

Meeting	Scottish NHS Pension Board
Meeting date	23 February 2023
Meeting time	10:00 – 13:00
Meeting location	Hybrid

Members	Brian Barbour (BB)	Chair
	David Vallery (DV)	Vice Chair
	Ailsa Paterson (AP)	Board Member
	Tom Wilson (TW)*	Board Member
	Graeme Eunson (GE)*	Board Member
	Gordon McKay (GM)*	Board Member
	Claire Pullar (CP)*	Board Member
Observers	Raymond Marshall (RM)*	Board Member with effect from 1 April 2023
	Kerry Glass*	SPPA Corporate Governance Officer
SPPA attendees	David Robb (DR)*	SPPA Chief Executive
	Garry Cossar (GC)*	SPPA Head of People, Strategy and Communications
	Iain Coltman (IC)*	SPPA Head of Policy
	Karen Morley (KM)	SPPA Head of Finance, Procurement & Risk
	David Gunner (DG)	SPPA Programme Director
	Hannah Grout (HG)*	SPPA Risk & Assurance Manager
	Stuart MacArthur (SMac)	SPPA Corporate Governance Manager
	Jonathan Sharp (JS)*	SPPA Data Protection and Information Governance Manager
	Donald Forbes (DF)	SPPA Senior Partnership Manager
	Debbie Trafford (DT)*	SPPA People Transformation Lead
	Trish Brady-Campbell (TBrC)*	SPPA Head of User Centred Design
Apologies	Craig Black (CB)	Board Member
	David McColl (DMcC)	Board Member
	Kay Sandilands (KS)	Board Member
Minute taker	Demi Ditchburn	SPPA Governance Delivery Lead

*Joined remotely

1. Welcome and apologies

- 1.1 The Chair welcomed all attendees and recorded thanks to GM for work and contribution throughout his tenure on the Board, with the Board's good wishes to GM for the future.
- 1.2 Apologies were noted from CB, KS, DMcC and CP. [Post meeting note: CP attended the first 23 minutes of the meeting.]

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

N1122.05	N1122.01	N1122.06	N1122.08	N0922.04
N1122.07	N1122.11	N0522.03	N0522.06	N1122.09
N1122.13	N0422.05	N0922.13	N1122.03	N1122.10

- 3.3 The Board agreed that actions N1122.02 and N1122.04 should be removed from the tracker and should be captured somewhere more appropriate to enable updates when these are in a position to move forward.
- 3.4 The Board discussed contribution structure changes and how to communicate these effectively to members. It was noted that employer representatives on the NHS Scheme Advisory Board may be a route to engaging and supporting employers with this message.

N0223.01	SPPA to capture actions N1122.02 and N1122.04 outside of scheme specific action tracker to enable future updates
N0223.02	SPPA to provide further update on contribution structure discussions within the NHS Scheme Advisory Board and outcome of the proposals being reviewed by Ministers

4. Performance and Risk

- 4.1 GC provided an executive summary of paper 4.1 and highlighted some key points around the Annual Business Plan and Chief Operating Officer recruitment.
- 4.2 GC addressed feedback from the Chair and Vice Chair, noting that:
- New ways of displaying data will be incorporated into performance reporting going forward (comparison between current quarter and same quarter the previous year, 13 month rolling figures, trends)
 - Current service level agreements are to be reviewed within the new business plan for 2023-24
 - Further information will be provided around the quality assurance process
- 4.3 The Board discussed challenges around email performance and queried if SPPA had plans to incorporate a self-service system through the Pensions Platform Programme (PPP) that would allow members to check the status of email enquiries. KM noted that there are plans in place to upgrade the current email system to allow tracking (internally within SPPA) although this is in the early stages. The impact of progressing this is being considered in relation to other live projects. Once the contract has been signed for the PPP project, a detailed implementation plan can be agreed which will show a clearer path for this type of functionality.
- 4.4 The Board discussed key performance indicators (KPIs) and the reality of being able to hit certain targets from the 2022-23 plan. GC noted that key performance indicators are currently being reviewed as part of the Annual Business Plan exercises and will be reconsidered for the 2023-24 plan. DT noted that indicators will focus on effective resolution for 2023-24 and the Customer Services Team are working on understanding peaks and troughs in demand to enable proactive communications. A draft of the Annual Business Plan will be shared with the Chair and Vice Chair of the Board before finalisation.
- 4.5 The Board requested clarity on the process behind member communications. In particular
- How email and telephone communication is linked
 - The process to complete/close a query

[Risk update took place after section 5 due to technical issues]

- 4.6 HG provided an executive summary of paper 4.2 and highlighted some key points around business continuity and current risks.
- 4.7 The Board noted the absence of a breach log. HG agreed to provide a breach log for each meeting, noting when no new breaches have occurred.

