Meeting	Scottish NHS Pension Board
Meeting date	24 November 2022
Meeting time	10:00 – 13:00
Meeting location	Hybrid

Members	Brian Barbour (BB)	Chair
	Ailsa Paterson (AP)	Board Member
	Kay Sandilands (KS)	Board Member*
	Tom Wilson (TW)	Board Member
	Graeme Eunson (GE)	Board Member*
Observers	David Vallery (DV)	Vice Chair with effect from 1 December 2022
	Raymond Marshall	Prospective Board Member*
SPPA attendees	David Robb (DR)	SPPA Chief Executive
	Garry Cossar (GC)	SPPA Interim Head of People, Strategy, Communications & Operations
	Iain Coltman	SPPA Head of Policy
	Karen Morley (KM)	SPPA Head of Finance, Procurement & Risk
	Paul O'Donnell *	SPPA Pension Platform Programme Manager
	Hannah Grout (HG)*	SPPA Risk & Assurance Manager
	Stuart MacArthur (SMac)	SPPA Governance Manager
	Jason Grainger	SPPA Programme Office Manager
	Jonathan Sharp*	SPPA Data Protection and Information Governance Manager
	Mark Letza*	SPPA Practitioner Remediation Project Manager
	Donald Forbes (DF)	SPPA Senior Partnership Manager
	Demi Ditchburn	SPPA Governance Delivery Lead
Apologies	Claire Pullar (CP)	Board Member
	Craig Black (CB)	Board Member
	David McColl (DMcC)	Board Member
	Gordon McKay (GM)	Board Member
	Mark Cook (MC)	Vice Chair
Minute taker	Clare Moffat	SPPA Governance Delivery Lead

*Joined remotely

1. Welcome and apologies

1.1 The Chair welcomed all attendees and introduced Raymond Marshall, prospective board member representing scheme member interests, observed the meeting.

1.2 Apologies were noted from CB, GM, DMcC, CP and MC.

1.3 The Chair recorded thanks to MC for work over past few years, with the Board's good wishes to MC in his new role as Chair of the Scottish Teachers Pension Board.

2. Declaration of interests

2.1 There were no changes to Board members' Register of Interests nor were there any declarations of interest in the business to be conducted.

3.   Previous meeting

3.1   The minutes from the meeting held on 1 September 2022 had been approved electronically and were available on the SPPA website.

3.2   The action tracker was reviewed and the Board welcomed changes made. It was agreed the future sorting order would be propose to close, followed by topic (with (grouped together) and the tracker should be extended over several pages to increase type size.

3.3   The following actions were approved for closure, some of which were closed during the meeting:

N1121.05/6	N0422.03(b)	N0522.01	N0522.11	N0522.14	N0922.01
N0922.02	N0922.03	N0922.06	N0922.07	N0922.08	N0922.09
N0922.10	N0922.12.				

3.4   The remaining actions were updated as follows (reforecast dates):
- N0522.03: GC to follow up (31 December 2022)
  <u>Practitioner Remediation</u>
- N0422.02 & N0922.11: Roadmap to remediation (31 January 2023)
- N0422.05:   Definition of a Practitioner will be progressed by subgroup of SAB (February 2023)
  <u>Incident Management Process</u>
- N0922.04: IMP awareness (31 December 2022)
- N0922.05: Sharing of updated Incident Management plan (early 2023)
- N0522.06: Consideration of PSS within PPP (31 December 2022)
- N0922.13: SAB discussions ongoing regarding NHS contributions (31 December 2022)

3.5   The Board expressed disappointment the revised Incident Management plan had not been shared to clarify (a) when the Board would be notified of any incident and (b) the Board's role in the process.

4.   Performance Report

4.1   GC explained temporary changes in senior leadership structure whilst SPPA recruits a new Chief Operating Officer; and outlined possible changes to KPIs in 2023 following KPI review and analysis of business information. The Board welcomed improvements to the performance pack and, following decentralisation of emails and telephony, requested further insight on call volumes (in addition to percentages) and email contacts (number of emails received versus number of emails answered).

4.2   Discussion followed on scheme membership totals and SPPA agreed to provide more information on gender and age, along with the number of new joiners to explain changes in membership totals.

4.3   The Board discussed the accessibility of information available on abatement, specifically whether retiring members are advised of abatement rules. It was agreed there was information easily accessed on SPPA website however SPPA agreed to review existing payroll process to notify members of abatement implications for pensioners returning to NHS employment.

4.4   SPPA highlighted aspiration to provide further explanation of statistics as the gathering of business information evolved. The Board advised they would like to see more information on how members engaged with My Pension Online portal and more promotion of self-service.

4.5   The Chair outlined the Board subgroup which was set up to monitor monthly performance had only met once during summer 2022 and suggested SPPA should ensure KPIs accurately reflect what is most important to members, and proposed cross-scheme performance discussions could take place across all Pension Boards between SPPA, Chairs and Vice Chairs to discuss relevant KPIs. SPPA welcomed these discussions and it was agreed meetings would be arranged.

