



### Attendees:

Stuart Purdy (SP)	Chair
Jennifer Adams (JA)	Vice Chair
Sharon Dalli (SD)	Pension Board Member
David Hamilton (DH)	Pension Board Member
Andrew Barker (AB)	Pension Board Member
David Christie (DC)	Pension Board Member
David Ross (DR)	Pension Board Member
Penelope Cooper (PC)	SPPA Chief Executive
Gerry McGarry (GMcG)	SPPA Assistant Head of Customer Services
Donald Forbes (DF)	SPPA Senior Customer Services Manager
Viv Purves (VP)	SPPA Senior Customer Services Manager (item 6)
Brian Casson (BC)	SPPA Senior Customer Services Manager (item 7)
Molly Wyllie (MW)	SPPA Governance - minutes

### Apologies:

John McLean	Pension Board Member
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### 1. Welcome, introductions and declarations of interest

1.1 SP welcomed everyone to the meeting. Apologies as noted above.

1.2 No new conflicts of interest declared.

### 2a. Draft minutes and Action Points from last meeting

DH asked that paragraph 4.2, third paragraph, first sentence should be deleted from the minutes of 5 December 2018. This was agreed. JA noted that further action points should have been included in the minutes and would provide details of these to the Governance team.

AP1	Vice Chair to provide additional action points for the minutes of 5 December 2018 to the Governance team
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SD commented that page 7; paragraph 11.1 was the same as action P12.11 from the meeting of 24 September 2018. It was agreed that action was required to pull together a work and training plan for the Board which would help inform the agenda for each meeting. SD suggested setting up a small sub-group of the Board, possibly one Board

member from each of the member and employer side, one SPPA representative and either the Chair or the Vice-Chair. In addition it was agreed that the Terms of Reference need to be finalised. SP agreed that these points would be picked up by the new Head of Governance whose appointment was underway and was expected to be in office by end April.

AP2	SPPA Head of Governance to finalise the Terms of Reference, review training plans and agendas, when appointed
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## 2b. Outstanding Actions Log

The outstanding actions were discussed and the following noted:

- P11.01 - this will be progressed when Police customer enquiries move to the Contact Team. **Action remains open**
- P11.07 - this would be covered in agenda item 4. **Action closed**
- P12.02 - DF provided figures to support the action, which showed that calls related to Annual Benefit Statements had reduced in 2018. **Action closed**
- P12.09 - updates will be provided in the Update paper **action closed**
- P12.11 - to be actioned by the Head of Governance when appointed and discussed with the Board - **action remains open**

JA asked if more information could be provided regarding actions. It was agreed that all actions would be provided for a rolling year in excel format.

AP3	SPPA to present all actions on a rolling year basis in excel format
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## 3a. Interaction of Service Level Agreement (SLA) and Service Improvement Group (SIG)

JA advised that this had been raised to allow the Board to understand how the two groups interact. GMcG advised that the SLA group is supported by the SIG and Police Employer Technical Forum (PETF). The SPPA Chief Executive reviews the outputs from all of these groups. The SIG remit was to look at the improvement of business services: Communications, Quality Assurance, Processes, Reporting and Complaints/Disputes. The PETF's main remit is to review and improve processes related to the collection of data in conjunction with employer payroll and HR departments. GMcG also advised that he and SD were on the SIG and SLA groups. JA asked if minutes and reports were produced for each of the groups. GMcG confirmed that this was the case.

SD advised that the SLA were working on a highlight report template that could be shared with the Pension Board. GMcG stated that John McLean, HR Specialist, Scottish Police Authority had provided an update on 8 February 2019 from the SLA meeting in which he had clarified the focus of the three groups to be 'to have meaningful solution-focus that results limit the requirement and likelihood of operational issues being raised and discussed at the Police Pension Board.' GMcG also advised the Board that a graphic demonstrating the structure had been agreed and circulated. It would therefore be for SPPA's Chief Executive to refer issues to the Pension Board. SP suggested that it would be sensible to streamline the process on reporting as much as possible. It was

agreed that the Board members should consider what level of detail should be brought to the Police Board.

