



**Attendees:**

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| Mike Prentice (MP)    | Chair   |
| Brian Barbour (BB)    | Vice Chair  |
| Graham McKirdy (GMcK) | Board Member  |
| Gordon McKay (GMcKa)  | Board Member  |
| James Ito (JIto)      | Board Member  |
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| Carole Johnston (CJ)  | Temporary Head of Customer Services                   |
| Eleanor Guthrie (EG)  | Assistant Head of Customer Services                   |
| Brian Casson (BC)     | Senior Customer Services Manager (item 5)             |
| Tony Bayliss (TB)     | Temporary Director of Digital Transformation (item 6) |
| Viv Purves (VP)       | Senior Customer Services Manager (item 4)             |
| Sarah Butler (SB)     | Senior Customer Services Manager (item 4)             |
| Molly Wyllie (MW)     | Secretariat (minutes)                                 |

**Apologies:**

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| Penelope Cooper   | SPPA Chief Executive |
| Lorimer Mackenzie | SPPA Head of Policy  |
| Philip Coghill    | Board Member         |
| Lyndsay Lauder    | Board Member         |

**1. Welcome, introductions and conflicts of interests**

1.1 MP welcomed everyone to the meeting and introduced Brian Barbour, recently appointed Vice Chair. Carole Johnston joined the meeting as temporary Head of Customer Services. MP advised that the meeting was not quorate.

1.2 Apologies were noted as above.

1.3 Discussion was held about recruitment of new board members. JI advised that SPPA could consider contacting the NHS Scottish Terms and Conditions Committee for help with providing nominations. MP asked that SPPA investigate options for virtual attendance.

1.4 No conflicts of interest declared.

**2a. Draft Minutes from previous meeting on 31 May 2018**

JIto asked that initials used be amended to differentiate from Jeanette Innes. It was agreed to amend initials to read JIto.

No other amendments noted.

**2b. Action Points**

Action points were reviewed and the following noted:

- N9.02 – graphic illustration provided – closed
- N12.02 – EG advised that the number of death in retirement cases reported referred to casework. GMcK asked if this could be re-named to make it clear what is being reported – remains open
- N11.01, N12.03, N12.05, N12.08 – remain open
- N12.07 - closed

GMcK asked if the reason for leaving the scheme could be captured. EG suggested that the reason for leaving could be included in the customer survey.

### 3. NHS Dashboard

3.1 EG advised that IDRPs had now moved to a single stage, but that residual two stage case were still reported. The dashboard will be changed for the next meeting. JIto asked if information related to ill health IDRPs could be provided eg: total ill health applications received and the number resulting in a dispute. JIto also asked if the terminology used on the dashboard could be amended to make it clearer.

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| AP1 | SPPA to provide information regarding number of ill health applications received and the number resulting in a dispute |
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| AP2 | SPPA to amend the terminology used on the dashboard related to IDRPs |
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3.2 BB asked at what point calls are treated as abandoned. EG confirmed this is from the ringtone. EG advised that the Customer Contact team had reduced the number of layers members go through. Phase 3, which is for NHS calls, would not go live until end September 2018.

MP thanked SPPA for the graphs provided which demonstrated trends on three selected performance indicators. Following discussion, it was agreed that a deep-dive could be provided on selected KPIs. Three KPIs selected are impact of GDPR, transfer in quote and actual, and telephone statistics.

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| AP3 | SPPA to provide graphical presentation of three selected topics |
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### 4. SPPA Update

#### 4.1 Annual Allowance (AA)

EG advised that the AA exercise was progressing well. Communications would be shared with the board.

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| AP4 | SPPA to share AA communications with the board |
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#### 4.2 Customer Contact Team

EG advised that Teachers' and pensioner payroll calls and emails had already been moved to the team. NHS would move at the end of September. The telephone survey facility was being developed.

#### 4.3 GMP

VP reminded the board that the figures provided are for member records and not individual members. Analysis of 130,00 enquiries was underway. BB asked if there were agreed principles about how to manage this exercise. VP advised that HMRC tolerance levels are applied. Sample calculations were being developed. VP advised that the final data cut from HMRC was expected in March 2019. GMcK asked about cases that cannot be reconciled. VP advised that further discussion would be required with HMT to decide ownership of these cases.

