

**Attendees:**

Allan Martin (AM)	Chair
Stuart Purdy (SP)	Vice Chair
Alan Duncan (AD)	Board Member
Brian Cameron (BC)	Board Member
Gillian Clark (GC)	Board Member
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Gerry McGarry (GMcG)	SPPA Deputy Director of Operations
Donald Forbes (DF)	SPPA Senior Operations Manager
Jeanette Innes (JI)	SPPA Interim Head of Governance
Molly Wyllie (MW)	SPPA Secretariat

**Apologies:**

Denise Christie	Board Member
Alex Clark	Board Member

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

AM welcomed everyone to the meeting. AM introduced Brian Cameron who had now joined the board.

1a. No conflict of interest declared.

1b. AM advised that his tenure would end on 31 March 2018 and work would be undertaken to recruit a new board Chair and also board members.

**2. Draft minutes and action points from previous meeting**

2a. The minutes from the meeting on 28 November 2018 were reviewed and adopted without amendment.

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

- F6.04, F10.06, F10.08 – closed
- F9.02, F10.01, F10.04, F10.09, F11.01 – remain open
- F10.02 – GMcG advised that a Record Keeping Plan had been developed and shared with the Pension Regulator. This would now be shared and would be forwarded to SP in the first instance for review.
- F10.05 – DF advised that a report had been received, but it was not clear if this held the relevant data. Further action would be required and DF would work with Gillian Clark and Rosalie Cameron to resolve this.
- F11.01 – DF advised that the SLA had been reviewed in November 2017 and February 2018. The final version would be circulated to the board.

### **3. Project PSPensions**

3.1 JI advised that SPPA had served a termination of contract notice to Capita and that the project had stopped. Contingency planning was underway. JI assured the board that there would be no change to the service provided to members or stakeholders. JI confirmed the current supplier would continue to support the system until 2020 and would also implement necessary improvements. AM stated that the board noted the actions taken by the Agency and were content that this was being managed. The board asked to be kept aware of any issues which may affect business as usual.

APF12.01: SPPA to advise the board of any issues which affect business as usual related to system supplier

### **4. SPPA Update**

#### **4.1 Annual Benefit Statements (ABS)**

GMcG advised that 98.98% of annual statements had been issued. DF advised that the remaining statements were due to missing data from pre-September 2015. GMcG stated that the work being undertaken now would support the 2018 ABS exercise, as the data rectification done in members records would not need to be repeated.

#### **4.2 Annual Allowance (AA)**

DF advised that AA voluntary scheme pays was now offered across all schemes and information was available on the SPPA website. SP asked if there was a communications plan aimed at notifying members of this facility in future. GMcG agreed that wider communications for members needs to be considered.

FAP12.02: SPPA to update Board on plans for notifying members of the facility for AA voluntary scheme pays

#### **4.3 Pension Increase**

This years' pensions increase has been set at 3% for pensioners. This would be applied to members pensions from 9 April 2018.

#### **4.4 Customer Contact Centre (CCT)**

GMcG advised that phase one of the CCT was launched in early January 2018. It is intended that Firefighters' would be included in the final phase in September 2018. GMcG confirmed that measures would be in place to collate call data, which can then be reported to the board.

#### **4.5 Guaranteed Minimum Pension (GMP)**

GMcG explained the background of the GMP exercise. SPPA has a project team in place, dedicated to completing this exercise. A dashboard reporting progress had been developed and would be provided to the board.

APF12.03: SPPA to circulate GMP dashboard to the board

GC asked if there was anything the Service could do to assist with data reconciliation. GMcG advised that there may be a need to contact employers to check certain members records, in an effort to reconcile data, however the likelihood of this was still unknown at this stage.

#### 4.6 Communications

AM advised that SPPA had engaged a communications consultant, Ed Emerson, to review communications across the Agency. AM advised that he had already met with Ed Emerson to discuss all communications, including the SPPA website.

GMcG advised that a report would be presented to the SPPA Senior Team at the end of March 2018 and that this would be provided to the board at the next meeting.

APF12.04: SPPA to present Communications Review Report at the next board

#### 4.7 General Data Protection Regulations (GDPR)

GMcG advised that the SPPA have been working with Scottish Government Data Protection Team and the Information Commissioners Officer. A GDPR Work Plan template developed within the Agency had been adopted by Scottish Government colleagues.

