

| Area | Affected Team | Aim | Target Completion Date |
|-----------------------------|---|--|---|
| Member Self Service | Continued Improvements | To increase number of scheme member registrations, by raising awareness through online demos, articles and targeted comms with various categories of members, e.g. pensioners, deferreds, actives. | On-going |
| Member Self Service | Continued Improvements | To use MSS facilities to allow letters to be uploaded to members to reduce postage, and allow for them to return their forms in the same way. | On-going |
| Printing/Scanning Solutions | Continued Improvements / Early Leavers | To explore alternative approaches to printing and scanning with a view to enabling all pensions staff to work from home. | Summer 2021 |
| Employer Risk | Continued Improvements / Employers and iConnect | To purchase or develop an employer tracker system, to assist officers in monitoring employer related data including contribution payments and bonds, resulting in a reduction of risk. Consider whether overlaps between Pensions contribution monitoring work and work carried out by Investments can be addressed. | Summer 2021 |
| Governance | Continued Improvements / Payments and Taxation / Employers and iConnect | Development and maintenance of office training manual covering all aspects of section administration. Also to review existing office processes including altair workflows, to streamline and improve whilst assessing potential for fraud and manual errors, reducing these wherever possible | Initial document in place 31 March 2021 |
| Governance | Continued Improvements / Payments and Taxation / Employers and iConnect | Examine areas of governance, including the implementation of the recommendations made by SAB's 'Good Governance' Project, ensuring that the section is compliant in all areas | On-going |
| Employer Training | Continued Improvements | To increase comms with employers, mainly through use of MS Teams | On-going |
| McCloud Project Phase 1 | McCloud / Continued Improvements | Employers to provide member data to Pensions, i.e. hours changes and service breaks covering the period April 2014 to March 2022, which we will need to upload to our records prior to implementation of the 'remedy' once confirmed, to assess whether pension benefits will need to be adjusted in light of the McCloud/Sargeant ruling. | 30/06/22 |
| McCloud Project Phase 2 | McCloud / Continued Improvements | Implementation of the 'remedy', including the recalculation and amendment of benefits, plus communication to scheme members of the changes. Remedy may also include other aspects, e.g. possible option for members to aggregate any separate records, yet to be confirmed. | 31/12/22 |
| Actuarial Tender | Continued Improvements | Tender has been issued for the appointment of a Scheme Actuary | 01/05/21 |

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