



Agenda – Scottish NHS Pension Board (No. 27)

Date: 2 November 2021

Time: 10.00 am

Venue: virtual

Item N°.	Issue	Delivery	By	Actions proposed to close	Time
1.	Welcome 1.1 Apologies 1.2 Declarations of conflict of interest	Oral	Chair		5
2.	Actions from previous meeting 2.1 Review of action points	Paper 2	Chair		10
3.	Update on working arrangements	Oral	Garry Cossar		5
4.	Operational Excellence Update 3.1 Operational Excellence priorities 3.2 High-level summary of projects 3.3 NHS Practitioner Contribution Project	Paper 3	Rachel Miller	N0521.02 N0721.09 N0721.03 N18.06	35
5.	Customer Service Update 4.1 High level overview 4.2 Senior Partnership Manager 4.3 Customer feedback/satisfaction 4.4 Data quality	Paper 4	Dev Dey Donald Forbes Sally Paterson	N22.01	25
	Comfort break (approx. 11:30)				10
6.	Finance, Risk & Assurance Update	Paper 5	Hannah Grout	N0721.05	15
7.	Pension Platform Programme	Paper 6	Phil Heywood	N0721.06	10
8.	Policy Update	Paper 7	Greg Walker		10
9.	Governance Update	Paper 8	Stuart MacArthur	N0721.08	5
10.	Horizon scanning	Oral	All		5
11.	Any other competent business • NHS PB Annual Report	Paper 9	Chair		5
12.	Date and time of next meeting: • 17 February 2022	Oral	Chair		