



## Agenda – Scottish Firefighters’ Pension Board (no 28)

**Date:** 9 November 2021  
**Time:** 10.00 am – 1.00 pm  
**Venue:** virtual

Agenda			
Item No	Issue	Delivery	By
1.	<b>Welcome and Introductions</b> 1.1 Declaration of conflict of interest 1.2 Membership changes	Oral	Chair
2.	<b>Minutes and Actions</b> 2.1 Minutes from 17 August 2021 2.2 Action Points	Paper	Chair
3.	<b>Hybrid Working Arrangements</b>	Oral	Gary Cossar
4.	<b>Operational Excellence Update</b>	Paper	Rachel Miller
5.	<b>Customer Service Update</b>	Paper	Dev Dey
6.	<b>Update on Pension Platform Programme</b>	Paper	Phil Heywood
7.	<b>Risk Update</b> <ul style="list-style-type: none"> <li>• Pension Board Risk Register</li> <li>• Heat Map</li> <li>• Breach Log</li> <li>• Overpayment Summary</li> </ul>	Paper	Hannah Grout
8.	<b>Policy Update</b>	Paper	Policy
9.	<b>Governance Update</b> 9.1 2020-21 Annual Report 9.2 Corporate Governance Review	Paper x 3	Stuart MacArthur
10.	<b>Any other competent business</b>	Oral	All
11.	<b>Dates of future meetings –</b> <ul style="list-style-type: none"> <li>• 15 February 2022 (virtual)</li> </ul>	Oral	Chair