

**Attendees:**

Mike Prentice (MP)	Chair
Brian Barbour (BB)	Vice Chair
Graham McKirdy (GMcK)	Board Member
James Ito (JI)	Board Member
Phil Coghill (PC)	Board Member
John White (JW)	Board Member
Carole Johnston (CJ)	SPPA Interim Head of Customer Services
Gerry McGarry (GMcG)	Customer Services Manager
Ian Waugh (IW)	SPPA Head of Finance (items 5, 7)
Viv Purves (VP)	SPPA Senior Manager (item 4)
Janet McDougal (JMcD)	SPPA Senior Manager (item 6)
Molly Wyllie (MW)	SPPA Governance (minutes)
Deborah Sherlock (DS)	SPPA Governance

Apologies:

Gordon Mackay	Board Member
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1. Welcome, introductions and conflicts of interests

MP welcomed everyone to the meeting. MP introduced new member John White, HR Director, NHS Lanarkshire, as an employer representative to the board.

No conflicts of interest declared.

2a. Draft Minutes from previous meeting and updates

The board reviewed the minutes from the meeting of 23 August 2018 and adopted them as accurate.

2b. Actions Points

The board examined the outstanding actions list and the following was noted:

- N11.01 8/2/18 – an IT solution was being sought to allow members remote access to board meetings. Action remains open
- N12.08 31/5/18– CJ advised that SPPA Senior Leadership Team had met to review Agency Strategies including the Communications Strategy. A new member of staff would be joining the Agency to take this forward. It was agreed that a progress report would be presented at the next meeting. Action remains open

- N13.03 23/8/18 - complete
- N13.05 23/8/18 – Employer Charter is on hold until the Agency restructure under the Target Operating Model is complete
- N13.08 23/8/18– included in feedback at item 5 on the agenda. Action closed

BB asked if more information could be provided regarding actions. Following discussion, it was agreed that actions over a rolling year would be provided.

AP1	SPPA to provide all listed actions on rolling year basis
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2c. Board Membership

GMcK asked that although Board membership was not listed as an agenda item, it be discussed. GMcK advised that a teleconference with board members and the Chief Executive had taken place and it had been agreed that NHS Chief Executives would be contacted in an effort to seek nominations and also to write to Ministers if necessary to raise awareness. MW confirmed that Iain Reid and Willy Duffy, members of the Scottish Terms and Conditions Committee, had been contacted to seek help with nominations. SPPA Chief Executive had also written to Mr Derek McKay, Cabinet Secretary for Finance, Economy and Fair Work to make him aware of the current situation related to membership.

Following discussion, it was agreed that JW would also raise this at the next Finance Group forum.

AP2	JW to raise awareness regarding employer representative vacancies at Finance Group forum
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3. NHS Dashboard

CJ advised that some of the figures on the dashboard had been updated and that a revised copy would be circulated. Following discussion around the presentation and content of the dashboard figures, it was agreed that improvements would be made taking account of board members comments.

AP3	SPPA to revise the presentation and content of the dashboard to improve Customer Contact statistics and if appropriate, use graphics
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CJ noted that, from the very limited number of respondents to the continuous survey, indication was that the customer satisfaction rate had fallen. GMcG advised that the intention was to use 'single event surveying', for example, Annual Benefit Statements, Annual Allowance etc. that would provide an increased response rate and provide a more statistically valid insight into customer opinion.

CJ moved to the KPI section of the dashboard and explained that the figures highlighted in red, where targets had not been met, were in the main due to third party delays. The figures provided in brackets are those that would have been achieved had there been no third party delay.

BB asked if SPPA were satisfied with a 95% new payments accuracy level. GMcG explained that this was the first authorisation point and that any errors were amended

prior to the final payment throughput. It was agreed that the descriptors of the KPIs would be made available for reference going forward.

AP4	SPPA to make KPI descriptors available for reference.
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GMcG advised that the estimates target had not been met, but that this had been due to a change to the KPI target. The KPI had been reduced from 3 months to 2 months and it was anticipated that now that this had bedded in, the performance rate would increase. GMcG also advised that the introduction of Member Self Service (MSS) would assist members to view their information online and use the calculators to undertake their own estimates. JW asked if providing online services would mean that members could no longer request estimates. GMcG advised that this was not the intention and although the Agency intended actively promoting the benefits of MSS to members, it would still remain attentive to all members requirements.

BB asked about participation rates for NHS. PC advised that this had been raised by other schemes and that any ideas for improving participation would be shared with the board.

GMcG explained that the KPI for Annual Benefit Statements had not been achieved, however, work continued with employers to ensure data is received within the deadline and is accurate. GMcK asked if the Pension Regulator had been satisfied with the progress being made. GMcG advised that the Regulator had confirmed that they were satisfied with the Agency was making every effort to meet the 100% target. BB asked that the Board's appreciation of the progress made by recorded in the minutes.

4. SPPA Update Report

Annual Allowance

GMcG advised that employers had been invited to attend a seminar regarding data issues. The intention is to improve working relations with employers to ensure accurate and timely data. Good feedback had been received from those who had attended the seminar. It is hope that this would become a regular event. GMcK asked if smaller NHS employers were included. GMcG confirmed that the majority had been Health Board's, and agreed that more work was required to engage with smaller employers and that under the Target Operating Model, the Agency was looking more broadly as outreach and engagement.

CJ advised that the Target Operating Model would introduce a new structure for Customer Services. This would include the introduction of a new Customer Care Team and Partnership Team who would be responsible for outreach and engagement.

Annual Benefit Statements (ABS)

CJ advised that a project team was in place for this year's ABS exercise. Lessons learned from last years' exercise had been reviewed and where necessary improvements to this years' exercise had been applied.

