



Agenda – Scottish NHS Pension Board (No. 26)

Date: 27 July 2021

Time: 10.00 am

Venue: virtual

Item N°.	Issue	Delivery	By	Time
1.	Welcome 1.1 Apologies 1.2 Declarations of conflict of interest	Oral	Chair	5
2.	Minutes of previous meeting 2.1 Approval of minutes of 4 May 2021 2.2 Review of action points	Paper 2 Paper 2.1	Chair	10
3.	Operational Excellence Update 3.1 Operational Excellence priorities 3.2 High-level summary of projects 3.3 NHS Practitioner Contribution Project	Paper 3 Paper 3.1	Rachel Miller Kenny Smith	40
4.	Customer Service Update 4.1 Overview 4.2 Return to work 4.3 KPIs 4.4 Contacts, feedback and complaints	Paper 4	Dev Dey Sally Paterson	25
	Comfort break			10
5.	Finance, Risk & Assurance Update 5.1 Strategic (SLT) risk register 5.2 NHS Scheme-specific risk register 5.2 Breaches log 5.3 Overpayments summary	Paper 5	Hannah Grout	15
6.	Pension Platform Programme 6.1 Update on Programme	Paper 6	Phil Heywood	10
7.	Data Protection & Information Assurance 7.1 Cyber security update	Paper 7	Prepared by Jonathan Sharp	5
8.	Policy Update 8.1 IDRPs update incl. trend analysis 8.2 Liaison with NHS SAB 8.3 Legislation update	Paper 8 Oral	Greg Walker	10
9.	Governance Update 9.1 Membership, training, attendance	Paper 9	Stuart MacArthur	5
10.	Horizon scanning	Oral	All	5
11.	Any other competent business	Oral	All	5
12.	Date and time of next meeting: • 2 November 2021 10.00 am	Oral	Chair	