



Attendees:

William Littleboy (WL)	Chair
Catherine Skinner (CS)	Vice Chair
Alan Duncan (AD)	Board Member
Stephen Wright (SW)	Board Member
Denise Christie (DC)	Board Member
Gerry McGarry (GMcG)	Assistant Head of Customer Services
Donald Forbes (DF)	Senior Customer Services Manager
Molly Wyllie (MW)	Secretariat (minutes)

Apologies:

Brian Cameron	Board member
Iain Bushell	Board member

1. Welcome and introductions (including declaration of conflict of interest)

1a. WL welcomed everyone to the meeting and introduced himself and CS to the board as recently appointed independent Chair and Vice Chair. Apologies were noted as above.

1b. No conflicts of interest declared.

2a. Draft minutes from 1 May 2018

The minutes from the meeting of 1 May 2018 were reviewed and adopted with one amendment:

- Page 4 Action Point 1 - to be amended to read FBU publications, rather than employer.

2b. Action points

The outstanding actions were reviewed and the following noted:

- F10.04 – following discussion it was agreed to consider where best to communicate information alerting members to the impact of annual allowance. Carried forward
- F12.04 – remains open
- F12.07, F13.01, F13.03 – closed

3. SPPA Update

3.1 Annual Returns

GMcG advised that 97% of data received at end May 2018 had been loaded to the pension administration system. A small issue had arisen regarding annual returns received without a starter notification.

3.2 Annual Benefit Statements

GMcG advised that 99.9% of statements had been produced. DF advised that SPPA staff are working with SFRS to resolve the five outstanding cases. It was anticipated that this would be done by 31 August to meet the Pension Regulators deadline.

3.3 Annual Allowance

GMcG advised that staff had identified those members who may be affected and work was on track to meet the deadline of 6 October. He also confirmed minimal issues existed with respect to the lifetime allowance.

3.4 Customer Contact Team (CCT)

GMcG advised phase 3 of the project involves the transfer of NHS at the end of September. Police and Firefighters would be the final phase. CS asked how long staff stay within the team. GMcG advised that this varied. WL asked how the Agency would ensure that service standards remained high. GMcG advised that learning and evaluation from earlier phases would help ensure this. WL asked if SFRS would provide feedback. DC advised that feedback would come from member meetings and any issues would be flagged up.

3.5 GMP

GMcG advised that work continued across all schemes. Over half of the records had no liability and 27% of records had been reconciled. The remaining 18% were unreconciled. The target date remained 31 December 2018, however, further discussion would take place with HMRC as they had indicated that the final data cut would not be received until March 2019. WL asked what would happen to unreconciled cases at 1 January 2019. GMcG advised that a decision would be made regarding 'stalemate' cases at that time. CS asked if SPPA would contact members now about this issue. GMcG advised that as GMP impacts all public sector schemes, communications would be discussed and agreed. Scottish Ministers would make a decision regarding any resultant overpayments. WL asked if a monthly update could be circulated to the board.

AP1	SPPA to circulate a monthly GMP update to the board
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3.6 CEM Benchmarking

GMcG advised that data had been submitted for this years' exercise. Now awaiting the output report which should be available for the next meeting.

3.7 IDRPs Review

GMcG confirmed that the move to a one stage dispute process had been implemented from 1 May 2018. No increase in numbers received for Firefighters.

3.8 Website Refresh

GMcG advised that the project was in the design phase. A comprehensive content review was underway. Customer panels would be involved in the process.

3.9 Overpayments

GMcG advised that overpayments accounted for 0.06% of total payments made in quarter 1.

4. Firefighters' Dashboard

4.1 DF advised that two Death in Service cases had been actioned and one had failed to meet the target. A delay in receiving a Confirmation of Estate had resulted in an achievement of 50% against the target.

4.2 CS asked if information was available regarding member opt out rates. GMcG advised that Participation Rates are examined by the Scheme Advisory Board.

AP2	SPPA to circulate Scheme Participation Rates Report to the board when available
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4.3 WL asked if the dashboard was the best way to represent figures related to the customer survey, where responses had been small. GMcG advised that SPPA are looking at ways to make it easier for members to provide feedback.

5. SPPA Altair Programme Update

GMcG advised that the Altair Project is underway. This will include the provision of employer and member portals. The project would be linked to the Web Refresh. A demonstration of the portals would be made available to the board.

AP3	SPPA to provide demonstration of web portals to the board
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6. Communications Strategy

GMcG advised that at present the web project is taking up considerable resource. The recent departure of both the project manager and the acting head of Corporate Services has had an impact on the project.

The Communications Strategy is being refined and work focusses on delivering a database and dashboard to improve coordination of communications across the Agency. A revised Strategy should be available for the next board meeting.

7. Risk Register

7.1 GMcG advised that the Risk Governance Group (RGG) meet regularly. Updates to the register are shown in red. A meeting of the RGG took place on 22 August 2018, so further amendments would be made. GMcG suggested that risk 14, could now be closed as SPPA had been responsible for the administration of the scheme for over 3 years. Following discussion it was agreed that this could be removed.

7.2 GMcG advised that to assist, a risk heat map had been provided. WL noted that Cyber Security was not on the heat map and suggested the RGG review this. WL also suggested that the impact of consultations and relevant legislative change should be considered for risks 4 and 10.

8. Employer Charter

GMcG advised that the purpose of the Charter was to clarify the roles and act as a tool for employers. The documents would be for reference only. The documents were still in draft and GMcG asked the board to forward their comments and suggestions to SPPA.

AP4	Board members to submit comments suggestions regarding the proposed Employer Charter to SPPA
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9. Training Plan

CS asked if the training plan was still relevant. MW advised that this complies with the Pension Regulators Code of Practice, however, how training was recorded was under review.

10. Any Other Competent Business

10.1 WL asked what SPPA required as a response to the recent Consultation.

10.2 WL asked what SPPA were doing regarding the FBU challenge related to the 2015 scheme. GMcG agreed to provide an update.

AP5	SPPA to provide an update regarding the Consultation and the FBU challenge to the 2015 scheme
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10.3 DC advised that she may have a nomination from a retired member to fill the board vacancy.

11. Dates of Future Meetings

Following discussion it was agreed that a meeting be arranged for November/December 2018 as the situation regarding GMP may need to be reviewed.

AP6	SPPA to arrange meeting in November/December 2018
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No other business was raised. WL thanked everyone for their attendance and closed the meeting.