4.6   The Board discussed Agency performance and it was agreed SPPA should provide more context to explain the statistics and outline plans to get back to service levels, i.e. route to green.

4.7   The Board were interested on the number of staff working from home and it was noted SPPA had a very high onsite presence in comparison with other SG organisations.

N1122.01	SPPA to provide further information on customer contacts in performance pack: a) call volumes (in addition to percentages) b) email contacts (number of emails received versus number of emails answered)
N1122.02	SPPA to provide further information on membership in performance pack: a) member profiles – including age and gender b) membership movements – including number of new joiners
N1122.03	SPPA to review and update the Board on current processes to notify pensioners of abatement rules to highlight implications of returning to NHS work
N1122.04	SPPA to provide information on the My Pension Online portal, including: • how and when members engage with the portal • how SPPA promote the use of the portal • the percentage of the current scheme membership registered
N1122.05	SPPA to schedule meeting with Chairs & Vice Chairs to gather views on KPIs
N1122.06	SPPA to provide more context in performance pack to explain the statistics and outline plans to get back to service levels including expected date(s) i.e. route to green.

Risk Report

4.8   Key actions and risks were reviewed and an update on business continuity planning around blackouts provided.

4.9   The Board requested SPPA check scoring and outlined where there was a difference between actual and target, there should be plans with dates recorded to reflect when target scores will be met. SPPA confirmed this would be included in next review of the Executive Team register, with strategic risks then filtering down to scheme risk register – this should be available by the next meeting. SPPA advised operational scores were out of date and did not tie in with current performance results and confirmed these scores would also be updated for the next meeting.

4.10   It was noted it is not the Pension Board's role to scrutinise the Executive Team risk register however visibility of this register and the opportunity to comment and suggest was welcomed by the Board.

4.11   The Board encouraged SPPA to review business continuity measures and sought assurance that SPPA has a robust business continuity plan in place, which has been tested and actions taken to improve.

N1122.07	SPPA to review risk register scores and include dates to reflect when target scores will be met
N1122.08	SPPA to update Board on business continuity, specifically that: - there is a plan in place - date the plan was last tested - actions taken following the last test

5.   Projects
Pension Platform Programme

5.1   The Board discussed the programme's overall amber status and noted the Gate 3 investment decision had been successfully completed.

5.2   SPPA were reminded some Board members had volunteered at an early stage of the programme, to engage with user testing and design focus groups to help develop PPP,

with a view to ensure member needs were met via easy access automated services for deferred and active members, with modellers, to cover ABS, PSS and remedy. The Chair reminded SPPA of its statutory ABS obligations which were not currently being met and the Board's view that ABS be made available to all members (including deferred membership) and PSS made available to all members.

5.3 SPPA confirmed ABS and PSS were captured and self-service was at the heart of the new planning, however explained it was not possible to make future commitments regarding enhancements due to expected future funding constraints. The Board asked to be updated with a definitive list of what will be included and what will not, once this is agreed.

5.4 It was noted the PPP high-level timeline proposed for mobilisation was coloured by ownership [green is SPPA-led, blue is collaborative and brown is supplier]. The Chair suggested a RAG status which outlined what was at risk and what was on time would be more informative.

N1122.09	PPP timeline – Include a chart colour coded by RAG status rather than who will be delivering each section

2015 Remedy

5.5 The Change of Senior Responsible Officer (SRO) was noted and amber status, digital assurance healthcheck reported, with consultation on regulation anticipated in March/April 2023. Some tax issues remained, and NHS SAB is in discussion with subgroup to resolve.

5.6 SPPA advised data held since 2015 should be sufficient however data analysis will be prioritised during rectification phase (from October 2022) when quality of data held will be interrogated.

5.7 The Board discussed the challenges ahead to provide members with accessible understandable information on this complex issue. SPPA outlined several communication channels would be utilised including the use of a dedicated resource hub called "Remember Remedy", employer newsletters, and targeted letters to members which the Board would be asked to assist with, to accompany Remedial Service Statement (RSS).

5.8 A phased approach would be taken – with priority cases first – and SPPA agreed to share the communications plan, when available, to keep the Board informed.

N1122..10	SPPA to advise likely timeframe for 2015 Remedy user testing
N1122.11	2015 Remedy communications plan to be shared with the Board

Other projects

5.9 The Board noted the final position of the 2022 ABS exercise and SPPA confirmed the 6956 members who were not provided with an ABS had not been contacted directly. The Board asked SPPA to confirm the % of NHS membership who were registered on My Portal Online (added to N1122.04) and it was suggested during the 2023 exercise, SPPA should consider including a notification to any members who are not provided with an ABS.

