

Business Plan 2024/25 - 2026/27

Vision

To continuously develop and improve our services, to put our customers at the heart of everything that we do and to ensure that sufficient resources are available to pay pension benefits when they fall due

Objectives

Maximise investment returns, manage scheme funding, provide excellent customer care and ensure effective Fund governance

Key Activities

Those additional activities identified as essential in the next 3 years to enable delivery of our vision and objectives

Funding

2025 Valuation

Funding Strategy Statement alongside 2025 Valuation

Income monitoring

Investment

Investment Strategy alongside 2025 Valuation

Responsible Investment

Pooling investment opportunities

Governance

SAB Good Governance project

TPR new General Code of Practice

Business Continuity

Administration

McCloud remedy

Pensions Dashboard

Data quality monitoring

2025 Valuation preparation

Business Improvement

Business process improvement

Complete rollout of employer portal

Improve self-service functionality

Process automation

Resources Systems & Data **External Support** People Highly skilled & Systems and technology fit Actuary knowledgeable for purpose Legal Advisers Focussed on customer Evolving procedures & **Border to Coast Pensions** service systems Partnership Motivated & committed Accurate information & data Custodian Hybrid working **Fund Managers** Continual training & **Investment Consultant and** development Independent Adviser Software providers Any other 3rd party service