Attendees:

Brian Barbour (BB)	Chair
Mark Cook (MC)	Vice Chair
Craig Black (CB)	Board Member
James Ito (JI)	Board Member
Philip Coghill (PC)	Board Member
John White (JW)	Board Member
Kay Sandilands KS)	Board Member
Tom Wilson (TW)	Observer
Gerry McGarry(GMcG)	SPPA Customer Services Manager
Stuart MacArthur (SMcA)	SPPA Governance Manager
Jennifer Love (JL)	SPPA Customer Services Manager
Dev Dey (DD)	SPPA Head of Customer Services
Jim Preston (JP)	SPPA Senior Policy Manager
Janet McDougall (JMcD)	SPPA Programme Manager
Deborah Sherlock	SPPA Governance - minutes

Apologies:

Graham McKirdy	Board Member
Gordon McKay	Board Member

1.   Welcome, introductions and conflicts of interests

BB welcomed everyone to the meeting. BB advised of that Graham McKirdy had resigned his position on the Board due to ill health. BB noted his and the Boards thanks to Graham for his service to the Board over the last five years.

BB advised the Board of Jennifer Love had joined SPPA as a new Customer Services Manager. Tom Wilson, Royal College of Nursing was present as an observer, with a view to joining the Board.

No conflicts of interest declared.

2a. Draft Minutes and Action Points from previous meeting and updates

Minutes from the meeting 7 November 2019 were adopted.

2b. Action Points

The action points were reviewed and the following noted:

- N11.01 8/2/18 - dial in facilities were now available – action closed
- N12.08 31/5/18 - engagement plan to be shared with the Board – action closed
- N13.05 23/8/18 – progress update to be provided at next meeting – remains open

- N16.03 09/5/19 - SMcA advised that with the new teams in place, a review of Board papers and dashboard would be undertaken. GMcG suggested that feedback from the Board would be useful. MC proposed a workshop at the end of the next pension Board meeting – action remains open*
- N17.05 8/8/19 – GMP covered in the Update Paper - action closed
- N18.01 7/11/19 – action closed (see also 12.08)
- N18.02 7/11/19 - Board agreed to close this action
- N18.03 7/11/19 - Board agreed to close this action
- N18.04 7/11/19 - Board agreed to close this action
- N18.05 7/11/19 – action remains open

*Post meeting note: this will be delayed until face to face meetings resume.

3. NHS Dashboard

Customer Contact
GMcG advised that 47.9% of emails were responded to within the target time. This had been the result of a planned upgrade to the Altair system. Work had been undertaken to clear the backlog. MC raised concern about the change to the average time to answer calls which had been increased from 30 seconds to 60 seconds. DD advised the Customer Contact Team (CCT) will be focusing on the 1 minute 26 seconds call response. BB responded that this was not acceptable as quarter 3 showed that the target of 60 seconds had not been met. The Board would be looking for an improved performance during the next quarter. DD explained that staff absence had resulted in the increase, however, a merger to create a bigger CCT would improve the response time.

AP1	SPPA to review improvement of response to calls answered

Internal Dispute Resolution Procedure
PC commented on the delay in receiving information related to ill health disputes and what support could be provided by the RCN. GMcG advised that waiting for 3rd party information contributed to the time taken to process some cases.

AP2	SPPA to review process related to gathering third party information in dispute cases

Website
MC raised concern that there had been a significant drop in website views. GMcG reported that it was difficult to accurately pinpoint why this had happened. SMcA suggested that SPPA compare the results with same quarter from the previous year.

AP3	SPPA to compare Q3 website views to Q3 2018-19

Key Performance Indicators
GMcG advised that downtime on Altair in December 2019 had impacted on the figures and also that quality assurance had reported errors. BB asked if there was a plan in place to mitigate against calculation or input errors. BB also noted that action was required regarding New Payment Accuracy which had failed to meet the target over the last 2 quarters. GMcG advised, that in the main, these are single errors made by staff.

AP4	SPPA to create a check plan to ensure new payment accuracy

Transfers
GMcG advised that the target was missed and this was due to a single case.

4. SPPA Update Report.

4.1 Annual Benefit Statements (ABS)
GMcG reported that the main bulk issue of ABS for active members had been concluded. There had been an increase of 8,945 over the previous year, with a total of 170,387 ABS issued. BB commented that enormous progress had been made from previous years. TW asked if members made use of the SPPA website. GMcG reported that the website was being developed to ensure information was available to members and to raise awareness of the pension life cycle. MC asked if members were informed by SPPA or their employer that their ABS was available. PC Members who are registered are not prompted to look at ABS going forward when members register they should be made aware that it is their responsibility to look at ABS.

