

**Attendees:**

Brian Barbour (BB)	Chair
Mark Cook (MC)	Vice Chair
Graham McKirdy (GMcK)	Board Member
James Ito (JI)	Board Member
Phil Coghill (PC)	Board Member
John White (JW)	Board Member
Craig Black (CB)	Board Member
Tom Wilson (TW)	Observer
Tom Nash (TN)	SPPA Head of Business Affairs
Gerry McGarry (GMcG)	SPPA Customer Services Manager
Sally Paterson (SP)	SPPA Customer Services Manager
Stuart MacArthur (SMcA)	SPPA Governance Manager
Gary Cossar (GC)	SPPA Communications Manager
Jim Preston (JP)	SPPA Senior Policy Manager (item 4)
Phil Heywood (PH)	SPPA Interim Head of Digital Transformation and IT Operations (item 6)
Brian Casson (BCa)	SPPA Customer Services Manager (item 4)
Donna Mitchison (DM)	SPPA Customer Service Manager (item 4 observer)
Molly Wyllie (MW)	SPPA Governance (minutes)

Apologies:

Penelope Cooper	SPPA Chief Executive
Gordon McKay	Board Member

1. Welcome, introductions and conflicts of interests

BB welcomed everyone to the meeting. BB advised that new colleagues had recently joined SPPA, Tom Nash, Head of Business Affairs, Stuart MacArthur, Governance Manager, Garry Cossar, Communications Manager.

BB also advised the board that Tom Wilson, Royal College of Nursing, was attending in the capacity of an observer, with a view to joining the board at a later date.

No conflicts of interest declared.

2a. Minutes from previous meeting and updates

Minutes from the meeting on 8 August 2019 had been agreed and were provided for information. BB reminded Board members of the new process for drafting and approving minutes and the responsibility members had to feedback comments promptly.

2b. Actions Points

The action points were reviewed and the following noted:

- N11.01 8/2/18 – remains open
- N12.08 31/5/18 – GC advised that the Communications team would not provide a Communications Strategy as detailed in the action. Work was underway to create a Customer Communications Plan which would include internal and external communications. Small improvements had already been made to the SPPA website. The team hoped to build more regular touch points which would help measure how customers respond to communications from SPPA. GC was in the process of building up the teams resources. There was also work to be done to become more interactive within the local community, including contact with local charities. A LinkedIn profile had already been created for SPPA. The recent staff survey would assist with understanding how colleagues feel and also help focus colleague communications. GC advised that he would circulate the Communications Plan to Board members.

JI commented that the log-in for members on-line services was not sufficiently prominent. GC agreed that this would fall under phase two of the web refresh. Some of the content of the new website would also be reviewed to make it easier for customers to understand. TN stated that SPPA are keen to have feedback on the website. PC added that it was important to be more visible to customers and to build the SPPA 'brand'. GC explained that it was important to understand the touch points and customer's journey eg: 19 year old nurse, someone with a Power of Attorney, approaching a life event etc. BB asked that an update on progress be provided at the next Board meeting – action remains open

AP1	SPPA to circulate the Customer Communications Plan to Board members
AP2	SPPA to provide further update regarding communication improvements at next Board meeting

- N13.05 23/8/18 – GMcG advised that the Employer Charter had been 'on hold' during the structural changes being implemented within Customer Services. A further update would be provided at the next meeting – action remains open
- N16.03 9/5/19 – GMcG advised that further discussion would take place with the Customer Services and Communications Managers to review and update the dashboard – action remains open
- N17.02 8/8/19 – JP provided a separate paper which explained the Interim Guidance in use for medical cases. JP also noted that the success rate of appeals had increased under the one stage process. Discussion followed and it was agreed that the paper had been helpful and that the action could now be closed.
- N17.04 8/8/19 – GMcK advised that NHS in England and Wales had provided Pension Saving Statements to all Practitioners. GMcG advised that SPPA provide statements to only those members who had been identified as a possible breach. JP advised that flexibilities may be introduced and would be discussed by the Scheme Advisory Board – action closed
- N17.05 8/8/19 – action remains open

3. NHS Dashboard

Membership

BB commented that the membership noted on the dashboard did not add up.

AP3	SPPA to ensure the membership numbers tally on the dashboard
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Customer Contact

DD advised that the 30 second response rate for telephone calls would be increased to 60 seconds. This would allow staff to focus on providing a high quality, first time response, in preference to curtailing calls to meet the 30 second target time. Following discussion it was agreed that this was an acceptable level.

Emails

GMcG advised that the way email responses are recorded would be amended in the first quarter of 2020 and would take account of bank holidays.

Customer Survey

GMcG advised that the response rate was 0.05% of active membership. TN advised that work would be undertaken to review how SPPA interacts with customers and stakeholders.

Key Performance Indicators

GMcG advised that new payment accuracy had not achieved the target. GMcG went on to explain that not all errors identified resulted in an overpayment. No trends had been identified.