AP4	Board members to clarify what reporting stream would be required related to the work of the SLA/SIG/PETF to allow the Board to be confident of the work done by these groups.
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#### 4. Terms of Reference of Police Pension Board

SD commented that changes to the Terms of Reference for the Board had been discussed at the Board meeting on May 2018 and three actions were raised with the interim head of governance at the time. The interim head of governance had been considering the terms of reference for all of the Pension Boards but no specific responses had been provided to the Police Board on the points raised. MW asked if SD could provide her comments previously submitted regarding changes to the Terms of Reference again for consideration. These would be picked up by the new Head of Governance.

AP5	SD to re-submit comments regarding changes proposed to the Terms of Reference. See also action point 2.
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#### 5. Police Service Delivery Report

DR asked if the membership statistics shown on the report were year-end. DF confirmed these were for year-end 31 March 2018. DR stated that it would be helpful to know the current participation rates and requested that SPPA provide quarterly membership figures on the dashboard. GMcG confirmed that the participation figures are prepared for the Scheme Advisory Board and consideration was already being given to producing these quarterly. He undertook to ensure that the latest report be circulated routinely to the Pension Board when it was available and to investigate the feasibility of quarterly reporting.

AP6	SPPA to circulate Participation Rates Report when available and to examine the possibility of the provision of quarterly participation figures in future.
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DH suggested that the leaver codes used should be reviewed and more relevant codes created for those choosing not to join the scheme or leaving. SD mentioned that the opt out form used by members had been changed when the administration moved to the SPPA. Following discussion, it was agreed that the leaver/opt out forms should be taken forward by the employer and SPPA, with engagement from the Staff Association. SD undertook to look at the current reasons which can be used.

AP7	SPA, SPPA and Staff Association to work together to review the leaver/opt out form
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#### 6. Police Pension Scheme Administration Update

##### *Annual Allowance (AA)*

GMcG advised that the SIG had reviewed the lessons learned from the AA exercise. This year's exercise will be managed as a project with a joint approach to communications

and it was agreed that it would be considered by SIG. DH asked that his concerns, regarding the pension administration system's capability to handle complex AA calculations, be recorded. PC advised that improvements to the system were planned and will be operational by next year. However, DH was of the view that the priority actions for system improvements were not related to the Police scheme/s. PC confirmed this was correct, however, any benefits derived from the development of the NHS and Teachers' schemes would be used to enhance the system for the Police scheme.

AB advised that he was aware of a number of errors which had occurred in relation to the annual benefit statements of three chief officers he represents. He sought assurance from the SPPA that it would address these issues. BC advised that cases were run in bulk then a manual check was done to achieve a higher level of accuracy assurance. However, he acknowledged that more controls were needed. Following discussion, it was agreed that this would be discussed at the next SIG meeting where evidence could be reviewed about what measures were being taken. In addition, the SPPA undertook to provide a paper on this for the next Police Board meeting.

AP8	SPPA to provide an update report regarding measures taken to ensure accuracy of annual allowance statements relating to Chief Officers
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DC asked what additional checks were undertaken and how many calculations were changed through these. BC confirmed that manual calculations were done and these were compared with the system results. DC asked if the numbers involved could be provided to the Board. SD asked if the intention was to capture system difficulties but the expectation would be there would be a delay in improvements for Police members this year. PC confirmed that functionality is being developed for NHS and Teachers' schemes but this matter could be discussed further with the supplier. She advised that she would be meeting the Chief Executive of Heywood Aquilla next week and will raise this issue at that meeting. It was agreed that the Board would be updated following this meeting. PC advised that the SPPA is looking to have tested systems in place by 31<sup>st</sup> May 2019

AP9	SPPA to provide figures of manual AA calculations undertaken and the number of cases amended
AP10	SPPA to provide update following meeting with Heywood Aquilla Chief Executive meeting in week commencing 25 February 2019

#### SLA

GMcG advised that a meeting to review the SLA had taken place in January 2019. The issue of tapering for members was discussed and it was noted that 16 different tapering scenarios are possible. The system does not currently have the functionality to identify the members affected and so manual intervention by the SPPA to identify the cases was relied upon. SD advised that 61 members need their position rectified.