#### 4.4 Web Refresh

EG advised that the project is now in the design phase. Branding has been updated and customer persona's developed. Work was now underway on the content review. Customer panels would be involved in the project to test material.

#### 4.5 KPIs

EG advised that some changes had been made to the KPIs. This included reducing the time to provide an estimate to members, CCT telephony and email blending.

#### 4.6 Events and seminars

EG advised that staff from SPPA had attended two NHS events and planned employer seminars for October/November 2018.

#### 4.7 Employer Charter

SB advised that the documents presented had taken account of feedback received previously and emphasised that roles and responsibilities had not changed.

Following discussion the following was suggested:

- terminology should be amended regarding the use of the terms 'must' and 'should'
- opening section should include what we are trying to achieve for members
- differentiate between guidance and advice

SB asked that any further suggestions/comments from the board be forwarded to her. MP asked that the final version be shared with the board.

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| AP5 | SPPA to share final version of Employer Charter with the board |
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#### 4.8 CEM Benchmarking

EG advised that data for the 2017-18 report had been submitted and the first draft was awaited.

### 5. Annual Benefit Statements (ABS) Update

BC advised that the numbers, as at 23 August 2018, had achieved 94.17%, which was a significant improvement on the previous year. SPPA would liaise with the Pension Regulator (PR) as a final report was due on 31 August 2018. BC also advised that lessons learned would be used to improve next years' performance and SPPA were already working with the pension administration supplier to improve the system.

Discussion followed about the requirement to report the breach to the PR. BC advised that there was a recovery plan which would also be forwarded to the PR. CJ asked that SPPA advise the board of the final position on 31 August.

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| AP6 | SPPA to notify the board of the final position for ABS on 31 August 2018 |
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MP suggested that he and SPPA co-ordinate a letter to go to the PR.

## 6. SPPA Altair Programme Update

TB advised that SPPA were now 7 weeks into the programme. BB has joined the project board as a critical friend.

A project launch for staff would take place on 12 September. TB advised portals would be available for employers and members. TB advised that the migration and integration of pensioner payroll was underway. TB advised that demonstrations related to employer and member portals could be provided. The Communications Strategy had yet to be decided. An update would be provided at the next board.

GMcK asked if there would be a move to monthly returns for employers and if this would pick up errors as returns are received. TB confirmed that there would be 2 levels of validation involved, which would assist with identifying errors. BB asked if this would be included in the Employer Charter. EG agreed that this would be considered. The final aim was to allow members to view up to date statements at any point, but this would take time to develop.

## 7. Risk Register

IW advised that the Risk Governance Group (RGG) meets regularly and minutes are available at the end of the SPPA Update. The RGG undertake deep-dives which are reported to the Audit and Risk Committee.

IW advised the changes made to the register, including the Heywood contract extension. IW also advised that staff changes had taken place and the register would be amended to reflect these.

BB asked if the definition of risks should be shown as a 'failure to do something'. IW advised that SPPA follow the Scottish Government Risk Management Guide. A link to the document would be issued to the board.

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| AP7 | SPPA to issue link to Scottish Government Risk Management Guide to board members |
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BB asked if risk 13, 'Ability to adhere to and maintain data and information security', inherent risk should be higher. IW advised that he would discuss this at the next RGG.

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| AP8 | SPPA RGG to discuss inherent risk rating for risk 13 and report to the board |
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## 8. Communications Strategy

EG advised that the Communications Strategy was being refined and should be available by the next board meeting. Two key tools were being developed; a database to coordinate communications and a statistics dashboard for use by the senior leadership team. These would be available by early October.

## **9. Training Plan**

MP advised that the Annual Conference would take place on 6 November. Induction for new members, Chairs and Vice Chairs had taken place in July and August.

## **10. Any Other Competent Business**

10.1 GMcK asked for confirmation that SPPA was signed up to 'Tell Us Once'. EG confirm that this was correct.

10.2 GMcK commented that some members' payments had dropped and asked why this would happen. EG advised that this was because incorrect information had been received from HMRC related to tax. BB asked if members receive payslips. EG confirmed they are made available online.

## **11. Date of next meeting**

Annual Conference on 6 November 2018.

No other business was raised. MP thanked everyone for their attendance and closed the meeting.