



SPPA

Scottish Public
Pensions Agency
Buidheann Peinnseanan
Poblach na h-Alba

OFFICIAL

Meeting	Scottish Police Pension Board
Meeting date	21 September 2022
Meeting time	14:00
Meeting location	Hybrid

Pension Board members	Shirley Rogers	Chair
	Steven Whalley	Vice Chair
	Sharon Dalli*	Pension Board Member
	David Christie	Pension Board Member
	Darren Paterson	Pension Board Member
	Andrew Barker*	Pension Board Member
	David Ross*	Pension Board Member
SPPA attendees	David Robb	SPPA Chief Executive
	Karen Morley	SPPA Head of Finance
	Craig Gardiner	SPPA Interim Chief Operating Officer
	Garry Cossar	SPPA Head of People, Strategy & Communications
	Hannah Grout	SPPA Risk & Assurance Manager
	Jonathan Sharp*	SPPA Data Protection and Information Governance Manager
	Paul O'Donnell*	SPPA Pension Platform Programme Senior Manager
	Stuart MacArthur	SPPA Corporate Governance Manager
Observer	David Page*	Deputy Chief Officer, Police Scotland
Apologies	David Hamilton	Pension Board Member
	Iain Coltman	SPPA Head of Policy
Minutes	Molly Wyllie	SPPA Governance Lead
	Clare Moffat	SPPA Governance Lead

* attended remotely

1. Welcome and apologies

- 1.1 The Chair welcomed all attendees, introduced DCO Page and extended the Board's thanks to MW who was attending her last Board meeting. The Board echoed the Chair's sentiments and wished MW well in retirement.
- 1.2 There were no declarations of interest in the business to be conducted.

2. Minutes of the previous meeting

- 2.1 The Board agreed that the minutes of the previous meeting were a true and correct record.

3. Review of Outstanding Actions

- 3.1 The Vice-chair led the review of actions and discussions during the meeting. The actions which had been proposed to close were agreed to be closed, with the exception of P0622.07 which would only be closed when outstanding risk control columns were completed.

- 3.2 Whilst it was agreed to close P1120.06, the Chair highlighted the Board would like to see assurance on the quality of service SPPA provided on non-standard cases, where exceptional circumstances may require an altered approach.
- 3.3 The Board discussed the impact of the automatic re-enrolment on participation rates and the next cycle is due in 2023. The Board noted that improvement in the participation rate reporting is being progressed under the SLA/PIP, and asked for an agenda item at the next meeting to consider how to encourage uptake of the scheme.
- 3.4 The Board asked SPPA to circulate the MAB calendar of meetings and ensure the website was updated with most recent approved minutes of meetings.

P0922.01	SPPA to include information on automatic re-enrolment in the next participation report update and add to agenda for next board meeting.
P0922.02	SPPA to circulate the MAB calendar of meetings and ensure approved minutes are published on website

4. Performance and Risk

- 4.1 The Board noted the highlights of the Performance report:
- call wait times and abandonment rate improved
 - significant increase in volume of new retirement applications compared to 2021
 - email response rate starting to improve.
- 4.2 The Board requested clarity on which MI was scheme specific and encouraged consistency of reporting periods and RAG status. SPPA confirmed feedback from all Pension Boards would be considered. The progressive improvements in performance reporting were noted and acknowledged by the Board.
- 4.3 The Board requested SPPA confirm the number of MSS registrations (of active and non-active members) and the percentage take up rate compared to the total number of members.
- 4.4 SPPA outlined plans to address performance by increasing resilience and customer satisfaction, improving capability therefore reducing abandon rate and failure demand. SPPA committed to providing additional narrative with 'reasons why' on performance report. The Board thanked SPPA that all awards were made on time.
- 4.5 The Agency performance data was challenged and the Board suggested the categories where target KPIs were not met should have improvement plans in place, with clear priorities to get to green status, as well as a focus on quality assurance and getting it correct first time. The Board noted that although the Annual Allowance statements had been issued ahead of target, revisions were required to 10% of statements issued due to an error in the data tables.
- 4.6 The Board noted the SLA Group report which highlighted the continued positive progress with joint working, acknowledging SPPA's primary focus on improvement in its broader corporate agenda and need to align this to the Performance Improvement Plan (PIP). Improvements in customer service and delivery included need for accuracy, consideration of non-standard circumstances and encouraging members to engage with pension arrangements earlier. The Board noted the transition to self-service platforms and reminded SPPA to offer alternatives to meet all members' needs. The Board look forward to an update on the revised timescales for the PIP at their next meeting.
- 4.7 SPPA presented revised Executive Team (ET) and Police Scheme Specific Risk Registers along with the Risk Report and DP offered to assist SPPA to further develop risk work. It was agreed the format of future risk reports would be a narrative document focused on the key risks and dependencies, with risk rating work and breaches annexed.

- 4.8 The Board were asked to forward any comments on the new ET register to SPPA and asked SPPA to update controls, mitigating actions and review risk scoring, after which a workshop could be scheduled to review the controls in place to manage key risks.
- 4.9 The group reviewed the breach log and asked if the issuing of estimates outwith the SLA target should be included. SPPA confirmed legal advice that if an ABS had been provided within the last 12 months, this was not considered a TPR breach.