- 4.8 HG noted that the scheme specific risk register had recently been reviewed and proposed the Board review this again in 6 – 9 months time. This was agreed by the Board.

N0223.03	SPPA to provide further information on the quality assurance process
N0223.04	SPPA to provide an overview of the future aspirations for systems/services, including functionality agreed through the PPP project
N0223.05	SPPA to provide an overview of current process for customer queries from submission to closure and aspirational process. In particular: <ul style="list-style-type: none"> How email and telephone communication from the same member is linked The process to complete/close a query

5. Projects

Pension Platform Programme

- 5.1 DG provided an executive summary of paper 5.1 and highlighted key points around functional requirements, a draft implementation plan and plans for migration.
- 5.2 The Board asked for clarity around the timeline. It was confirmed that implementation of phase 1 will be in August 2023.
- 5.3 The Board queried if SPPA could provide annual benefit statements (ABS) to deferred scheme members during phase 1 of the PPP implementation. It was confirmed that to effectively test phase 1, all features need to be the same as the current system. Phase 2 of implementation will look at new functions.
- 5.4 The Board requested further information on the improvements in functionality that members will benefit from through the PPP system / once the PPP system is mobilised. In particular related to member self service.
- 5.5 The Chair raised a concern around the project using live data in test and requested assurance around this.
- 5.6 It was confirmed that the cloud system will be UK based.

N0223.06	SPPA to review current capability re. providing ABS for deferred members and provide an update on whether this is something that can be implemented during phase 1 of PPP
N0223.07	SPPA to clarify what PPP functionality is in phase 1, phase 2 or new projects
N0223.08	SPPA to provide update on controls in place for using live data in test

2015 Remedy

- 5.7 DG provided an executive summary of paper 5.2 and highlighted key points around the new team structure, pressures due to the compressed time frame for the project and developments with the standalone calculator.
- 5.8 The Board queried whether the member modeller would be progressed to include functionality to project forward salaries throughout careers. DG confirmed that a feasibility study is currently underway with the hope to incorporate this type of forward planning functionality. The calculations required to implement this for Practitioners are very complex.

Pensions Saving Statements

- 5.9 The Board requested further clarification around annual allowance within the Remedy project. DR noted that the Remedy project will change a lot of the standard SPPA systems/processes and SPPA would like to communicate this clearly to, and manage expectations of, scheme members.

N0223.09	SPPA to set up a meeting between some Board members and SPPA to discuss pension savings statements/ annual allowance within the Remedy project further
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Project Summary

- 5.10 DG provided an executive summary of paper 5.4 and highlighted key points around the reasoning for project outcomes. DG noted that SPPA project teams need to be very focused at present due to the high demand on priority projects.

Data Quality Plan

- 5.11 DG provided an executive summary of paper 5.5 and highlighted the first steps the project team are taking to begin the process of pulling together a data strategy. The team are starting with Member Basic Details, analysing 100 key attributes and looking for outliers. This will inform where the team need to implement changes to data streams within SPPA and where SPPA need to work with employers to help them address issues with their data streams.
- 5.12 The Chair noted that the plan will help the Board and SPPA understand better what data is being reported to The Pensions Regulator (TPR). It will also lead into work around the Pensions Dashboard project.
- 5.13 DG confirmed the legislative implementation date for the Pensions Dashboard project is October 2024 however SPPA are hoping to implement sooner than this, with the requirements for the dashboard being picked up in the later stages of the PPP project.

User Centred Design (UCD)

- 5.14 TBrC provided an executive summary of paper 5.6 and highlighted key points around work the UCD team are undertaking including: improving navigation on the SPPA website, improving member facing content and improving surveys.
- 5.15 TBrC noted the team are currently looking at opportunities to engage members in research and testing, including holding a pop up session at the NHS Summer Conference. TBrC welcomed all suggestions on engagement from the Board.
- 5.16 GE and AP offered support in this area and suggested NHS Borders as a good source of members to participate in testing.

6. Other Board Business

Data Protection Audit

- 6.1 JS provided an executive summary of paper 6.1 and highlighted key points around outcomes and actions.
- 6.2 The Board noted a perceived disconnect between the assurance rating and recommendations. JS noted that this is ICO methodology, and as the report notes exceptions only there are no points of real concern.
- 6.3 The Board queried the confidence level in meeting target dates for actions. JS confirmed a fair degree of confidence in completing actions by target dates. Several actions have been grouped together.

