



Attendees	Brian Barbour (BB)	Chair
	Mark Cook (MC)	Vice Chair
	Claire Pullar (CP)	Board Member
	Craig Black (CB)	Board Member
	Gordon McKay (GM)	Board Member
	Graeme Eunson (GE)	Board Member
	Kay Sandilands (KS)	Board Member
	Tom Wilson (TW)	Board Member
Other attendees	David Robb (DR)	SPPA Chief Executive (Interim)
	Rachel Miller (RM)	SPPA Head of Operational Excellence (Interim)
	Garry Cossar (GC)	SPPA Head of Colleague Experience (Interim)
	Dev Dey (DD)	SPPA Head of Customer Services
	Sally Paterson (SP)	SPPA Customer Services Manager
	Donald Forbes (DF)	SPPA Senior Partnership Manager
	Hannah Grout (HG)	SPPA Risk and Assurance Manager
	Phil Heywood (PH)	SPPA Pension Platform Programme Director
	Greg Walker (GW)	SPPA Senior Policy Manager
	Stuart MacArthur (SMacA)	SPPA Governance Manager
Apologies	David McColl (DMcC)	Board Member
Minute taker	Clare Moffat (CM)	SPPA Governance Lead - minutes

1. Welcome, introductions and conflicts of interests

1.1 Apologies were received from David McColl.

1.2 The Chair advised his appointment to staff of Independent Trustee Services Ltd. should be recorded on the Register of Interests. No conflicts were declared.

1.3 The Chair noted the board's responsibility to support SPPA achieve its objectives and challenge SPPA on its delivery of service to members, and whilst acknowledging some signs of progress, considered there were a number of areas where SPPA was not delivering a level of service that members and the Board expected. DR welcomed the board's views and engagement.

2. Previous meeting

1.1 The minutes of the previous meeting had been approved electronically and were available on SPPA website.

2.1 The action tracker was reviewed and the following actions were approved for closure, some of which were closed during the meeting:

N22.01 Employer Charter

N0521.02 2015 Remedy information available to members – the board

N0721.02 Pension Savings Statements

N0721.06 Programme Board 'critical friend'

N0721.07 Security plan – ransomware attack

N0721.08 Face to face board meetings

3. Working arrangements

3.1 GC provided the board with an overview of hybrid working arrangements with limited number of SPPA staff on site from 1 November 2021, with further office expansion from January 2022 subject to gateway assurances being met.

3.2 The board discussed flexible working arrangements, staff wellbeing and impact on absence rates since March 2020. GC advised further information could be shared with the board, if required.

4. Operational Excellence

4.1 RMi responded to the board's questions around Annual Allowance (AA) and Pensions Saving Statements (PSS) and, acknowledged the different service provided to members by pension administrators across UK. He advised SPPA aspired to provide dual PSS, however must focus on brilliant basics at present to deliver 100% at high quality.

4.2 Call wait times to discuss ABS/AA, the length of time required by SPPA to provide ABS (after 31 August 2021 deadline) and failure to notify members when late ABS was available was raised.

4.3 The board asked SPPA to provide a further update with outputs from lessons learned workshop, with information on 2015 Remedy and FAQ.

N1121.01	SPPA to provide update for board following 2021 AA/ABS lessons learned workshops (November 2021) with detail on 2015 Remedy and FAQ
N1121.02	SPPA to circulate Valuations timeline with the board
N1121.03	SPPA to provide specific deadline on Epicor project within update at next meeting

5. Customer Services

5.1 DD provided overview of Customer Service activity during quarter 2 and highlighted the increase in member retirements across all schemes, NHS reported a 38% increase on previous year.

5.2 DD confirmed detailed action plan has significantly reduced call and email response times throughout October, abandon rate now <5%. Phone lines to be in full service from 1 December 2021, with potentially more flexibility in future – extended opening hours, chat functionality – along with ongoing work to understand customer needs and improve response times. The Chair noted the improvement but reminded the team that the Board had previously agreed an extended service level to enable calls to be completed at first point of contact. The current service was not meeting the needs of members nor the expectation of the Board.

5.3 SP updated the board on progress with staff recruitment, impact of SG recruitment freeze during 2020, staff induction and retention, as well as work underway with GAD to address online calculator issue which will help reduce turnaround times for estimates. BB asked what complement was now in place following successful recruitment and was advised that the complement was now at the same level as early 2020.

5.4 DR added recruitment issues experienced by all delivery bodies and outlined possible solutions under consideration by SPPA, including transformational redesign of current service.

N1121.04	SPPA to provide the board with monthly KPI performance until February 2022 to allow service to be monitored and action taken if improvements had not been made.
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6. Finance, Risk and Assurance

6.1 HG outlined Risk and Assurance activity in quarter two and highlighted progress on board-specific risk register, which will be owned by the Pension Board, and explained the key risks within.

