



Attendees:

George Brechin (GB)	Chair
Ray Martin (RM)	Vice Chair
Drew Morrice (DM)	Board member
Debbie Walls (DW)	Board member
John Crichton (JC)	Board member
Cllr David Illingworth (DI)	Board member
Brian Cookson (BCo)	Board member
Leah Franchetti (LF)	Board member
Sharon McKenzie (SMcK)	Board member
Peter Smith (PS)	Board Member
Dev Dey (DD)	SPPA Head of Customer Services
Gerry McGarry (GMcG)	SPPA Customer Services Manager
Brian Casson (BCa)	SPPA Customer Services Manager (item 4)
Viv Purves (VP)	SPPA Customer Services Manager (item 5)
Molly Wyllie (MW)	SPPA Governance - minutes

Apologies:

Penelope Cooper	SPPA Chief Executive
Cllr Charles Buchan	Board member
David McGinty	Board member

1. Welcome, introductions and conflicts of interest

GB welcomed everyone to the meeting. Apologies were as noted above. No conflicts of interest declared.

2. Board Changes

GB welcomed Debbie Walls, COSLA, who had recently been appointed to the board from the employer constituency in place of Kathy Cameron. The Board asked that its thanks to Kathy Cameron for her work on the Board be noted; the Chair would write to her.

AP1 | Chair to write to Kathy Cameron to thank her for her work on the board

3a, Draft minutes from meeting of 29 May 2019

Minutes from the meeting of 29 May 2019 were reviewed and adopted with one spelling error correction.

3b. Action Points

The board reviewed the outstanding actions and the following was noted:

- T8.11 23/5/17 – GMcG advised that the Eligibility Review had been referred to HM Treasury. The Review would be referred to the Scheme Advisory Board before making recommendations to Ministers – remains open
- T9.12 21/9/17 and T16.05 29/5/19 – GMcG advised that a full review of the one stage process would be undertaken and reported to the board at the next meeting – remains open
- T12.04 10/5/18 – GMcG advised that the new Communications Manager would pick this up when he joins the Agency in September. BCo stated that board members were keen to assist with communications to ensure that what is issued is clear and accurate – remains open
- T13.02 21/8/18 – a demonstration of the Member Self Service Portal would be provided when available – remains open
- T15.03 27/2/19 – Employer Charter to remain on hold until changes under the Target Operating Model are in place – remains open
- T16.01 29/5/19 – GB clarified that the information requested was for members who had opted out of the scheme but had remained in Teaching. GMcG advised that support would be required for employers to approach members for this information. GB asked if SPPA would provide an approach and discuss how the Board could support it – remains open
- T16.03 29/5/19 – GMcG advised that GMP letters would not be required until May 2020 for Teachers. A proposed draft letter would be presented to the Project Board and then referred to the Scottish Government Legal Department for review. GB stressed that PB members were anxious to offer input to this letter, not least because the first port of call for members following up the letter would be their trade union – remains open

4. Annual Benefit Statements (ABS)

BCa advised that as at the meeting's date (28 August), 91.7% of ABS for eligible members had been produced. Technical issues had been encountered and this had resulted in 5,997 member statements remaining to be provided. BCa explained that where it was not possible to provide a 2019 statement, members would be provided with a 2018 statement, which would be replaced when the data was received. The team were working to do this change-over by end of November 2019. LF raised concern about old data being used. BCa confirmed that this would at least provide members with a statement based on the latest data received from employers. GMcG explained that this had been the position adopted for 2018 and that the decision to do this had been supported by the Chief Executive. BCo stated that he had not been fully aware that this was the decision taken for 2018 and raised concern that some members may receive the same statement for 2019.

DM asked if it was particular employers who had not supplied data. DM also asked if the Pension Regulator was aware that this had been the case in 2018 and again in 2019 and also if the technical issues involved would be reported. DM also stated that the Agency would need to be clear about the reasons for failing to meet the 2019 deadline. DI pointed out that the Pension Regulator requires the Agency to provide accurate statements and that if the 2018 statements were accurate this met the criteria. RM noted that these statement would not be inaccurate, rather they would be out of date. PS asked if the percentage achieved when including out of date statements was distorting

the statistics. JC asked when the 2018 statements were updated and if there are cases where the 2018 and 2019 data had not been updated. BCa confirmed no member had received a statement in 2019 based on 2017 data. GB stated that while he did not think he had been fully aware of the action taken in 2018, as a policy decision of the Agency he was content with it.

GB suggested that the Board review the position to gain a clear view of the process so that this would not happen in 2020. DM stated that a background paper would be helpful to decide the way forward. DM also stated that members were entitled to be made aware that 2018 statements were provided in 2019. GMcG confirmed that the Agency had been working with employers to impress on them the requirement to provide accurate, timely data. BCo suggested that a smaller Working Group of Board members be formed to meet to discuss how data submissions from employers could be improved. DI asked if there was a recovery plan in place for the Regulator. GMcG confirmed that this was the case and that for 2018, monthly conversations had also taken place with the Regulator.

PS stated that the Board should be aware of the details of the figures used and what would be reported. GB agreed that members should be made aware of the position regarding using 2018 statements in 2019 and the Board would review the communication. GB also stated that a background report should be provided to the Board about the issues faced in producing accurate timely statements which would be taken forward by the Working Group. It was agreed the Working Group would be chaired by RM and would have SMcK and DW as employer representatives and one or two member representatives.

AP2	SPPA to provide background report about the issues faced in the production of timely accurate statements to be reviewed by a nominated group from the Board
AP3	Vice Chair to convene a sub-group to review the issues faced by SPPA in the provision of ABS and report back to the Board

It was agreed that the Board would be kept updated of the final numbers. The Board would also be provided with copies of the breach reports made to the Regulator, along with recovery plans.

