



Attendees:

William Littleboy (WL)	Chair
Andy Marchant (AM)	Vice Chair
Alan Duncan (AD)	Board Member
Denise Christie (DC)	Board Member
Steven Wright (SW)	Board Member
John McKenzie (JMck)	Board Member
Rachel Miller (RM)	SPPA Interim Head of Operational Excellence
Jennifer Love (JL)	SPPA Customer Service Manager
Phil Heywood (PH)	SPPA Interim Head of Pension Platform Procurement
Hannah Grout (HG)	SPPA Risk and Assurance Manager
Karen Morley (KM)	SPPA Head of Finance
Stuart MacArthur (SMacA)	SPPA Governance Manager
Molly Wyllie	SPPA Governance Minutes

Apologies:

Ross Haggart	Board Member
Alexander Miller	Board Member
Dev Dey	SPPA Head of Customer Services

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

1.1 WL opened the meeting and welcomed everyone.

No changes to Board membership. No conflicts of interest noted.

2.1 Draft minutes from previous meeting

The minutes from the meeting of 6 May 2021 were adopted without amendment.

2.2 Actions outstanding

The outstanding actions were reviewed and the following noted:

- F0521.01, F0521.02, F0521.03, F0521.05, F0521.06, F0521.07, F0521.08, F0521.11 – actions closed
- F0521.12 – action closed. Following discussion it was agreed that a new action be opened to clarify the mitigations where there is an internet/network failure

F0821.01	SPPA to provide further information to clarify mitigations where internet/network failure occurs
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3. Operational Excellence

RM advised that key strategic KPI's had been agreed with the Senior Leadership Team (SLT) and Management Advisory Board. These had been incorporated into the 21-22 Agency Business Plan.

Recruitment was underway for a Planning and Performance Manager, Business Intelligence Analyst/s and Data Scientists to support the development on Management Information (MI). Significant progress had been made to Customer Service MI which allowed SLT to review this weekly. In addition an arrangement was in place to allow the use of the Altair system Insight tool to build specific MI dashboards.

WL stated that the Board were interested in the feedback from members about the level of service received. RM advised that the team were working with Herriot Watt University to develop how to benchmark customer satisfaction.

The Board discussed the merits of measuring customer satisfaction and benchmarking and the use of Net Promoter Score. Further information would be available at the next meeting.

F0821.02	SPPA to provide further information regarding customer satisfaction scoring at the next meeting
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3.1 Annual Benefit Statements and Annual Allowance

RM reported that both projects were on track to meet the statutory deadlines.

3.2 2015 Remedy

RM advised that further resource was being recruited to support the 2015 Remedy project. This included a Communications Lead, working with the Class Group, engagement of a Partnership Manager.

The Board were concerned about the timescales for the project, in particular where they effect immediate detriment cases and members who may be considering retirement. RM advised that the team were working towards the statutory deadlines and that the impact of the additional work on Customer Services had been taken into account.

DC commented that adding a link to the FBU website related to information about the 2015 Remedy would be useful.

F0821.03	DC to forward FBU 2015 Remedy link to SPPA to add to the SPPA website
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3.3 EPICOR

KM explained that there was a planned to move to upgrade the Finance platform, however, this was not high priority and would take place when the best solution was identified.

4. Customer Services

JL advised that 41 new staff had been successfully recruited, with 33 already in training. The final 8 would join Customer Service in October.

JL advised that returning to office working would commence at the end of October. This would be done in line with current Scottish Government guidance. It was anticipated that hybrid working would be the norm and would not impact on business as usual.

The Board discussed performance and commented that it was good to see the improvement in first time call resolution. JL confirmed that the proposal to increase the telephony service was on track for the autumn.

5. Pension Platform Programme Update

PH provided a summary of Programme events within the report and explained the reasons for the 'red' status. PH advised the Board that the project would undertake a six month procurement exercise, following by a three year transition period. PH advised that the recent 'Gateway 0 Review' had highlighted 13 actions. Of these, six related to procurement procedure. The remaining actions related to the transformation programme and that a Transformation Change Lead would be considered by SLT. The Board raised concern regarding the recent resignation of the Project Manager. Following discussion, PH assured the Board that, with support from Scottish Government, the project was still on track to go ahead with procurement in November.

6. Risk Update

HG advised that the reports provided had taken account of the discussion held in June. Two of the risks were still to be scored and HG was working with Customer Services and Operational Excellence to complete this. WL asked if a possible Independence Referendum would be added to the register. HG advised that she had reached out to colleagues in Scottish Government and would circulate the response, along with a Policy statement from the CE.

F0821.04	HG to circulate response from Scottish Government related to a possible Independence Referendum along with a Policy statement from the CE
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6.1 Breach Log

HG advised that a recent breach had involved starter/leaver letters and that this was still under investigation. This had been recorded, however, at this point it was not possible to specify whether members of the Firefighters scheme had been impacted. HG advised that she was working towards providing a specific breach log for each scheme.

7. Internal Dispute Resolution Procedure

Three cases had been actioned in quarter one. No comments raised by the Board.

8. Governance Update

SMacA advised that training would be provided by the Government Actuaries Department in September. A Cyber Security session was being planned for early 2022.

The Internal Audit Governance Review Report had not yet been received, but would be circulated to the Board when it became available.

F0821.05	SMacA to circulate the Internal Audit Governance Review Report to the Board
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SMacA explained that The Pensions Regulator (TPR) had re-commenced their Supervision Relationship and that evaluation meetings had taken place. SMacA also advised that representatives from TPR would meet with the Chair and Vice Chair and attend the Board next meeting in November.

9. Any other competent business

No other business raised.

10. Date of next meeting

Next meeting scheduled for 9 November 2021.

WL thanked everyone for their attendance and closed the meeting.

Summary of new actions:

No	Para	Action	Due date
F0821.01	2	SPPA to provide further information to clarify mitigations where internet/network failure occurs	Asap
F8521.02	3	SPPA to provide further information regarding customer satisfaction scoring at the next meeting	Next meeting
F0821.03	3	DC to forward FBU 2015 Remedy link to SPPA to add to the SPPA website	asap
F0821.04	6	HG to circulate response from Scottish Government related to a possible Independence Referendum along with a Policy statement from the CE	When available
F0821.05	9	SMacA to circulate the Internal Audit Governance Review Report to the Board	When available