6.2 Following discussion, it was agreed HG would provide a legend/visual to show direction of travel on heatmaps and update the board on risk scores and definition of impact which will be reviewed soon.

6.3 The board agreed to review top 5-7 risks in detail at least annually, with discussion to be scheduled for next meeting.

N1121.05	HG to update heatmaps with direction of travel to outline progress made, along with draft board-specific register to support discussion on review of risks, discuss scoring system (consistent across all scheme boards) at next meeting in February 2022. HG to meet with MC to prepare a draft register
N1121.06	Secretariat to schedule agenda item to seek views on board-specific risk register and discuss key risks

7. Pension Platform Programme

7.1 PH confirmed technology aspect business case approved by Ministers, therefore programme working towards invitation to tender to be launched in December 2021 with contract award in summer 2022. Transition plan to be taken to Minister next, after completing final assurance point in November 2021.

7.2 All recommendations from previous platform programme have been acted upon plus several new recommendations added for action before pre-procurement review, and the programme will soon undertake de-risk activities.

7.3 PH explained timelines and extension possibilities, early activity to secure resourcing and mitigate the programme's top risk - business readiness. SPPA requested the board's support to help with member representation for future user panels and noted assistance offered by BMA.

8. Policy

8.1 The board discussed the IDRPs figures provided, noted trend to uphold appeals and welcomed changes to ill health process which it hoped would reduce the number of appeals.

8.2 The board requested more granular detail to consider commonality on sections.

N1121.07	SPPA to provide more detail of IDRPs trends
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9. Governance

9.1 The board requested SPPA revisit recording webinar options following discussion with the board.

9.3 SPPA requested the board's help to access employer networks recruit a new member to fill the longstanding vacancy. KS and CB agreed to support this action and requested summary information to be shared within networks.

9.4 Discussion followed on the distinct membership of pension boards and scheme advisory boards and the board requested SPPA challenge this to better understand the rationale.

N1121.08	SPPA to review the option of webinar recording
N1121.09	SPPA to summarise membership requirements and share with employer representatives to action within their networks

N1121.10	SPPA to challenge Ministerial preference for distinct membership of pension boards and scheme advisory boards and provide board with clear rationale within update
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10. Horizon scanning

10.1 GE queried if employers and SPPA had systems in place to accommodate new member contribution rates from April 2022, as per SAB-led discussions. GW confirmed the Scheme Advisory Board (SAB) were expected to review revised proposals in November 2021, followed by a 8-week consultation ending late January 2022. SAB employer representatives had considered impact on employer payroll systems should not cause issue.

11. AOB

11.1 NHS PB Annual Report was reviewed by the board and subject to the amendments noted below, was approved for publication.

Practitioners Funding project – amend completion date of “early 2022” to “2022”.

SPPA to confirm satisfaction %

12. Next meeting

Scheduled for 17 February 2022 per previous doodle poll – invites to be issued by Secretariat.

N1121.11	Secretariat to issue calendar invites for 2022 board meetings
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Summary of new actions

Action No.	Action	Assigned	Target Completion Date
N11.21.01	SPPA to provide update for board following 2021 AA/ABS lessons learned workshops (November 2021) with detail on 2015 Remedy and FAQ	RM	10 December 2021
N1121.02	SPPA to circulate Valuations timeline with the board	RM	February 2022
N1121.03	SPPA to provide specific deadline on Epicor project within update at next meeting	RM	February 2022
N1121.04	SPPA to provide the board with monthly KPI performance until February 2022 to allow service to be monitored and action taken in improvements had not been made	DD	1. 10 December 2021 2. 14 January 2022
N1121.05	HG to update heatmaps with direction of travel to outline progress made, along with draft board-specific register to support discussion on review of risks, discuss scoring system (consistent across all scheme boards) at next meeting in February 2022. HG to meet with MC to prepare a draft register	HG	February 2022

N1121.06	Secretariat to schedule agenda item to seek views on board-specific risk register and discuss key risks	CM	February 2022
N1121.07	SPPA to provide more detail of IDRP trends	GW	February 2022
N1121.08	SPPA to review the option of webinar recording	SMacA	February 2022
N1121.09	SPPA to summarise membership requirements and share with employer representatives to action within their networks	SMacA	ASAP
N1121.10	SPPA to challenge Ministerial preference for distinct membership of pension boards and scheme advisory boards and provide board with clear rationale within update	SMacA	February 2022
N1121.11	Secretariat to issue calendar invites for 2022 board meetings	CM	ASAP

These minutes were approved on 4 February 2022 as a correct record of the meeting held on 2 November 2021.