GB asked that the Board's thanks for the work undertaken by SPPA staff be noted.

AP4	SPPA to advise the Board of final figures as at 31 August 2019
AP5	SPPA to provide the Board with copies of the breach reports and recovery plans submitted to the Regulator
AP6	Chair to report the position regarding ABS as at 31 August 2019 to the Pension Regulator

5. Teachers' Dashboard

Customer Contact Team (CCT)

GMcG advised that additional staff had joined the team during August. Issues with the current telephone system would be reviewed to allow more accurate figures to be presented. DD added that a review of the team organisation would be undertaken to improve the customer experience, with the focus on quality.

Internal Dispute Resolution Procedure (IDRP)

JC asked for more detailed information regarding the number of medical cases dealt with under the dispute procedure. This to include the number of medical cases processed and the percentage referred under IDPR before being accepted.

AP7	SPPA to provide more information regarding the number of medical cases received and the percentage referred under the IDRP before being accepted
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6. SPPA Update

Annual Allowance (AA)

BCa advised that the team had been working with Heywood to improve the bulk process and these improvements had been completed. This would allow the Agency to identify members who might breach the AA limit. GB asked the Board to note the position and asked that the Agency report again at the November meeting.

AP8	SPPA to provide final figures related to AA to the Board in November
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Life Time Allowance (LTA)

BCa confirm that LTA is calculated when benefits were awarded and notified to members on their pensions award letter.

Overpayments

GMcG advised that 0.03% of payments had resulted in an overpayment and that no notifiable trends had been found.

Web Refresh

GMcG advised that phase 2 of the Website Refresh Project was now underway. The aim was to complete this by February 2020. Board members were invited to join the Customer Panel to review the ongoing changes.

Target Operating Model (TOM)

DD advised that work was underway to implement the new Customer Services structure. It was anticipated that within the next two months the move to the new model would be complete. Recruitment of new managers was underway to support this.

Guaranteed Minimum Pension (GMP)

VP advised that the final data cut was due from HMRC in November/December 2019. The contractor ITM had been working through the GMP rectifications for the Police and Firefighters' schemes at present and were expected to commence the process for the Teachers' scheme in May/June 2020. VP advised that initial work had been undertaken regarding communications for members. GB asked that the board be given the opportunity to review the letters, not least because they would prompt immediate queries to TUs and, possibly, employers.

AP9	SPPA to provide copies of draft GMP member letters for their review
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7. McCloud/Sargeant

GMcG confirmed that the appeal had been referred back to the Tribunal to consider remedies. Once this had been agreed, the remedy would be considered by the Scheme Advisory Board. DM asked if there was a timescale for this. GMcG confirmed that this

was not known at this time. He also advised that the Agency had been undertaking work to understand the possible outcomes and the impact.

8. Risk Register

GB stated that changes had been noted in the register in red. GB asked if the Agency were happy with the target for introduction of i-Connect in quarter one of 2020-21. SMcK stated that employers could see the benefits of the system and offered to provide names of employers who would be willing to be involved in a pilot exercise.

AP10	SPPA to liaise with SMcK to provide employers who would be willing to be involved in a pilot exercise for i-Connect
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9. Payslip Changes

GMcG advised that changes had been proposed to pensioner payslips which would reduce costs and carbon foot print. JC asked if members who signed in to MSS would be treated as having opted out of receiving a paper payslip. GMcG confirm that this would be the case. The Board noted the planned changes.

10. Relative Roles In Data Returns of Employers and Agency

This had been discussed under item 4.

11. Public Service Governance Administration Survey 2018

GB stated that the report provided following the 2018 Survey had been in the main positive. PS asked if it was possible to know how each board had performed against the survey; GB said the Regulator was looking at whether survey respondents could be asked to identify their country of operation.

AP11	Board to discuss how to achieve the best value from the Survey Report
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12. Pension Board Responsibilities Update

RM advised that the paper is updated after every meeting and notes are in red. The Board noted the update.

13. Draft Pension Board Annual Report 2018-19

GB asked board members for any comments or amendments to the report. DM noted that further reference should be made to contact with the Pension Regulator and the remedial action taken for the 2018 ABS exercise. DM also noted that the cancellation of the 2018 Pension Board Conference should also be noted.

AP12	Board members to forward comments/amendments on the draft 2018-19 Annual Report to the Chair within 2 weeks
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14a. Liaison with the Pension Regulator, Scheme Advisory Board minutes etc

GB advised that he had asked if the board could have sight of the Scheme Advisory Board (SAB) draft minutes. This would allow the board to have up to date information, rather than waiting for the minutes to be published. The question had been raised with

the SAB and it was reported that some members were not in agreement with this suggestion. JC stated that the SAB minutes from 19 February 2019 had a specific item which should have been referred to the Board. BCo stated that it would be useful to see minutes as early as possible and asked if the SAB secretariat would consider amending their process to allow for this.

AP13	SPPA to ask the Scheme Advisory Board secretariat to specify the process by which items or actions raised for the Pension Board are referred to the Board
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14b. Any other Competent Business

SMcK advised that she will be unable to attend the May 2020 meeting. DI also noted that Wednesday was not the most convenient day to attend meetings. It was agreed that future dates be added to the agenda for the next meeting. PS and DI offered their apologies for the next meeting on 27 November 2019.

AP14	SPPA to trawl for future meeting dates after 27 November and add them to the agenda for 27 November 2019
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15. Arrangements for Future Meetings

Meetings have been arranged at Tweedbank as follows:

- 27 November 2019
- 26 February 2020

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