

Business Plan 2026/27 - 2028/29

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

Income monitoring

Investment

Implementation of new investment strategy

Pensions review conclusions

Pooling investment opportunities

Governance

LGPS Fit for the Future

Administration

McCloud remedy
Pensions Dashboard
Access and Fairness

LGPS scheme improvements (access and protections)

Business Improvement

Improve self-service functionality
Process automation