5.10 An update was not available on the actions noted from the PSS requirements gathering sessions held by previous COO. SPPA agreed to follow these up and provide an update to the Board.

5.11 SPPA were asked if member communications via secure email will be considered within PPP, allowing members to view correspondence on portal or MSS (specified in N1122.09).

5.12 It was noted the delayed draft regulations for the Pensions Dashboard had been laid and this project sat outside the main PPP but will align with PPP delivery; and preparatory work had begun on 2023 annual pension increase.

N1122.12	2023 ABS exercise – SPPA to consider feasibility of providing notification to affected members – e.g. via website - if ABS not made available
N1122.13	SPPA to review the actions noted from PSS requirements gathering sessions held between COO and board members and update the Board

Practitioner Remediation Project

5.13 SPPA introduced the new Project Manager who highlighted amber status as a result of challenges engaging with pilot employers and outlined the project's route to green.

5.14 The Board raised concerns over delays to remediate and the risk of further incorrect contributions being made. Discussion followed which confirmed the maximum 5-year reclaim period ended on the date which the likely affected members were notified. SPPA advised there are more members being identified as at risk.

5.15 SPPA confirmed positive engagement with pilot Health Boards, which had resulted in an additional Health Board joining the pilot, and strong relationships had been established. It was noted a more full update would be available at the next Board meeting.

5.16 SPPA acknowledged the sensitivities around the scheme members and relationships with employers.

6.   Other Board Business
Cyber Security Update

6.1 The Board thanked SPPA for sharing the report in its entirety and noted updated cyber risks had been added to the risk register.

Governance Report

6.2 The Board noted the content of the report and no questions were raised.

7.   Finance Report

7.1 KM presented the report which included:
- 2022-23 financial performance to 31 October 2022
- Overpayments raised in 2022-23 by type and cause
- Progress update on 2021-22 Pension Scheme Accounts

7.2 The Board queried the accuracy of the assumptions used in the Scheme Valuations. SPPA confirmed GAD undertook validation work on SPPA data so the assumptions used reflected exactly had taken place on our membership, and the quadrennial valuations help to inform on employee and employer contribution proportions.

7.3 The Board recorded its appreciation of SPPA's administration of the scheme, which has a total membership of almost 400,000, and payments of almost £1 billion per year requiring 36 main payrolls each month.

8.   AOB

8.1 The Board discussed the recently announced increase in state pension rate, with public sector pensions increases from April 2023 anticipated to be announced in February 2023.

8.2 Questions followed on the impact of possible 'CPI disconnect', moving the revaluation date from 1 April to 6 April, and possible introduction of retirement flexibilities (as considered in England and Wales). SPPA confirmed NHS SAB are considering these proposals and further information would be shared with the Board in due course.

9.   Date of next meeting

9.1 The Chair highlighted all meetings up to February 2024 were now scheduled. Next meeting is on 23 February 2023.

9.2 The Chair thanked all in attendance and closed the meeting at 12:47

10.   Summary of new actions

Action number	Action	Assigned	Target completion date
N1122.01	SPPA to provide further information on customer contacts in performance pack: a) call volumes (in addition to percentages) b) email contacts (number of emails received versus number of emails answered)	GC	TBC
N1122.02	SPPA to provide further information on membership in performance pack: a) member profiles – including age and gender b) membership movements – including number of new joiners	GC	TBC
N1122.03	SPPA to review and update the Board on current processes to notify pensioners of abatement rules to highlight implications of returning to NHS work	GC	TBC
N1122.04	SPPA to provide information on the My Pension Online portal, including: • how and when members engage with the portal • how SPPA promote the use of the portal • the percentage of the current scheme membership registered	GC	TBC
N1122.05	SPPA to schedule meeting with all Board Chairs & Vice Chairs to gather views on KPIs	GC	TBC
N1122.06	SPPA to provide more context in performance pack to explain the statistics and outline plans to get back to service levels including expected date(s) i.e. route to green.	GC	TBC
N1122.07	SPPA to review risk register scores and include dates to reflect when target scores will be met	HG	TBC
N1122.08	SPPA to update Board on business continuity, specifically that: - there is a plan in place - date the plan was last tested - actions taken following the last test	HG	TBC
N1122.09	PPP timeline – Include a chart colour coded by RAG status rather than who will be delivering each section	DG	TBC
N1122..10	SPPA to advise likely timeframe for 2015 Remedy user testing	DG	TBC
N1122.11	2015 Remedy communications plan to be shared with the Board	DG	TBC
N1122.12	2023 ABS exercise – SPPA to consider feasibility of providing notification to affected members – e.g. via website - if ABS not made available	JG	TBC
N1122.13	SPPA to review the actions noted from PSS requirements gathering sessions held between COO and board members and update the Board	JG	TBC

Version Control		
		Version number
Date minutes sent to Chair	9 December 2022	0.1
Date minutes sent to Board members	16 December 2022	0.2
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