



Attendees:

William Littleboy (WL)	Chair
Alan Duncan (AD)	Board Member
Stephen Wright (SW)	Board Member
Alex Miller (AM)	Board Member
Brian Cameron (BC)	Board Member
Tom Nash (TN)	SPPA Head of Business Affairs
Stuart MacArthur (SMcA)	SPPA Governance Manager
Gerry McGarry (GMcG)	SPPA Customer Services Manager
Viv Purves (VP)	SPPA Customer Service Manager (Item 5)
Iain Coltman	SPPA Senior Policy Manager (Item 5)
Phil Heywood	SPPA Interim Head of Digital Transformation and IT Operations (item 6)
Robin Carruthers	i-Connect Implementation & Migration Lead
Donald Forbes	Customer Service Manager Police and Fire
Deborah Sherlock	SPPA Governance - minutes

Apologies:

Catherine Skinner	Vice Chair
Denise Christie	Board Member
David McGown	Board Member
Dev Dey	Head of Customer Services

1. Welcome and introductions (including declaration of conflict of interest)

WL welcomed everyone to the meeting. Introductions from Alex Miller, Board Member and SPPA Head of Business Affairs, Tom Nash and SPPA Governance Manager, Stuart MacArthur.

1a. No declarations of conflict of interest were made.

2. Draft minutes and action points from previous meeting

Draft minutes from the meeting on 20 August 2019 were adopted with no changes.

2b. Outstanding Actions

The board discussed the outstanding actions and the following updates noted:

- F12.04 6/3/18 – TN apologised for Garry Cossar’s absence. GC is now heading up the communications team which is currently undergoing the Target Operating Model with job matching and recruitment. The Communications strategy consist of 3 elements 1. Stakeholder Engagement 2. Internal communications 3. Boards communication on a regular basis and not restricted to quarterly. Website is now under revision to make it more user friendly. Linkedin being incorporated for the first time to advertise Chair/Vice Chair position for Police and Teachers pension boards. TN is keen to understand the boards view of what is required regarding communication. Action closed.
- F14.03 28/8/18 Demonstration of web portals presented by Adam Anderson. Action closed.
- F15.014/12/18 GMcG advised that this item would be added to the MSS project plan. Action closed.
- F15.03 4/12/18 SMac advised he will talk to board members at the February meetings to take forward the planning of an Annual Conference to include inductions and training across all boards. WL indicated that this would be a good move and for the board to consider what they would like from training.
- F16.03 19/2/19 DF Presented a refresher of Fire Service Schemes slides to the board members which the slides were distributed by email to the board members as requested. Action closed.
- F16.04 19/2/19 WL suggested to close the action, although the paper with further clarification was disappointing to the board. If the board required further clarification WL was at the end of the phone. GMcG that the clarification was actually an internal SPPA note. Action closed.

AP1	SPPA Governance to arrange routine meetings prior to that of the board to discuss any concerns or observations with issued papers.
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- F18.02 20/8/2019 GMcG advised of quarterly meeting in Hamilton. Action closed.
- F18.04 20/8/19 GMcG advised that timeline was to be covered in the update paper later in the meeting. Action closed.
- F18.05 20/8/19 Board agreed to close MSS action.
- F18.06 20/8/19 WL advised that editorial control is required in communication to members on Survey. TN advised work on new survey is being carried out, with input from board required. Action remains open.

3. SPPA Update

Annual Allowance (AA)

GMcG advised that 79 letter had been issued to members, who had breaches in their Annual Allowance limit for 2018-19. Guidance is also available on the website for those who have been affected.

WL impressed that members should equally have an awareness of any tax implication resulting from their Lifetime Allowance. TN advised that the matter of raising members awareness of any pension related tax issue was paramount. SW raised the potential for substantial pay awards and the impact it will have on members. WL requested to know how the Agency addresses Lifetime Allowance notification, to ensure members awareness of their obligations. (An Annual Benefit Statement template, which illustrated the routine notification of LTA, was provided to the board later in the meeting.)

Customer Contact Team (CCT)

GMcG reported the effectiveness of CCT to date, with calls being dealt with at the first point of contact standing at 80% for the team across schemes, supported by a developing, cross skilled team dealing with all enquiries. The Allocation Team can also be drafted in to assist in responding to any unexpected large volumes of calls.

Customer Service Model (CSM)

GMcG advised that the new CSM was set into place on 28 October across all teams, with 2 additional Customer Service Managers now recruited. Team Leaders are now focusing on best practices and process improvement.