DH asked if communications had been agreed for those affected, also noting that he had a concern that those members had not already been contacted, as previously discussed. PC advised that there has been a legal challenge raised and so to avoid having to redo work, it may be better to await the outcome of that legal process. SD advised that PSoS and SPPA have been working closely on this matter, with the intention that full details of any impact would be provided to affected members directly before the end of March.

Following discussion, it was agreed that if full details of the impact could not be provided by end March, the SPPA would provide a holding letter to the members affected. Either way, the members affected would receive a communication about the issue.

AP11	SPPA to write to members affected by Tapering issue by end March 2019 to confirm their position or to provide a holding update.
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#### *Customer Contact Team (CCT)*

GMcG advised that the start date for Police enquiries being moved to the CCT is still being assessed.

#### *Single Event Survey*

GMcG advised that a report on the output from the survey would follow.

#### *Web Refresh Project*

GMcG advised that the go live date for the new website was 10 June 2019. Testing by SPPA staff on its functionality was underway. External customer panels would be contacted on the 22 February 2019 to explain what user acceptance testing will involve. This was due to commence mid-March through to early May. DH offered to provide volunteers to assist with testing.

AP12	DH to forward contact details for volunteers to assist with website user testing
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SD raised concern that scheme information was missing from the current website, namely information for individuals who are in both Police schemes. PC confirmed that the website content is being reviewed and revised and this will then go to the SIG for approval.

DH asked if the Member Self Service portal was separate from the website and PC confirmed that members would go to the website to access the portal.

#### *Guaranteed Minimum Pension (GMP)*

VP advised that the latest date for data from HMRC would be the end of April 2019. HMRC are currently running reports to identify surplus/deficits related to Contribution Equivalent Premium and have indicated that they will require payment even if SPPA records confirm this to have been made. Communications was discussed and it was agreed that the communication plan, when available, could be shared and considered for work within the SIG.

### **7. Annual Benefit Statements**

GMcG advised that a paper had not been provided but that planning for this year's upcoming exercise was now under way. No specific questions were raised.

### **8. SPPA Altair Programme Update**

PC advised the board that a Programme Board had taken place on 20 February 2019. A recent upgrade to the test system, which had been scheduled to take three days, had been completed with 24 hours which was encouraging for the upgrade to the live system.

The Health Check undertaken had been very positive and had highlighted the good working relationship between SPPA and Heywood. PC confirmed that she would be meeting the Chief Executive of Heywood and would raise the issue of AA functionality.

## **9. Risk Register**

GMcG advised that changes to the risk register had been highlighted in red. SD suggested that there should be a separate risk for AA delivery. DH commented that the data breach should be reflected in the register and also asked what was in place to ensure this did not happen in future. PC stated that the problem had been with an excel spreadsheet and this method would not be used in future.

AP13	SPPA to include additional AA risk to the register
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## **10. Pension Board Roles and Responsibilities**

No comments or updates made to this paper.

## **11. Police Pension Board Annual Work and Training Plan**

This was covered under item 2b.

## **12. Any Other Competent Business**

12.1 PC advised the board she had been in touch with CivTech. CivTech take problems to companies offering technology, which could provide solutions. It is proposed that the issue of keeping in touch with deferred members be referred to CivTech to provide a solution.

12.2 PC advised that work continued with the Target Operating Model. Job Descriptions for staff have been agreed and were now in the process of being graded. Job Matching was underway. The new structure would be in place by the end of April 2019. The Board would be kept updated with progress.

AP14	SPPA to provide progress updates on the move to the new Customer Services structure
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