

Area	Affected Team	Aim	Target Completion Date	24th May 2021
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	Work has begun on a suite of 'Quick Start' guides to assist users in getting the most of the website. Also a meeting with Leics Constabulary took place in April to discuss options around raising awareness of MSS amongst their scheme members. A monthly target of 650 new registered members per month has also been put in place. Also, creation of a new starter area, scams area and some cosmetic changes that will hopefully make navigation of the site easier.
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	This has started to be rolled out with registered members receiving retirement and estimate letters through the website. Also two categories of retirement option forms are also available on the site, with two more to follow shortly.
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	Scanning is now done on a daily basis by Central Print office. Discussions are continuing with officers regarding printing.
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	An agreement is in place to purchase EPIC, a product developed by South Yorkshire Pension Fund that will enable better monitoring of cases. Currently awaiting an implementation date from SYPF.
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	Initial processes have been recorded and stored on shared drives. An on-going review of the documents has begun.
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	Work has begun on the recommendations put in place by SAB.
Employer Training	Continued Improvements	To increase comms with employers, mainly through use of MS Teams.	On-going	Nothing to report yet.
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	Initial data reports from employers have started to come in. Working with System providers regarding the interface tool that has been provided for the upload of the data, still on-going.
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	Tender exercise has concluded and Hymans Robertson have been retained as our scheme actuaries.

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