



**Attendees:**

George Brechin (GB)	Chair
Ray Martin (RM)	Vice Chair
Kathy Cameron (KC)	Board Member
Brian Cookson (BCo)	Board member
John Crichton (JC)	Board member
David Illingworth (DI)	Board member
Leah Franchetti (LF)	Board member
Sharon McKenzie (SMcK)	Board member
Peter Smith (PC)	Board member
Dave McGinty (DMcG)	Board member
Penelope Cooper (PC)	SPPA Chief Executive
Carole Johnston (CJ)	Temporary Head of Customer Services
Gerry McGarry (GMcG)	Assistant Head of Customer Services
Sarah Butler (SB)	Senior Customer Services Manager (items 10 and 11)
Jim Preston (JP)	Senior Policy Manager (items 7, paras 1.3, 1.6 and 9)
Viv Purves (VP)	Customer Service Manager (item 7, para 1.3 GMP)
Molly Wyllie (MW)	Governance (minutes)
Deborah Sherlock	Governance

**Apologies:**

Drew Morrice	Board Member
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**1. Welcome, introductions and conflicts of interest**

1.1 GB welcomed everyone to the meeting.

1.2 Apologies were noted as above.

1.3 No conflicts of interest declared.

**2. Board membership changes**

2.1 GB advised that Councillor Stuart Currie had tendered his resignation from the board. GB said that the board would like to record their thanks to Jeanette Innes for her work over the last year as temporary Head of Governance.

### **3a). Draft minutes and Action Points from meeting of 21 August 2018**

The minutes from the meeting on 21 August 2018 were reviewed and adopted.

### **3b). Action Points**

Outstanding actions were reviewed and the following noted:

- T8.11 – JP advised that work is ongoing related to the Eligibility Review prior to the final report being considered by the Scheme Advisory Board. Discussion followed and it was agreed that a process flow chart and timetable of events be provided. Action point updated to take account of this - open
- T9.12 – carried forward
- T12.04 – final version of Employer Charter to be distributed to board members
- T13.02 – remains open
- T13.03 – closed
- T13.05 – closed
- T13.10 – circulate when available - closed

## **4. Annual Benefit Statements (ABS) Update**

PC advised that the Pension Regulator had written to confirm that they are content with the actions and progress made regarding the issue of annual statements and that no further action would be taken. GB asked that the Boards thanks to everyone involved be recorded.

AP1	SPPA to provide a copy of the Pension Regulators letter to the board
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## **5. Altair Programme Update**

RM commented that the extension of the current contract was up to 2024 and asked what considerations would be after that date. PC advised that a decision would be made in the next 18 months about whether further procurement would be required.

## **6. Teachers' Dashboard**

EG advised that a new format for the dashboard was now in use, which included the revised KPIs. EG advised that all of the work undertaken to cleanse and update data would help achieve better output for both transfers and estimates. GB asked about new payment accuracy and whether more information could be provided about the errors involved.

AP2	SPPA to provide details of errors related to new payment accuracy
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## **7. SPPA Update**

### **7.1 ABS**

GB asked if lessons learned from the ABS exercise would take account of employers. EG confirmed that this was internal only, however, it could be extended to include employer's views.

AP3	SPPA to consider including employers views as part of the ABS lessons learned exercise
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### *7.2 Lloyds GMP High Court Case*

JP explained the background to the court case. RM asked if there had been enquiries from members. VP confirmed that there had not been.

### *7.3 GMP*

VP presented the October 2018 statistics, which showed 82% completion. However, some of the data had been referred back to the ITM team for further work. VP advised that it was hoped that the majority of data would be received from HMRC by the end of March 2019. JP advised that a meeting was due to take place on 11 December with MOCOP and that SPPA had written to Treasury regarding the deadlines. Discussion followed regarding raising concerns about the impact of the exercise and GM confirmed that a letter was sent to the Pension Regulator and copied to HMRC. GB also confirmed that the board had responded to the original consultation.

### *7.4 Participation Rates*

JP advised that the Scheme Advisory Board (SAB) had agreed to set up robust data related to participation rates. The SAB had discussed the reasons why members opt out of the scheme and has agreed to look into this in more detail.

## **8. Risk Register**

DMcG pointed out that 10 of the risks noted were red and characterised as 'catastrophic'. PC advised that GMP and I-Connect would reduce through time. Following a short discussion, GB stated that the board noted the work being done by the SPPA.

## **9. Scheme Valuation 2017 Update**

JP explained that valuations determine contributions and improve scheme benefits where appropriate. BC stated that the concern was that an increase in contribution rates may fall employers. GB asked that implications be advised to the board when known.

AP4	SPPA to provide update when implications of scheme valuation known
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## **10. Customer Interactions and Feedback Report**

SB advised that the report includes IDRP stage 1 cases not included on the dashboard. SB advised that over the period April 2018 to October 2018, 18 complaints had been received, however, no identifiable trends were noted and lessons learned were shared across the Agency. JP advised that the report included figures for the new one stage dispute procedure and that 5 cases had raised lessons learned.

SB advised that 149 responses had been received to the customer survey and that analysis had changed in satisfaction levels. RM asked if employers were included in the survey. EG advised that customer relations as a whole were being reviewed as part of the Target Operating Model exercise currently underway.

## **11. Regulators' Annual PS Governance and Administration Survey**

The board discussed the response to the Pension Regulators Annual Survey and agreed amendments/updates.

## **12. Work and Training Plan**

Although the event was cancelled, GB thanked SPPA staff for the work related to the November Conference. PC advised that the uptake had been disappointing. RM asked if it would be possible to provide the external presentations to the board. PC agreed to consider how this could be done.

AP5	SPPA to consider how to provide Conference presentations with the board
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## **13. Pension Board Responsibilities Update**

GB will continue to provide an updated paper for board meetings.

### **14a. Liaison with the Pension Regulator, Scheme Advisory Board minutes etc**

Nothing to report.

### **13b. Any Other Business**

GB asked that board members use the SPPA Governance mailbox for any enquiries they have related to pension board issues.

## **15. Arrangements for future meetings**

AP6	Schedule of dates for 2019 meetings to be added to Knowledge Hub.
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