Guaranteed Minimum Pension (GMP)

VP handed out an update paper to the board including background information on the contracting out period 6/4/78 – April 2016, over which reconciliation of members records was required. For members who will receive an Increased Pension Entitlement, this exercise will have no impact on the pension value paid to them. SPPA are now finalising data for upload to the administration system, with any resulting historical overpayment being written off. Pensions will have appropriate increases applied to the rate in payment going forward, with a letter of explanation to be issued to affected members by SPPA. SMcA enquired if Customer Services had recorded the amount of calls from members affected with over and under payments? VP explained that such information was not available to members at this time, but that no enquiries had yet been received on this. WL stated that the members with overpayment keep the small amount and members with underpayment received amount with interest. VP advised some information is on the website for members about this. GMcG advised that the final data cut from HMRC is scheduled to be made available to schemes in December 2019, however a delay on this is expected.

McCloud/Sargeant

GMcG advised that the Policy Department continues to be involved in policy development with HM Treasury, on a proposed approach to take to the employment tribunal. SAB will be engaged from the turn of the year on this issue, delayed because of the General Election on the 12 December 2019. Wider HMT consultation is expected in mid-2020 and subsequent legislation is anticipated in 2021/2022.

WL requested that SPPA ensure that the impact of this matter be fully recorded on the risk register and TN explained how SPPA intend to record all likely impacts and its revised, continuous approach to risk.

Overpayments

GMcG advised that 71% of all overpayments resulted from the death of members and that the total of all overpayments over the first six months of the financial year stood at £32,073, representing 0.05% of 1% of pensions and lump sums paid out over that same period.

Work continues however to learn lessons from any overpayment caused by SPPA error, in addition to the consideration of the need for the improvement of communications to assist members in their understanding of their responsibilities while in receipt of a SPPA pension.

i-Connect Robin Carruthers, Project lead for this initiative, then gave a presentation of the work which is being undertaken for this. i-Connect testing has now begun in earnest, with payroll files received from the Fire Services Hamilton offices. Member matching is now being processed, after which a 'pay file' will be loaded to the test system. A further visit to the Hamilton offices is scheduled to support training in the use of this functionality, with 'go-live' planned for February/March 2020. The Hamilton Payroll and HR team have reported being positive about progress now made with this work.

4. Firefighters' Dashboard

GMcG advised that the CCT KPI to answer calls is currently set at 30 seconds. He asked that the board consider supporting extending this target to 60 seconds as DD, who is reviewing CCT service levels across all schemes wishes to focus on the delivery of quality of service for customers rather than volume of calls being taken on time. BC suggested that 60 seconds was a long time. AD would like to know if music or voice information was given during any period 'on hold'. WL though 60 seconds was too long and envisaged there would be no objections from the board if it were kept at 30 seconds. TN advised that the first contact resolution has the question answered. SW enquired if 90% of calls are answered within 30 seconds, what happens to the calls going to 30-45 seconds. TN advised that SPPA will gather the data for the next board meeting. AD asked whether CCT provide a call back option. SW also felt there was no need to extend to 60 seconds and performance showed 30 seconds to be adequate. WL then noted concern that 'New Payment Accuracy' was set at a KPI of 95% and felt that such a standard was not acceptable and suggested that it should be set at 100%. GMcG advised that as the number of cases in this group was relatively low, the resulting figure of 94.44% was due to a single case out of the 84 processed. WL agreed that this was therefore acceptable.

5. Risk Register

TN advised the board that Matt Valente (MV) (SPPA Head of Business Management) will take ownership of the Risk Register. MV will fully revise the risk register and liaise with the board for input on what information should be included on the registers. SMcA advised that he will support MV with risk from the Governance Department, defining

risk for the boards. WL commented that it was a good framework focused on potential impact from risk.

6. Altair

PH advised that Andre Morelli is now Head of Digital Transformation and IT Operations.

Altair programme updates

- 3.1 complete and no changes.
- 3.2 No changes to Fire
 - 3.2.1 Health check. Originally 15 health checks, closed off all actions.
 - 3.2.2 Answering the actions, Sopra Steria have their initial findings which will be delivered and available 13 January 2020. PH Capita review, senior procurement, Gordon Wales for SG are involved and accountable for the programme. TN advised the Information and awareness have a positive impact and where skill sets are not available they will be sourced within SG.
- 3.3 No impact for Firefighters.
 - 3.3.1 January new payslips will be issued.
- 3.4 Members Self Service, feedback from members, 17/10/2019 was the soft launch, 26 members registered, more communication for members required, more user friendly needed. Usability issues being raised with other schemes.

7. Refresher Presentation

A scheme awareness refresher presentation was delivered by Donald Forbes and Becca Tait.

8. Dates of Future Meetings

Next Meeting in schedules for 12 February 2020 at Hamilton.

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