#### 4.8 Cyber Security

GMcG advised that all pension board members had been invited to a presentation, on 8 March 2018, about Cyber Security. This would be delivered by Keith McDevitt from the Scottish Governments Cyber Resilience Unit.

#### 4.9 Internal Dispute Resolution Procedure (IDRP)

GMcG advised that the current two stage procedure would be amended to one stage from 1 April 2018. Assurance was given that this would continue to be a robust process.

#### 4.10 Risk Governance Group

The minutes from the SPPA Risk Governance Group meeting on 9 January 2018 were noted.

### 5. Firefighters' Dashboard

5.1 DF advised that the transfer in/out figures shown in brackets on the dashboard showed the adjustment for third party delays. DF also advised that workflows would be amended to address this issue for future reporting. AM asked if the figures reported under customer statistics could include two quarters for comparison.

APF12.05: SPPA to consider amending dashboard to show last two quarters of customer statistics for comparison

GMcG advised that the continuous customer survey would be reviewed to improve customer engagement, with consideration being given to a 'single event survey'.

## **6. Communications Assessment/Strategy update**

6.1 This was covered in item 4.6 above.

## **7. Risk Register**

7.1 GMcG advised that the SPPA Risk Governance Group had reviewed the risk register and changes had been made. A further review would be done and a meeting would be arranged with SP to discuss the register. SP stated that he was encouraged with progress to date.

APF12.06: GMcG to meet with SP to discuss risk register

## **8. Governance**

### **8a. Annual Conference**

JI advised that a Pension Board Annual Conference would be arranged for 6 November 2018, to be held at Victoria Quay, Edinburgh. Presentations would be provided by representatives from the Information Commissioner's Office, the Pension Regulator, Government Actuaries Department and Cyber Security. JI asked the board to forward any items they would like covered at the conference.

APF12.07: Board to forward suggestions for annual conference to JI

### **8b. Terms of Reference**

AM asked if board members had any questions related to the changes proposed for the Terms of Reference. No comments made; changes noted by the board.

### **8c. Professional Trustees**

AM advised that the Association of Professional Pension Trustees had been commissioned by the Pension Regulator to develop the standard of skills and knowledge required of Trustees. AM suggested that this should be included in recruitment material for Pension Board members.

APF12.08: SPPA to include compliance with the Association of Professional Pension Trustees in Pension Board recruitment material

## **9. CEM Benchmarking**

9.1 GMcG advised that the intention had been to build customer service enhancements within the new system, however, this would now be delayed. Areas identified for improvement however would not be forgotten and would be built in to continuous improvement work going forward. SP asked if SPPA would liaise with other organisations who have a higher overall service rating. GMcG advised that this was not necessarily possible, however CEM could be consulted on this matter. SPPA is rated against other participants and it is for SPPA to determine what improvements can be made.

## **10. Employer Charter**

10.1 GMcG advised that the Charter was intended to provide a route for employers to determine what their role is and the responsibilities upon them, with customer service as a focus. SPPA would liaise with employer groups to finalise the Charter.

10.2 BC asked what the optimum time is for notifying intention to retire. GMcG confirmed that three months is the preferred timescale. This allows both the employer and SPPA to complete all of the necessary actions prior to date of retirement.

## **11. Training plan**

11.1 AM asked if there would be training provided for GDPR. JI advised that she would follow this up and report back to the board.

APF12.09: SPPA to confirm if GDPR training would be provided

## **12. Any Other Competent Business**

12.1 GS asked if, going forward, there could be a minimum criteria for joining the board. JI advised that as Interim Head of Governance she had been reviewing the nomination process to ensure it is structured and balanced. The induction programme was also under review.

12.2 AM noted that the annual pension increase for 2018 was 3% which would be included in the CARE scheme calculations.

12.3 AM advised that he had been corresponding with HM Treasury regarding the sustainability of unfunded pension schemes.

12.4 AM confirmed he would be stepping down as Chair of the board at the end of March 2018 and wanted to record his thanks to everyone involved over the last three years.

12.5 JI thanked AM for his tenure and the support he has provided to SPPA. SP also thanked AM for his excellent stewardship and depth of knowledge which all the board had benefited from.

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