



<b>Meeting</b>	Scottish Firefighters Pension Board
<b>Meeting date</b>	15 February 2022
<b>Meeting time</b>	10:00 – 13:00
<b>Meeting location</b>	MS Teams

<b>Attendees</b>	William Littleboy (WL)	Chair
	Andy Marchant (AM)	Vice Chair
	Alan Duncan (AD)	Board Member
	Steven Wright (SW)	Board Member
	Ross Haggart (RH)	Board Member
<b>Other attendees</b>	David Robb (DR)	SPPA Chief Executive
	Karen Morley	SPPA Head of Finance
	Dev Dey (DD)	SPPA Head of Customer
	Gary Cossar (GC)	SPPA Interim Head of People, Strategy and Communications
	Phil Heywood (PH)	SPPA Interim Head of Pension Platform Procurement
	Mark Humble	SPPA Operational Excellence Manager
	Hannah Grout (HG)	SPPA Risk and Assurance Manager
	Anne Walsh (AW)	SPPA Project Manager
	Alan Wilkinson (AWn)	SPPA Senior Policy Manager
	Stuart MacArthur (SMacA)	SPPA Governance Manager
	Donald Forbes (DF)	SPPA Partnership Manager
<b>Apologies</b>	Denise Christie	Board Member
	Alexander Miller	Board Member
	John McKenzie	Board Member
	Craig Gardiner	SPPA Chief Operating Officer
<b>Minutes</b>	Molly Wyllie	SPPA Corporate Governance Lead

## 1. Welcome and introductions (including declaration of conflict of interest)

WL opened the meeting and welcomed everyone. WL advised that Denise Christie and Alexander Miller had tendered their resignations. John McKenzie had forwarded his apologies. Member representative nominations would be sought. Unfortunately, this meant the meeting was not quorate.

The board wanted to extend their thanks to Denise and Alexander for their contribution over the years.

- 1.1 No conflicts of interest declared.
- 1.2 No changes to Board membership.
- 1.3 Addition to agenda – SPPA Structure

DR advised that his appointment as Chief Executive had been confirmed in December 2021. DR advised the board that he had reduced the Executive Team and implemented a revised executive team structure. Work was underway to refresh the Agency strategy. This included staff workshops and input from board non-executives and also Pension Board Chairs and Vice Chairs. DR also added that a Chief Operating Officer (COO) role had been created, whose focus would be on day to day service delivery.

## **2.1 Draft minutes from previous meeting**

The minutes from the meeting of 9 November 2021 were adopted without amendment.

## **2.2 Actions outstanding**

All outstanding actions were reviewed and closed.

## **3. Hybrid Working Arrangement**

GC advised that the office had re-opened from 1 February with limited numbers initially. Flexible working options were available to staff. It was hoped that returning to holding board meetings on site would be possible later in the year.

## **4. Operational Excellence**

MH provided a summary of the progress of KPI and management information(MI) work. Examples of the new MI pack had been included. This intention was to tailor this to focus on priority areas for the board. The COO would contact board members to define what information the board required. MH also provided a summary of the current projects underway. AD asked what was meant by 'calculation improvements'. MH advised that work was underway to review what calculations were done offline that could/should be done by the pensions administration system. These would be checked for accuracy and managed more effectively. AD also asked if Member Self Service (MSS) uptake had increased. DF confirmed that at end January 2022 there were 2,479 active members, 234 deferred members and 550 pensioner members registered for MSS.

## **5. 2015 Remedy**

AW provided a summary of the Remedy Project. This included the issue of member letters in December 2021. Work was underway with the current pensions administration supplier to deliver phase 1 bulk move of remaining protected member to the new scheme, by 1 April 2022. The SPPA website had been updated with FAQs and Myth Buster information. Government Actuaries Department were working to provide a modeller for members.

AW advised that the main risk to the project at present, was staff resource. This was because staff with the necessary skills and experience were in demand across several projects. This had been mitigated by a combination of adjustments to streamline the process required for the April bulk move and moving some of the workload to later in the year. Submission to Scottish Government for direct funding was being drafted.

## **6. Customer Services**

DD advised that a review of some of the roles within Customer Service had been undertaken and changes identified would be implemented during the next quarter.

WL asked what had impacted on Transfers where targets had been missed. DD advised that additional staff had been moved to that area, however, this required time to train and develop staff. It was hoped this would improve over the next quarter. DF also added that the KPI is set by the Transfer Club and some providers do not accept digital signatures, which can cause delays.

DD added that customers were now offered the opportunity to take part in a survey at the end of each call. Details of this would be provided at the next meeting.

F0222.01	Customer Service report to include analysis of customer survey feedback at next meeting.
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## 7. Pension Platform Programme Update

PH advised that the platform procurement had launched on 12 January 2022 and to date 21 vendors had expressed an interest. Transformation would be built into the Agency business plans and strategy refresh. In the meantime, upgrades to the current platform functionality continued to be delivered, including solutions for the 2015 Remedy.

## 8. Risk Update

HG advised that there had been little movement on the risk register. The recent senior management changes had still to be reviewed for impact, or not, on both the strategic and scheme specific registers. AM asked about the use of offline calculation spreadsheets and if assurance could be provided that these were managed and controlled.

F0222.02	Assurance to be provided to the Board regarding the management and control of offline calculation spreadsheets
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### 8a. Overpayments

HG advised that the Finance paper would be updated for the next meeting.

## 9. Policy Update

AW confirmed that the commutation underpin had been due to expire on 31 March 2022. Proposed changes mean that the underpin would now continue indefinitely.

AW also advised that Scottish Ministers had asked for views on the implementation date for changes proposed regarding the commutation cap.

## 10. Governance Update

SMacA advised that the Pensions Regulators Final Supervision Report had been received and responses were being collated. SMacA advised that it would be helpful to have the boards views on three of the areas raised within the report: 1.4 (page 8), 1.5 (page 8) and 1.10 (page 11). Succession planning was a concern, with the limited number of groups within the Service to draw from. It was also suggested that the current quorum should be amended to reduce the number of attendees from each side. Following discussion, it was agreed that SMacA would meet with the Chair and Vice-Chair separately and agree draft responses to the recommendations on behalf of the Board. The responses would then be circulated to the Board for comment. WL agreed that nominations should be sought for the two current vacancies and the meeting schedule continue for the current year.

## 10. Any other competent business

No other business raised.

## 11. Date of next meeting

Next meeting scheduled for 15 February 2022 (virtual).

WL thanked everyone for their attendance and closed the meeting.

### Summary of new actions:

No	Action	Due date
<b>F0221.01</b>	Customer Service report to include analysis of customer survey feedback at next meeting.	Next meeting
<b>F0222.02</b>	Assurance to be provided to the Board regarding the management and control of offline calculation spreadsheets	Asap

Version Control		
		Version number
Date minutes sent to Board	23/2/22	V0.1
Date approved by board/committee	17/5/22	V0.1
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