

# Administration Service Timeline

2019



APRIL

**Pension increase** on the first Monday after 5 April and will increase in line with inflation.  
New version of **mpension** portal goes live.  
Distribution of **Life Certificates**.  
Launch of **switchboard service**.



JUNE

Preparation of **Annual Report**.  
Retirement Survey distributed.  
**District Office staff** relocate to Gateway Plaza.



AUGUST

**Annual Benefit Statements** distributed to active and deferred scheme members.



OCTOBER

**Annual Fund Meeting** for scheme members to be held in Sheffield.  
Phase 1 of **restructure** completed.



DECEMBER

First anniversary of move from Regent Street to **Gateway Plaza**. One year in the new building/environment.  
Phase 2 of **restructure** completed.  
**Customer Centre** due to launch.



FEBRUARY

**Customer Service Excellence** full review.

MAY

Publication of online and printed versions of **Retirement Insight**, the newsletter for pensioner members.



**Audit of accounts** for the year ended 31 March 2019.

Printed payslips & P60s to all pensioners.

JULY

**Benchmarking** data submitted to CIPFA and CEM.

Valuation data submitted to Actuary.

Consultation on **restructure** issued.



SEPTEMBER

Publication of online and printed version of **Retirement Insight** (pensioner newsletter), and online versions of **Pension Planning** (active members' newsletter) and **Your Past Is Your Future** (deferred members' newsletter).



Launch of **Employer Query Portal**.

NOVEMBER

**Employers' Forum** to be held at Holiday Inn, Barnsley.

Provisional **valuation** results announced.

Launch of **Employer Online Quotes**.



JANUARY

**Benchmarking** results published CEM and CIPFA.



MARCH

Phase 3 of **restructure** completed.

Final **valuation** results published to employers.



2020