

## Business Plan 2025/26 - 2027/28

### 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

Implementation of new  
investment strategy  
Pensions review  
conclusions  
Responsible Investment  
Pooling investment  
opportunities

#### Governance

LGPS Fit for the Future  
Business Continuity

#### Administration

McCloud remedy  
Pensions Dashboard  
Data quality monitoring  
Targeted nomination  
form communications

#### Business Improvement

Improve self-service  
functionality  
Process automation

