



Attendees:

Stuart Purdy (SP)	Vice Chair
Alan Duncan (AD)	Board Member
Brian Cameron (BC)	Board Member
Iain Bushell (IB)	Board Member
Denise Christie	Board Member
Penelope Cooper (PC)	SPPA Chief Executive
Gerry McGarry (GMcG)	SPPA Deputy Head of Customer Services
Donald Forbes (DF)	SPPA Senior Customer Services Manager
Jeanette Innes (JI)	SPPA Interim Head of Governance
Viv Purves (VP)	SPPA Customer Service Manager (item 3 GMP)
Gordon Swan (GS)	SPPA Interim Deputy Director of Corporate Services (items 5 and 8)
Ian Waugh (IW)	SPPA Chief Financial Officer (item 9)
Sarah Butler (SB)	SPPA Interim Senior Customer Service Manager
Molly Wyllie	SPPA Secretariat

Apologies:

Stephen Wright	Board Member
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1. Welcome and introductions (including declaration of conflict of interest)

Stuart Purdy (SP), acting as Chair, welcomed everyone to the meeting. SP welcomed Iain Bushell who had now joined the board.

1a. No conflict of interest declared.

1b. Two new members, Iain Bushell and Stephen Wright, have joined the board from April 2018. Recruitment is underway for a new Chair.

2. Draft minutes and action points from previous meeting

2a. The minutes from the meeting on 6 March 2018 were reviewed and adopted without amendment.

2b. Outstanding action points were reviewed and the following noted:

- 10.01 – DC advised that there had been an undertaking to harmonise terms and conditions. Links to SPPA are supplied on the social media used by the

Service. GMcG advised that a 3 month lead in period for retirement applications would still be requested. Action closed.

- 10.04 – carried forward
- 10.09 – it was agreed to close this action as this would be delivered as business as usual
- 12.01 – PC advised that an extension to the current system provider contract was on-going. This would include integrating the payroll system along with other improvements. Progress would be reported in the update paper. Action closed.
- 12.02 – SPPA website had been updated to include information about voluntary scheme pays. Action closed
- 12.03 – GMP dashboard provided. Action closed.
- 12.04 – remains open
- 12.05 – closed
- 12.06 – remains open
- 12.07 – suggestions welcome. Remains open
- 12.09 – progress provided. Action closed

3. SPPA Update

Annual Benefit Statements

GMcG advised that SPPA had worked with SFRS to clear the remaining 17 records. This work should assist in helping ensure that the data in respect of these members was now in an updated and accurate format which should allow participation in the normal and timely issue of statements.

Annual Pension Increase

GMcG advised that the exercise had gone well. DC wanted to make SPPA aware that pay increases had still to be agreed which would have an impact on member salary details.

Customer Contact Centre (CCT)

GMcG advised that the CCT had completed phase 2, taking calls, emails and web enquiries for NHS and Teachers' scheme pensioner customers. The team are now handling 40% of customer enquiries. In addition 95% of calls are answered within 30 seconds and first call resolution is 85%. The system will be improved to allow for call surveys. Phase 3 due to be implemented in September 2018 will include Firefighter enquiries. Call recording is now operational.

Guaranteed Minimum Pension

VP advised that the contract had completed record linking. VP confirmed that there would be no recovery of overpayments connected with GMP reconciliation. GMcG advised that the exercise was progressing well and that HMRC were meeting targets for returning data. GMcG advised that SPPA were working with HMRC and DWP to resolve cases where there is no evidence of liability. VP advised that SPPA were liaising with other schemes to develop standard communications for members. The final data cut will be done in March 2019. AD asked about the figures shown on the dashboard. VP explained that these were records rather than members.

IDRP Review

GMcG advised that the move to a one stage process had been implemented from 1 May 2018. BC asked what would happen to cases received prior to that date. GMcG advised that cases in progress would continue to be dealt with under the two stage process.

Website Refresh

GMcG advised that a company had been procured to undertake the website refresh. Input from members, employers and other stakeholders had been sought, including members of the pension boards.