P0922.03	SPPA to provide data showing MSS registrations (of active and non-active members) and the percentage take up rate compared to the total number of members.
P0922.04	SPPA to clarify RAG ratings in performance report
P0922.05	SPPA to add trendline of customer satisfaction on performance report and report across consistent periods (quarterly, monthly etc.)
P0922.06	SPPA to change format of risk report to highlight key risks (with annexed registers and breach log) and update risk controls, mitigating actions and risk scoring.
P0922.07	Board to provide comments on new ET register

5. Project Updates

Pension Platform Programme

- 5.1 SPPA updated on progress on overall route to green:
- Await Ministerial approval of contract award
 - Successful appointment of Contracts Manager to ensure contract and commercial capability
 - Delivery confidence assessment amber/green.
- 5.2 The Board asked several questions particularly around the risk and dependencies of the programme and thanked the PPP team for the assurance provided acknowledging new risks associated with implementation phase, for discussion at the next meeting.

The meeting paused for a short break: 15:11-15:20

2015 Remedy

- 5.3 SPPA highlighted the successful recruitment of key roles for the 2015 Remedy Project and it had been working on the delivery schedule of Altair solution, in collaboration with CLASS group partners.
- 5.4 The Board asked SPPA to provide comment on the status on HMRC activity regarding immediate detriment.
- 5.5 The key dependency on employer data was noted and that the data set requirements had not yet been outlined.
- 5.6 SPPA confirmed it was working on the PDDs, with workshops planned for early 2023, and the Board asked that wider stakeholders be engaged in the impact of these for implementation of remedy via the Joint remedy working group.
- 5.7 The Board noted updates on projects and quality assurance and asked for sight of SPPA's response to DWP's Pension Dashboard consultation.

P0922.08	SPPA to provide comment on the status on HMRC activity regarding immediate detriment.
P0922.09	SPPA to circulate response to DWP Pension Dashboard consultation

Post Incident Review

- 5.8 The Board noted the thorough response and review, however queried SPPA's technical response to prevent event recurrence. DRb confirmed SPPA was better prepared both technically and operationally, with the practical use of the Incident Management Process which had been invoked on three occasions since the initial reported event, indicating the awareness already embedded from the review.
- 5.9 The Board agreed the paper provided evidence of SPPA's management of the incident and outlined actions taken; Chair noted good governance principles and thanked SPPA for its openness. The Board asked SPPA to provide assurance on how the plan was being implemented and shared across the whole organisation, with outcomes.

P0922.10	SPPA to provide progress update on actions taken to increase staff awareness of incident management process and outcomes
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6. Other Board Business

Governance

- 6.1 Extensions of tenure for SD and AB were acknowledged and welcomed by the Board.
- 6.2 SPPA confirmed TPR Supervision actions were ongoing and progress will be included in next Board report.
- 6.3 SPPA invited the Board members to highlight development topics they wish to be considered for future training webinars. Discussion followed with annual allowance, scheme pays/taxation suggested as possible areas of interest.
- 6.4 It was suggested it may be beneficial to review a comparable framework to assist with board member development and effectiveness – SPPA to contact DP to progress offline.
- 6.5 The Board agreed the Code of Practice tracker reflected Board discussions and approved the tracker, subject to any minor changes to be agreed offline, and that the tracker should be presented on a 6-monthly basis to the Board to evidence compliance to the Code.

Finance

- 6.6 It was noted the Finance update should be presented within the performance pack, not as a standalone report.
- 6.7 The Chair commented the report highlighted the increase in number of people retiring, the financial impact of this behaviour and assist the Board to review trends.
- 6.8 The research analysis from the User-Centred Design team would also assist with member feedback on SPPA service and pre-retirement information.

Horizon Scanning

- 6.9 It was noted the pay award effective from April 2022 was now settled and may impact the pattern of retirement behaviour in future, with possible peak retirement points suggested in April 2023 and October 2023. Employer representatives confirmed the service was aware of this and the need for clear communications to ensure members were able make informed decisions.

P0922.11	Board members to suggest topics to SPPA Governance for future training sessions
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7. Any Other Competent Business

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- 7.1 The Board noted that Circular 2022/05 informed stakeholders that compulsory retirement ages in the Police Pension Schemes ended on 1 April 2022, and advised Police Scotland had revised processes to this effect.
- 7.2 The Board welcomed SPPA's User-Centred Design research report which outlined progress to date and looked forward to further information in due course.
- 7.3 The Chair thanked DPg for attending on behalf of the DCC, extended an open invitation to attend, and invited him to share his observations of the Board discussions today. DPg commented on the improvements made, and applauded the depth of conversation and challenge from the Board. DPg also confirmed there were structural changes in progress which would provide more pensions capability within Police Scotland to support improvements in its strategic governance and oversight of pensions and wider impact of retirement behaviour on strategic workforce planning and longer-term effect on the Service.
- 7.4 The Chair acknowledged DPg's contribution, highlighted SD's support in her key role then led the Board's appreciation of MW for her contribution to the Board's transition over recent years and wished her well in her retirement.

8. Next meeting

- 8.1 23 November 2022.

Summary of new Actions

P0922.01	SPPA to provide paper on auto enrolment plus the relevant participation section of the SLA/PIP report to next agenda (November 2022)
P0922.02	SPPA to circulate the MAB calendar of meetings and ensure approved minutes are published on website
P0922.03	SPPA to provide data showing MSS registrations of active and non-active members
P0922.04	SPPA to clarify RAG ratings in performance report
P0922.05	SPPA to add trendline of customer satisfaction on performance report and report across consistent periods (quarterly, monthly etc.)
P0922.06	SPPA to change format of risk report to highlight key risks (with annexed registers and breach log)
P0922.07	Board to provide comments on new ET register and risk feedback
P0922.08	SPPA to comment on HMRC activity on immediate detriment cases
P0922.09	SPPA to circulate response to DWP Pension Dashboard consultation
P0922.10	SPPA to provide progress update on actions taken to increase staff awareness of incident management process and outcomes
P0922.11	Board members to suggest topics to SPPA Governance for future training sessions

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