

## Pension Board Work Programme 2016/2017

The West Midlands Pension Fund Local Pension Board is responsible for assisting the Fund with the good governance and administration of the scheme by ensuring its compliance with the legislation meeting the requirements of the Pensions Regulator and its adherence to statutory guidance.

Role	Area of work	Action	Date
<b>Good Governance</b>			
	Policy review	To ensure the Fund meets its legislative and best practice duties of publishing statements and policies in line with the attached Pensions Board Policy Review Plan	In line with the attached Pensions Board Policy Review Plan
	Fund Communication	To monitor fund performance on the availability and quality of information produced by the Fund in line with its communications strategy	January 2017 to receive an update on the Fund's new customer engagement strategy  July 2017 to monitor the Fund's delivery against that strategy through the review of KPI's and customer feedback.
	Customer Engagement	To monitor the effectiveness of the customer engagement strategy	Each meeting the board will be presented with KPI's to monitor the Fund's performance against its customer engagement strategy to include customer journey mapping through the review of feedback and KPI's

Appendix 1

Role	Area of work	Action	Date
			July 2017 – to review the outcomes of the first employer survey.
	Scheme Advisory Board KPIs	To monitor via report to the Board, the performance of the Fund against the national comparator in the Scheme Advisory Board KPI's	January 2018
	Data Protection	To monitor the Fund's progress of implementing of the new General Data Protection Regulations	January 2017 – to receive a report on the workplan for implementing the new General Data Protection Regulations.  July 2017 – to receive an update on the progress of the Fund against the workplan with training delivered to the Board at its meeting in July 2017.
	Internal and external audit	To receive a report from the Fund's compliance team reviewing the actions from the previous year's audit plan ensuring their implementation/completion.	Annually as received from audit in line with their workplan.

## Appendix 1

Role	Area of work	Action	Date
<b>Fund administration</b>			
	Data Quality	To review the quality of data received from employers and suggest ways to improve through working with employers.	January 2017 – to receive an update on the data cleansing activity and the transition to monthly returns  July 2017 – to monitor 2017 annual returns performance and to receive an update on data cleansing.
	Actuarial Valuation – Review of Process	To review the Fund’s approach to managing the Actuarial Valuation and the engagement with employers	January 2017
<b>Investment</b>	Investment Strategy and Implementation	To receive updates on the Fund’s work in this area, including the transition to LGPS Central pool	Annual policy review (July)  24 January 2017 LGPS Central Stakeholders Day
<b>Finance</b>	Annual report and accounts	To consider the annual Scheme Advisory Board report following publication of our report and to draw comparisons as areas for proposed improvement	July 2017 following accounts close.

The West Midlands Pension Fund Local Pension Board is responsible for assisting in the good governance and administration of the scheme. Part of their role is to ensure the Fund complies with statutory requirements on the publication of policies, as well as ensuring the Fund has in place appropriate practices for managing and administering the scheme. This policy review plan highlights the policies published by the Fund. The Local Pension Board will review the Fund’s compliance to publishing these policies at each meeting on a rolling 12 month plan, considering half of the policies at each of its meetings.

\* These policies are published in the Fund’s annual report and accounts.