Target Operating Model (TOM)

CJ advised that two Business Change Managers were now in post to oversee the transition to the new structure, taking account of system improvements. As noted above, a Customer Care Team would be introduced which would deal with engagement and

customer complaints. The move to the new structure would take a phased approach, with the first phase taking place in early July.

Customer Contact Team (CCT)

CJ advised that phase 3 of the CCT had been to take on enquiries from NHS customers, which was going well.

Guaranteed Minimum Pension (GMP)

VP advised that there had been little change with reconciliations. ITM Ltd were currently analysing HMRC responses received. There were 35,000 responses outstanding with HMRC. The final data cut from HMRC would now be November/December 2019 and funding had been confirmed to find further solutions. The team had reviewed rectification calculations and found that there were 20 scenarios involved. As smaller schemes, Police and Firefighters would now be rectified first and, given the slippage of the expected receipt of HMRC's final data cut, the timeline for the rectification of NHS and Teachers' member's records was now being reviewed. GMcG noted appreciation to ITM for the work done to date.

Overpayments

GMcG advised that overpayments amounted to 0.09% of total pensions and lump sums paid in the year to March 2019. BB asked about overpayment recovery figures. GMcG advised that recovery is requested under the SG Finance Guide. BB asked if there was analysis of recovery, which showed which cases were below the de-minimus level.

AP5	SPPA to consider analysis of recoveries to establish what an appropriate de-minimus might be while recognising Scottish Government guidelines
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Website Project

CJ advised that the project is progressing well and is on target for launch on 10 June 2019. Testing with both internal and external test panels has been underway since March 2019 with overall results being very promising.

5. Risk Register

IW advised that updates to the register were noted in red. Some of the actions had now moved to controls. IW noted that Risk 3 had now moved to a black overall assessment. This was due to the unknown impact of the McCloud/Sargeant appeal case currently outstanding.

BB noted that Risk 2 rating of 16 is high. GMcG advised that the target of 100% for ABS warrants this. IW advised that the target was 6, however, there are 10 schemes involved.

MP asked if the register reflected the risk against recruitment and retention of staff. IW advised that the People Strategy was update regularly to take account of this.

BB queried the low residual rating of Risk 13 which shows work is required. IW advised that data sharing agreements had been signed off by most of the employers, however, a very small number remained to be cleared.

6. Altair Project Update

JMcD advised that the server upgrade planned to take place at the end of April 2019 had been delayed. This was due to testing results. No date had yet been agreed for the upgrade. To allow sufficient time for the necessary file development to be undertaken by employers, JMcD also advised that the team were working with both ATOS and the customer engagement team. BB asked if efficiencies had been identified. JMcD advised that it was too early in the project to identify the benefits.

7. Head of Security Annual Report

IW advised that unfortunately, the Head of Security was not available to attend the meeting and that he would cover this item. IW advised that there had been an increase in the number of minor breaches, however, the Information Commissioner's Office had been satisfied that no further action was required. Now that the revised GDPR had bedded in, staff are more aware of the requirements to report breaches and also near misses. Lessons Learned were reviewed in each case.

BB asked if the Agency has a recovery plan if the computer system was lost. IW explained that facilities would be available within other Scottish Government properties. BB asked what the contingency would be in the worst case scenario if an outage lasted 24/48 hours. GMcK asked if the scenario had been fully tested eg: if laptops were required would they be available to staff to continue service. IW advised that the Business Continuity Plan employs tiers to the recovery process and that this would have been tested and lessons learned applied.

IW agreed to review this and provide the board with information.

AP6	SPPA to provide board members with information and assurance relating to the testing of contingency measures within the Business Continuity Plan
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8. Customer Interaction and Feedback Report

GMcG advised that the report allowed a look back over the year. NHS had received the lowest number of complaints across all schemes. Standard of service is the main reason given and lessons learned, where appropriate, were fed back to teams/individuals.

Discussion followed around the need to ensure that good quality medical retirement applications are received to allow members to move through the process. JI comments that the information available to members applying on the grounds of ill health may require review.

JI asked if more information could be provided regarding the percentage of applications received how many are revised.

AP7	SPPA to provide details of the number of ill health applications received and the percentage revised under IDRP
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9. Any other competent business

9.1 MP advised that the date of the next meeting was scheduled for 8 August 2019.

9.2 MP advised the board that his tenure as Chair of the Board ends soon and that this would be his last meeting. MP thanked everyone involved for their help and support over the period of his tenure.

No further business was declared, the meeting was closed.

Actions Summary

Action No	Para	Action	Assigned to	Target date
N14.01 9/5/19	2a	SPPA to provide all listed actions rolling year basis	SPPA	Next meeting – 8/8/19
N14.02 9/5/19	2c	JW to raise awareness regarding employer representative vacancies to Finance Group forum	Board Member	Next meeting – 8/8/19
N14.03 9/5/19	3	SPPA to revise the presentation and content of the dashboard to improve Customer Contact stats and if appropriate use graphics	SPPA	Next meeting – 8/8/19
N14.04 9/5/19	3	SPPA to provide KPI descriptors on dashboard	SPPA	Next meeting – 8/8/19
N14.05 9/5/19	4	SPPA to consider analysis of recoveries to establish what an appropriate de-minimus might be while recognising Scottish Government guidelines	SPPA	Next meeting – 8/8/19
N14.06 9/5/19	7	SPPA to provide board members with information and assurance relating to the testing of contingency measures within the Business Continuity Plan	SPPA	Next meeting – 8/8/19
N14.07 9/5/19	8	SPPA to provide details of the number of ill health applications received under IDRP	SPPA	When available