

# CAPITA



Secretarial & Scheme Management Services

Delivering pension scheme excellence



## The challenge of operational efficiency

The complexity and scope of pension scheme trusteeship is increasing year-on-year. Trustees are not only expected to demonstrate understanding of their role from a regulatory perspective, but they are also required to apply good governance best practice into the operational management of the scheme.

Indeed, one of the Codes of Practice introduced by The Pensions Regulator is in relation to establishing and operating internal controls *“which are adequate for the purpose of securing that the scheme is administered and managed in accordance with the scheme rules and in accordance with the requirements of the law.”*

### A independent support service tailored to your needs

By appointing Capita as an independent scheme secretary, we will assist you to design and implement a structured governance framework, which will ensure that you can meet and manage your obligations to the scheme more effectively.

We will work with you to alleviate the pressure of fulfilling the core responsibilities of your trusteeship such as: organising trustee board meetings, keeping abreast of legislation and the Regulator’s requirements, so that you can focus on making key decisions which affect both short and long-term strategic planning.



# Secretarial Services

As scheme secretary, we take responsibility for managing the pension scheme effectively and efficiently on behalf of the trustees. The following is an example of some of the key functions that we can carry out to ensure a comprehensive internal controls framework is put in place:

## Managing trustee meetings

- Arrange and attend all meetings of the trustees and other parties, including preparing and dispatching of agendas and collating and dispatch of papers.
- Co-ordinate the reports and attendance of advisers at meetings of the trustees.
- Take formal minutes of meetings.
- Ensure that the resolutions, decisions, exercise of powers and discretions of the trustees are appropriately made and documented.
- Notify third parties of actions agreed by the trustees.
- Maintain a record of decisions between trustee meetings.

## Scheme planning and management

- Prepare an annual timetable for trustee meetings and a strategy for regular scheme events.
- Maintain terms of reference for any sub-committees and records of any delegated authorities.
- Act as the central point of contact for all matters relating to the management of the scheme.
- Assist the trustees in the administration of the Scheme's Internal Dispute Resolution procedures.
- Assist with the management of large-scale projects such as bulk transfers, mergers, scheme wind-ups, pension increase exercises and Member Nominated Trustee (MNT) exercises.
- Act as secretary to any sub-committees.
- Provide trustee training.

## Communication

- Prepare member communications, including annual popular report and accounts, member announcements and newsletters.
- Liaise with other advisers to ensure that benefit statements and summary funding statements are issued within agreed timescales and are clear.
- Organise and deliver member surgeries, presentations and pre-retirement seminars.



# Management Services

We can also support you with the more granular aspects of managing your pension scheme.

## Governance

- Provide and maintain a secure online governance tool, [eShare](#).
- Keep scheme documentation and submissions under review and ensure that these are up-to-date.
- Identify risks that may impact the scheme and develop the maintenance of a risk register.
- Put in place a scheme budget and monitor the reporting of tasks.
- Co-ordinate the update of scheme information with regulatory bodies such as Annual Scheme Returns to The Pensions Regulator and Data Protection Act registration renewal.
- Co-ordinate the preparation of policies and procedures, such as Conflicts of Interest, Cash Management, IDRPs etc.
- Manage the trustees' process for the nomination and selection of Member Nominated Trustees (MNT).

## Technical and advisory

- Ensure that the trustees are kept fully aware of all legislative and regulatory issues that could impact the scheme by giving appropriate advice.
- Arrange for third party advice where required.
- Advise on and manage scheme governance and best practice issues, such as strategy, member communications, covenant issues and the use of risk registers.

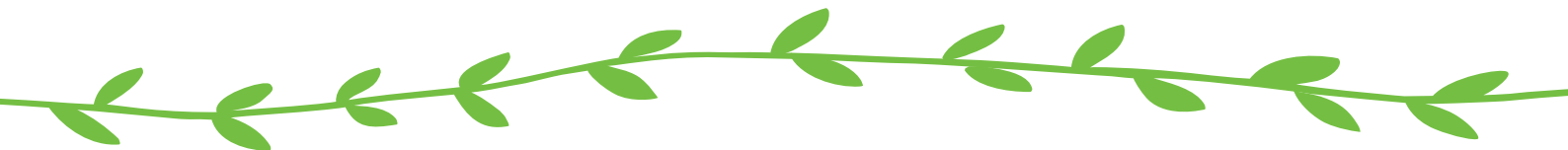
## eShare

How can eShare help you?

- Trustees have easy access to up-to-date versions of scheme documentation and meeting papers in a secure paperless environment.
- The software includes functionality such as a free iPad Board pack app, which allows you to create a paperless boardroom so that you can access all of your scheme information whilst on the move. In addition, eShare can also help stakeholders to monitor risk by addressing issues in real-time.

## Benefits of using eShare

- System build: a simple installation process with additional training for users if required.
- Archive: an easily accessible centralised information archive which is aimed at giving users the opportunity to refer to information, identify an audit trail and overcome knowledge gaps.
- Current data: automated alerts when the documents archive is updated.



# Capita – your perfect partner for Secretarial & Scheme Management Services

## A collaborative approach

There is no 'one size fits all'; by bringing together the appropriate services we create a solution tailored to you.

## Quality control at its heart

Our quality policy is an integral part of our ethos and staff training. We are accredited under the ISO9001 and ISO27001 international standards for administration and information security.

## Utilising technology

Our eShare expertise allows trustees to operate in a largely paperless environment with instant access to up-to-date documents, a robust audit trail and a co-ordinated approach to operational management.

## Next steps

For more information about Trustee Secretarial Services, please contact your Capita consultant or email:

[trusteesecretarialservices@capita.co.uk](mailto:trusteesecretarialservices@capita.co.uk)





## Employee benefits

[www.capita.co.uk/employeebenefits](http://www.capita.co.uk/employeebenefits)

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