

Action plan

Using this action plan

You can use this section to set out the actions you are planning to take to address any risks identified in your results report, or actions you will take to help you achieve best practice.

You should review progress against this plan regularly. To help you do so, you can put in a review date against each action.

Action plan - Governing your scheme

Question 1 - Have you clearly defined and recorded the roles and responsibilities of the pension board?		
Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 2 - Have you published information about the pension board and ensured it is kept up to date?		
Your Answer:	Yes – we publish information to legal requirements	

Scheme Action Plan:	
Review Date:	

Question 3 - Do you have policies and arrangements in place to help pension board members acquire and retain the requisite knowledge and understanding?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 4 - Do you use the following for your pension board?

a) Training Plans

Your Answer:	No	
Scheme Action Plan:		
Review Date:		

b) Individual training needs analysis

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

c) Training log

Your Answer:	Yes	
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Scheme Action Plan:	
Review Date:	


Question 5 - Do you have a conflicts policy and procedure for pension board members?


Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		


Do you have a register of interests (or equivalent)?

Your Answer:	No	
Scheme Action Plan:		
Review Date:		

Action plan - Managing risks and issues

Question 1 - Do you have procedures in place for assessing and managing risk?		
Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 2 - Do you have a risk register?		
Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 3 - Where you have outsourced services, do you ensure that providers demonstrate that they have internal controls in place?		
Your Answer:	Yes	
Scheme Action Plan:		

Review Date:	
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Question 4 - Do you have a service level agreement, or equivalent, in place with your scheme administrators, whether in house or outsourced?

Your Answer:	No	
Scheme Action Plan:		
Review Date:		

Question 5 - Are your internal dispute resolution arrangements clearly communicated to members and others?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 6 - Do you have procedures in place to identify, assess and report breaches of the law?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Action plan - Administration

Question 1 - Do you have a process in place to ensure that information is provided to TPR as required (eg through the scheme return)?

Your Answer:	No	
Scheme Action Plan:		
Review Date:		

Question 2 - Do you have processes in place to monitor scheme records for all membership types on an ongoing basis and ensure they are accurate and complete?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 3 - Do you have controls in place to ensure that your employer(s) provides timely, accurate and complete data?

Your Answer:	Yes	
Scheme Action Plan:		

Review Date:	
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Question 4 - When did you last carry out a data review exercise?

Your Answer:	More than a year ago	
Scheme Action Plan:		
Review Date:		

Question 5 - Where you have identified poor quality or missing data, do you have an improvement plan to address issues?

Your Answer:	No	
Scheme Action Plan:		
Review Date:		

Question 6 - Do you have processes in place for monitoring scheme contributions, resolving issues and assessing whether to report payment failures to TPR?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 7 - Have you reviewed your processes for issuing annual benefit statements to ensure they are fit for purpose?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		

Question 8 - Have you taken steps to ensure that member communications are clear, accurate and easily accessible?

Your Answer:	Yes	
Scheme Action Plan:		
Review Date:		