



## Agenda – Scottish Police Pension Board (no. 27)

**Date: 4 November 2021**

**Time: 14.00 – 17.00**

**Venue: virtual**

| Agenda   |  |               |                  |
|----------|--|---------------|------------------|
| Item N°. | Subject  | Delivery      | By               |
| 1.       | <b>Welcome and Introductions</b><br>1.1 Apologies<br>1.2 Declaration of conflict of interest   | Oral          | Chair            |
| 2.       | <b>Minutes</b> - approval of minutes 5 August 2021   | Paper         | Chair            |
| 3.       | <b>Actions</b> – propose to close  | Paper         | Vice Chair       |
| 4.       | <b>Performance Improvement Plan</b> (replaces SIG/SLA update for this meeting)   | Oral          | Garren Conway    |
| 5.       | <b>Hybrid Working Arrangements</b>   | Oral          | Gary Cossar      |
| 6.       | <b>Operational Excellence Update - includes</b> <ul style="list-style-type: none"> <li>• 2015 Remedy</li> <li>• ABS 2021</li> <li>• Project updates</li> </ul>           | Paper         | Rachel Miller    |
| 7.       | <b>Customer Service Update - includes</b> <ul style="list-style-type: none"> <li>• Performance</li> <li>• Customer contact and feedback</li> <li>• Complaints</li> </ul> | Paper         | Garren Conway    |
| 8.       | <b>Pension Platform Programme</b><br>8.1 Business Case Final   | Paper x 2     | Phil Heywood     |
| 9.       | <b>Risk Deep Dive 2015 Remedy</b>  | Paper         | Anne Walsh       |
| 10.      | <b>Risk Update (for noting)</b><br>10.1 Police Pension Board Risk Register<br>10.2 Breach Log<br>10.3 Overpayments   | Paper x 4     | Hannah Grout     |
| 11.      | <b>Policy Update</b><br>11.1 Police Pension Scheme<br>Commutation Factors  | Paper<br>Oral | Iain Coltman     |
| 12.      | <b>Governance Update</b><br>12.1 Terms of Reference Update<br>12.2 Governance Improvement Actions<br>12.3 Internal Audit Governance Review                               | Paper x 4     | Stuart MacArthur |
| 13.      | <b>Outstanding Actions</b>   | Paper         | Vice Chair       |
| 14.      | <b>Any Other Competent Business</b>  | Oral          | All              |
| 15.      | <b>Dates of future meetings –</b> <ul style="list-style-type: none"> <li>• 22 February 2022 (virtual)</li> </ul>   | Oral          | Chair            |