CB commented that the dashboard showed a high volume of calls and emails. GMcG advised that the implementation of Member Self Service (MSS) would help reduce this. BB asked if MSS included secure messaging capability for customers. GMcG confirmed this was the case.

4. SPPA Update Report

4.1 Annual Benefit Statements (ABS)

BCa advised that there were 172,013 number of members eligible to receive a statement. At 31 August 2019, 167,037 (97.11%) statements had been issued. At the date of the meeting a further 2,061 statements had been issued. A recovery plan had been agreed which was to provide 100% of Protected members by 31 October 2019 and 100% of CARE members by 30 November 2019. BCa confirmed that 100% of Protected members statements had been issued and it was anticipated the remaining statements would be issued by the 30 November 2019 deadline. GMcK commented that opting in and out for some members was a growing issue. GMcG advised that the Employer Charter may help to clarify employers responsibilities related to providing timely and accurate data.

BB asked that the minutes reflect the thanks of the Board for the improvement in providing ABS.

4.2 Annual Allowance (AA)

BCa advised that this year had seen an increase in demand for AA Pension Saving Statements, in the main from Practitioners. An in-house system solution was being developed to calculate AA as current pension administration does not have the capability to do this. BCa advised that SPPA had been working with Condies, who work with GPs across Scotland to assist them meet the statutory deadline. GMcK thanked the SPPA team for the work undertaken.

JW raised concern that senior clinicians may leave the scheme as a result of incurring AA costs. GMcG advised that proposed flexibilities were being reviewed by the Policy team. JW advised that there were additional implications for Health Boards as well as SPPA. BB asked that the Board be updated when implications were known.

AP4	SPPA to provide an update to the Board when the implications of the flexibilities were known
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4.3 Customer Contact Team (CCT)

GMcG advised that additional resource had been deployed to the team.

4.4 Guaranteed Minimum Pension (GMP)

GMcG advised that 4,500 enquiries had been sent to HMRC. The final data cut was due to be received by end December 2019. BB asked if agreement had been reached regarding 'stale mate' cases. GMcG confirmed that there would be a set of rules related to certain case types. These would be agreed by SPPA Senior Leadership Team. Following discussion it was agreed that draft letters would be shared with the Board when available.

AP5	SPPA to share member GMP communication letters with the Board when available
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4.5 Customer Service Model (CSM)

GMcG advised that the re-structure under CSM had been implemented from 28 October 2019.

5. Risk Register

TN advised that the Head of Business Management had been appointed and would review how risk was approach across the Agency. The intention was to work with the Pension Board to review the register and agree what would provide a more defined view.

6. Altair Project Update

6.1 Altair Platform Upgrade

PH advised that the plan had been to complete the move to the new infrastructure in two stages in September and October 2019. The move would now take place in the first week end December 2019.

6.2 Altair Improvement Project

The final improvement release was completed on 12 September 2019. No issues had been reported.

6.3 Payroll Migration

PH advised that the decision to go ahead with Altair Payroll was taken on 23 October 2019. PH advised that six/seven successful payroll runs had been done. Knowledge transfer and training was still to be undertaken. PH also advised that the change-over had substantially reduced the time take to run payrolls.

6.4 Member Self Service (MSS)

PH advised that MSS testing had been undertaken for Police and Firefighter members. Issues with MSS had been identified which may cause problems, which were mainly around members with multiple employments. Further testing would be required. BB asked if a demonstration of the MSS could be provided.

AP6	SPPA to provide demonstration of MSS to the Board when available
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BB asked that the Board thanks to PH be recorded for the work he had undertaken during his time at SPPA.

7. Any other competent business

7.1 Pensions Regulator: Public Service Governance & Administration Survey 2019

MW advised that the Survey had been received on 6 November. The survey would be reviewed by SPPA and issued to the Chair for their views on the answers supplied. The timescale for completion would be 2 December 2019.

7.2 Membership

BB advised that JW may be resigning from the Board and a suitable replacement would be sought.

8. Date and Time of next Meeting

BB advised that the date of the next meeting would be 6 February 2020, commencing 11.00 am.

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

Actions Summary

Action No	Para	Action	Assigned to	Target Date
AP1	2b	SPPA to circulate the Customer Communications Plan to Board members	SPPA	As soon as possible
AP2	2b	SPPA to provide further update regarding communication improvements at next Board meeting	SPPA	Next meeting
AP3	3	SPPA to amend the dashboard to show total membership figures only	SPPA	Next meeting
AP4	4.2	SPPA to provide an update to the Board when the implications of the flexibilities were known	SPPA	When known
AP5	4.4	SPPA to share member GMP communication letters with the	SPPA	When available

		Board when available		
AP6	6.4	SPPA to provide demonstration of MSS to the Board when available	SPPA	When available