4.2 Annual Allowance (AA)
GMcG advised that the demand for AA Pension Savings Statements (PSS) has increased substantially due to the heightened awareness by the BMA and NHS Clinicians. As a result SPPA, as well as producing PSS for members with a single scheme breach, which is the regulated requirement, also had to produce PSS for members who requested a statement.

5. Guaranteed Minimum Pension (GMP)

Reconciliation
VP advised that he current status of the NHS scheme reconciliation, as at Mid-Dec 19, was 93% complete with 631,988 records reconciled, 623,620 out of scope and 93,523 unreconciled. The number of unreconciled post GMP age pensioner records is 2,520. HMRC planned to issue their final data cuts to schemes between mid-November and end-December 2019, however, they issued bulletins in January 20 confirming their release would be delayed until on-going issues with the allocation of scheme members to contracted out periods, were resolved. The final data cuts were now expected to be delayed until summer 2020.

Rectification
GMcG reported that SPPA are still working through enquiries. HMRC have 4.5 thousand to process and rectifications have been rescheduled to July 2020. Members will still receive the wrong pension amount due to the HMRC backlog being unprocessed. The board will be kept updated on this.

AP5	SPPA to update the Board on progress of rectification work

6. Employment Tribunal Case (McCloud/Sargeant)

JP provided a short background to the Tribunal Case. JP advised that there are two options proposed - Deferred Choice or Immediate Choice. SPPA is involved in technical discussions about the proposals with the Scheme Advisory Boards (SAB). The SAB met 31 January 2020 to consider the choices, information on money, tax and any adjustments

into 2015 schemes. TW asked how long the process was likely to take. JP responded that the final delivery would be 2021-22.

7. Customer Services Model (CSM)

DD advised that a successful transition took place on 28 October 2019 with 200 staff moving to their new teams. This created a much more robust customer focused approach. A further change is to take place in February 2020 to make more staff available for customer service. The outcomes from the external 'Be Positive' review had tasked team leaders to deliver improved customer service. Pension estimates had increased, but additional staff would be made available to deal with the increase. MC raised concerns on the call answering timescales and asked if this would be amended in line with the proposed staff changes. DD advised that this would result in a considerable improvement with more staff being made available.

8. Risk Register

GMcG advised that Matt Valente (Head of Business Management) had completed a risk maturity assessment and would be creating a risk improvement plan. This would result in a new risk framework to identify, record and mitigate risk. There would also be a refresh of the Pension Board Risk Registers.

9. Altair Project Update

Altair Platform Upgrade
JMcD advised the Board that the payroll migration was completed on time 23 December 2019. Training had been provided to staff on the new system. Pensioner payments were made on time.

Member Self Service (MSS)
JMcD advised that due to an issue with member multiple contracts, this will not be available for some time. Software improvements for multi employment contracts would require to be added for members but it is not practical to go live until this is implemented. BB enquired if ABS can be seen presently or if it is only available on My Pension Online Service. DD advised that changes within CCT will allow more data to be collected from members. JW raised timescales for Altair II testing. JMcD advised that Heywood would be due to release software in September/October 2020 and that functionality would need to be tested. The Board felt that late 2020 was late and asked whether this could be brought forward.

i-Connect
JMcD advised that specification for NHS I-Connect was still under consultation with ATOS and the Technical Working group. It was hoped that this would be finalised by February 2020. DD commented that training would be required for Data Teams to receive information from employers.

Cyber Security
BB asked if there was a cyber-attack, would this be shared with the Board. BB discussed with the board the "downtime" by which it would be preferable for the PB to be updated and it was agreed half to one day unavailable.

AP6	All SPPA Pension Boards to be updated by Cyber Security

10. Governance

SMcA advised the Board that a quarterly Governance Update would be provided to the Board. SMcA advised that Governance was currently going through the TOM process and when this has been concluded there would be clear roles and responsibilities within the team.

Relationship Supervision
SMcA advised that the Police and Firefighters schemes had been selected by the Pension Regulator (TPR) as one of a hundred schemes throughout the UK to provide information under their Relationship Supervision initiative. The Governance Team have collated and submitted the requested information to TPR. This would be assessed by TPR over the next six to eight week period and any outcomes would be used to improve the scheme governance.

Terms of Reference
SMcA advised the Board that he had undertaken a revision of the Terms of Reference. The Board was asked to review the revisions and provide comments where required.

AP7	Board to provide comments on revised Terms of Reference

Training
SMcA advised the Board that training would be provided towards the middle of 2020.

11. Any Other Business

BB thanked everyone for attending the meeting and thanked John White for his contribution to the Board and wished him well in his future appointments.

12. Date and Time of next Meeting

BB advised that the date of the next meeting would be 14 May 2020, commencing 11:00 am.

No other business was raised. The meeting was closed.