Committee's annual report to Council	Nov-26	Not Yet Started
	Pension Board's annual report	Nov-26	Not Yet Started
Business Continuity Plan	Annual review of plan	Mar-27	Not Yet Started
Pension Committee Governance arrangements	review inline with Fit for Future requirements	Jun-26	Not Yet Started

Pension Board governance review	Annual review all items on governance checklist	Sep-26	Not Yet Started
Training Plan for Committee & Board members	Plan annual training programme for members	Jun-26	Not Yet Started
Recruitment for Committee & Pension Board	Recruitment & Induction Training - new PC/PB members	Jun-26	In Progress
Contract Reconciliation	to prepare for implementation of new Payments system	Oct-26	Not Yet Started
<b>Finance</b>			
Final Accounts	Prepare accounts to meet B&NES internal deadline; update regulatory requirements	Sep-26	In Progress
Treasury Management Policy	Draft revised policy annually	Mar-26	In Progress
Decoupling Pension Fund Accounts	Liaise with auditors to ensure resources available for decoupling work. Produce separate Annual Governance Statement and Value for money assessment	Mar-27	Not Yet Started
<b>Investments</b>			
Strategic Investment Review	Work with LPPI to review risk and return objectives, asset allocation and risk management framework. Revise ISS as required. In progress - LPPI to update March Committee	Mar-27	In Progress
Local Impact Portfolio	Find opportunities for unallocated capital post increase in allocation to 5% - implement via LPPI.	Mar-27	In Progress
Natural Capital Investing	Invest via LPPI portfolio. Currently on hold whilst review investment strategy. Anticipated will commence work with LPPI second half of 2026.	Mar-27	Progress Delayed
Investment Governance Review	Review of investment governance for the Fund. David Crum appointed to provide external view. Final proposals to go to June Committee	Jun-26	In Progress
Fit 4 Future - Investment services from new pool partner	Ensure LPPI can deliver investment implementation and advice.	Mar-27	In Progress
<b>Funding Strategy</b>			
Review Covenant Monitoring Process	Review and adjust process in consideration of TPR guidance. Continue quarterly updates.	Dec-26	In Planning