



Agenda – Scottish NHS Pension Board (No. 31)

Date: 17 February 2022

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. | Operational Excellence Update 3.1 Operational Excellence priorities 3.2 High-level summary of projects 3.3 NHS Practitioner Contribution Project Paper to note: ABS/AA Project 2021 – Reflective Exercise | Paper 3 | Mark Humble | N1121.02 | 25 |
| 4. | Customer Service Update 4.1 High level overview 4.2 Customer feedback/satisfaction 4.3 Data quality | Paper 4 | Dev Dey Sally Paterson | N1121.04 | 25 |
| | Comfort break (approx. 11:30) | | | | 10 |
| 5. | Finance, Risk & Assurance Update 5.1 Overpayments | Paper 5 | Hannah Grout | N1121.06 | 15 |
| 6. | Pension Platform Programme | Paper 6 | Phil Heywood Craig Gardiner | | 20 |
| 7. | Policy Update | Paper 7 | Greg Walker | N1121.02 | 10 |
| 8. | Governance Update | Paper 8 | Stuart MacArthur | N1121.08 N1121.09 N1121.10 N1121.11 | 5 |
| 9. | Horizon scanning | Oral | All | | 5 |
| 10. | Any other competent business | Oral | Chair | | 5 |
| 11. | Date and time of next meeting: • 26 May 2022 | Oral | Chair | | |