

North Yorkshire Pension Fund Business Plan

Vision	To ensure sufficient assets are available to pay the right pension benefits at the right time		
Objectives	Maximising investment returns, management of Scheme funding, provide excellent customer service, effective Fund governance		
Key actions	Effective and efficient member administration Business process re-engineering Integrated Payroll	Improve Data Quality Complete roll-out of online monthly employer returns McCloud Remedy data collection	Excellent Customer Service Improve self-service functionality Complete website re-development - employer area Complete website re-development - member area
	Effective Investment Strategy Determine approach to implementing new Investment Strategy Undertake fresh strategy review alongside the 2022 Valuation	Pooling Effective management of multi-asset credit transition NYPF representation in new Border to Coast sub-fund development	Financial Information Improve 3-year cashflow forecast accuracy Analyse the true lifetime cost of fees and performance fees in private markets
	Income Monitoring Expand the use of employer online portal for monthly contribution returns	Effective Fund Governance Committee and Board training plan Delivery of identified training	
Resources	Systems and technology which are fit for purpose	People Focussed on customers' needs Highly skilled and knowledgeable	The right information and data Financial Performance Benchmarking Membership data

	Third party service providers Actuary Legal Advisers Custodian Fund Managers Investment Consultants Software provider Borders to Coast Pensions Partnership (BCPP)		
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