4. Firefighters' Dashboard

GMcG advised that the dashboard provided a year on year comparison. DF advised that a new workflow had been implemented which would allow more accurate reporting on transfers.

GS advised that a more event focussed approach would be taken for future customer surveys.

GS advised that there had been a good response to the CARE calculator. DC stated that SPPA should be aware that there may be enquiries from members related to split pensions. DF advised that this was something that was already checked.

5. Head of Security Annual Update

GS advised that this was the first annual summary provided by SPPA's Head of Security. This covered a number of issues, but the board had been particularly interested in progress of the changes to GDPR. GS advised that SPPA had been compliant with Data Protection legislation, and that this made the transition easier. A new Privacy Policy would be published on 27 April 2018. Internal Audit had reviewed the project and had been assured by the work undertaken. SP asked if there were any areas of GDPR compliance that may cause concern. GS advised that work continued to chase up outstanding data sharing agreements.

6. Customer Interaction and Feedback Report

SB advised that the numbers received for both complaints and IDRPs were small and that no trends had been identified. SB advised that lessons learned were reviewed and where they were generic across all schemes, staff were made aware. SB advised that 60 members had responded to the continuous customer survey. An actions log has been created to ensure issues raised are followed up. PC advised that new channels were being considered under the Communications Strategy to look at how we deal with concerns raised. BC thanked SB for the comprehensive report.

7. CEM Benchmarking Action Plan

SB explained the background to CEM Benchmarking. The report examined the overall score and identified areas where SPPA can improve customer service. An

action plan has been created to take this forward. PC advised that one area that could increase customer service would be to include something from SPPA in any employer publications directed to staff. DC agreed to look into this for the future.

AP1	DC to advise if SPPA can contribute to future employer publications directed at staff
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8. Communications Strategy

GS advised that a review and audit of SPPA communications had been undertaken and that the senior team were considering the output from this exercise. A project had been developed to undertake a refresh of the website as part of the strategy. Members, employers and other stakeholders, including pension board members would be invited to take part in Customer Panels, providing ideas and input to improve communications.

9. Risk Register

IW advised that the Risk Governance Group (RGG) minutes were provided at the end of the update paper. This highlighted the changes made since the last board meeting. Changes made to the individual scheme risk registers were, where necessary, reflected in the Corporate risk register. The intention is to use these risk registers as a management tool to ensure consistency and that nothing important is missed. IW advised that 15 items were listed, however, items 12, 13 and 15 were nearing their target and would likely be complete prior to the next board meeting. DC asked if the register reflected future changes. IW confirmed that the Policy team are represented on the RGG and that they also meet regularly with the Operations team to discuss any issues.

DC advised that recent information sent out by FBU would prompt members to contact SPPA and suggested that communications between SPPA and FBU be improved. GMcG said that SPPA would look at what communications would be required and liaise with FBU.

SP stated that the board would seek assurance regarding service delivery, in particular funding to ensure adequate resources. Overall, content could ideally be presented to the board in a clear format and possibly include a summary page or Risk Bubble Map. GMcG and SP had already arranged a meeting to review this separately.

10. Governance

Jl advised that an audit had recently been undertaken by Internal Audit, related to pension board governance. Overall the output from the draft report had been positive. One area that had been highlighted for improvement was continuous personal development and training and appraisal. Part of the work being undertaken would be to ensure robust procedures are in place to comply with the requirements of the Pension Regulator. Jl agreed to share the Internal Audit report with the board.

AP2	SPPA to share Internal Audit report related to pension board governance with board members
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JI also suggested that to improve procedures, board minutes be reviewed and approved following each meeting, rather than waiting until the next board. This was agreed by the board.

11. Training Plan

SP asked if there were any additional items of training that had been identified that could support the board's knowledge development. DC suggested that the Pension Regulator Toolkit could be completed on an annual basis and provide evidence of completion.

AP3	Board to complete the Pension Regulator Toolkit annually and provide evidence to support
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12. Any other competent business

12.1 DC stated that a nomination would be required for a retired member to fill a current vacancy.

12.2 JI advised that induction dates for new members would be confirmed.

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