N0223.10	SPPA to provide an update on actions from Data Protection Audit
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Board Self-Assessment

- 6.4 The Vice Chair provided an overview of his reflections on the Board Self-Assessment Survey results. Key points were highlighted around the importance of the Board understanding member impacting matters over SPPA processes, induction process, diversity and hybrid working. The importance of making time to read all papers before meetings and submitting an annual training log were noted.
- 6.5 The Board discussed the benefits and drawbacks of hybrid meetings. Meetings will continue to be hybrid although the Chair encouraged members to attend meetings on site at Tweedbank where possible.
- 6.6 DR noted a significant improvement in the tone of meetings over the last year; with SPPA contributions now coming across in a less defensive tone. The Board agreed.

- 6.7 DR suggested a new format for meetings with a surgery session before/after the main session to address any niche technical issues.
- 6.8 The Chair encouraged feedback from all Board members on the survey and offered support on this outside of the meeting. Following on from last years one to one sessions between individual Board members and the Board Chair/Vice Chair, it was noted that one to one discussions will take place again this year.

Corporate Governance

- 6.9 SMacA provided an executive summary of paper 6.3 and highlighted key points around annual declarations of interest and training logs.
- 6.10 SMacA recorded thanks to GM for work and contribution throughout his tenure on the Board, with SPPA's good wishes to GM for the future.
- 6.11 SMacA welcomed RM to the Board.

The Pensions Regulator Code of Practice

- 6.12 SMacA provided an executive summary of paper 6.4 and highlighted key points around the progress of actions/requirements.
- 6.13 The Board queried the confidence level in meeting target dates for actions. SMacA confirmed a fair degree of confidence in completing actions by target dates, clarifying that actions are owned by colleagues across the whole agency.

N0223.11	SPPA to provide an update on actions from Code of Practice Compliance Tracker
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Finance

- 6.14 KM provided an executive summary of paper 6.5 and highlighted key points around budget, forecasting and recruitment within the team.
- 6.15 The Board queried how members understand their individual scheme pay liability. KM clarified that as the whole scheme is unfunded the total liability of the scheme informs forecasting.
- 6.16 The Board queried the agency's process around existence checks and KM noted reconciliations across data.
- 6.17 The Board discussed the cost per process. KM noted that developing a process for calculating this is on the team workstack and will be picked up when there is sufficient resource.

Member Contributions: Aggregation of Multiple Employments

- 6.18 The Board queried how other employers across the UK are handling this matter. IC confirmed that there is no learning to be gained from other organisations on this yet.
- 6.19 The Board discussed the issues that members working across both England and Scotland may face.
- 6.20 The Board queried when members will have further information on this for the new financial year. IC confirmed that ministers are currently looking at proposals and it's unlikely a decision will be reached until Summer 2023 at the earliest.

7. Any Other Business

- 7.1 The Chair noted consideration to updates on consultations with The Pensions Regulator in 2023. SMacA confirmed that the revised code of practice has not yet been agreed.
- 7.2 The Board queried the evaluation date for the NHS scheme. IC confirmed that members will be well informed of this through the consultation response in due course.
- 7.3 SMacA noted that the annual report is due to be confirmed by the Board at the next meeting in May. It was requested that the Chair and Vice Chair begin work on this.

8. Date of next meeting

- 8.1 The next meeting is on 25 May 2023.
- 8.2 The Chair thanked all in attendance and closed the meeting at 12:42

9. Summary of new actions

No.	Action	Owner	Target Date
N0223.01	SPPA to capture actions N1122.02 and N1122.04 outside of scheme specific action tracker to enable future updates	GC	ASAP
N0223.02	SPPA to provide further update on contribution structure discussions within the NHS Scheme Advisory Board and outcome of the proposals being reviewed by Ministers	IC	TBC
N0223.03	SPPA to provide further information on the quality assurance process	TBC	May 2023
N0223.04	SPPA to provide an overview of the future aspirations for systems/services, including functionality agreed through the PPP project	TBC	May 2023
N0223.05	SPPA to provide an overview of current process for customer queries from submission to closure and aspirational process. In particular: <ul style="list-style-type: none"> How email and telephone communication from the same member is linked The process to complete/close a query 	TBC	May 2023
N0223.06	SPPA to review current ABS capability for deferred members and provide an update on whether this is something that can be implemented during phase 1 of PPP	DG	May 2023
N0223.07	SPPA to clarify what PPP functionality is in phase 1, phase 2 or new projects	DG	May 2023
N0223.08	SPPA to provide update on controls in place for live data in test	DG	May 2023
N0223.09	SPPA to set up a meeting between some Board members and SPPA to discuss pension savings statements/ annual allowance within the Remedy project further	GC	ASAP
N0223.10	SPPA to provide an update on actions from Data Protection Audit	JS	May 2023
N0223.11	SPPA to provide an update on actions from Code of Practice Compliance Tracker	GC	May 2023

Version Control		
		Version number
Date minutes sent to Chair	28 February 2023	1.0
Date minutes sent to Board members	7 March 2023	2.0
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