| Meeting | Scottish Police Pension Board |
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| **Meeting date** | 22 February 2023 |
| **Meeting time** | 14:00 |
| **Meeting location** | Remote (Microsoft Teams) |

| Pension Board members | Shirley Rogers | Chair |
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| | Steven Whalley | Vice Chair |
| | Sharon Dalli | Pension Board Member |
| | David Christie | Pension Board Member |
| | Andrew Barker | Pension Board Member |
| | Darren Paterson | Pension Board Member |
| Observer | Brian Jones | Pension Board Nominee |
| SPPA attendees | David Robb | SPPA Chief Executive |
| | Karen Morley | SPPA Head of Finance |
| | Debbie Trafford | SPPA People Transformation Lead |
| | Rachel Miller | SPPA Planning & Performance Manager |
| | Hannah Grout | SPPA Risk & Assurance Manager |
| | Jonathan Sharp | SPPA Data Protection and Information Governance Manager |
| | David Gunner | SPPA Programme Director |
| | Alan Wilkinson | SPPA Senior Policy Lead |
| | Stuart MacArthur | SPPA Corporate Governance Manager |
| | Trish Brady-Campbell | SPPA Head of User Centred Design |
| Apologies | David Ross | Pension Board Member |
| Minutes | Clare Moffat | SPPA Governance Lead |

## 1. Welcome and apologies

1.1 The Chair welcomed all attendees and noted apologies from David Ross.

1.2 The Chair extended the Board's thanks to David Hamilton, an inaugural member of the board, for his service and wished him well in his retirement before introducing Brian Jones who, pending formal appointment, will be David's successor.

1.3 No new interests were declared.

## 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 reminded SPPA reforecast dates should be provided if actions are not proposed to be closed. Actions P0922.03, P0922.05, P1122.01, P1122.02, P1122.09, P1122.10, P1122.11 which had been proposed to close were agreed to be closed, along with actions P0922.01 and P1122.03 – some of which were closed during the meeting.

3.2 New target dates and updates should be provided for the following actions:
- P0622.03 – not presented on tracker although action was open
- P0622.07 – SPPA to finalise risk registers

V0.4 17.05.2023

- P0922.04 - SPPA to clarify RAG ratings in performance report
- P1122.05 – SPPA to share lessons learned following rectification of these cases
- P1122.06 – for review at next meeting
- P1122.07 – SPPA to provide risk content of 2015 Remedy RAID log to highlight key risks and add key risks identified to future 2015 Remedy project updates
- P1122.08 – SPPA to identify key PPP milestones and advise when reports will be presented to the board on these.

3.3    It was agreed to close P1122.03 around current performance metrics and it was noted the views of the wider board should be considered when agreeing scheme level KPIs.

3.4    The Chair and Vice-Chair summarised discussions held at a strategic business planning workshop on Agency priorities, with consideration of strategic challenges faced by SPPA. When finalised, the Agency annual business plan will be circulated for the board to consider alignment at Police specific level.  SPPA acknowledged the Board's strong wish for consultative engagement within this process.

## 4.    Performance, Finance and Risk

4.1    SPPA confirmed the recruitment of the Chief Operating Officer role (COO) was complete - Frances Graham will join SPPA on 6 March 2023 – and lines of responsibility within leadership structure will revert to how they were once COO is in place and transitioned into the role.

4.2    Board members raised that more information should be shared on PIP review [discussed later in the meeting] and noted the wider stakeholder group engagement around the governance of the SLA/PIP.

4.3    SPPA confirmed requests to improve the performance pack will be implemented and a breakdown on QA will be circulated to the Board.

4.4    Significant improvement on call and email handling times were noted and SPPA confirmed work was underway to embed lessons learned from QA, customer satisfaction and complaints analysis to improve member experience and welcomed feedback from board members to include in this initiative.

4.5    SPPA presented finance metrics to show volume and value of payments, all paid on time.

4.6    The Board requested clarification on the content of the summary slide and further explanation will be provided in future packs.

4.7    It was noted some target dates within paper PIP performance section were incorrect and a revised version should be circulated.

4.8    Board members raised that more information should be shared on PIP review and it was agreed a summary paper should be prepared which outlined the PIP actions closed, actions still in progress and emerging issues (added to P1122.04)for each board meeting.

4.9    The Chair encouraged the SPPA  to summarise the big issues to date and going forward.

4.10    SPPA thanked SLA/PIP participants for their work to date and confirmed quarterly meetings were held with Scottish Police Authority Senior Executives.

4.11    The Board were provided with a verbal overview of the triennial auto-enrolment cycle and were assured SPPA had engaged in operational discussions on managing the administration of 1500 officers who are currently opted out being brought back into the scheme from 1 May 2023.

4.12    The Board were advised there was significant communication and engagement in place to promote the pension scheme benefits to members and signposting to additional support if experiencing financial pressures.

4.13    It was agreed an update should be provided to the board at the end of the 2023 auto-enrolment exercise, for discussion at the meeting on 30 August 2023.

4.14    The Board acknowledged significant external communications work by SPPA and advised next steps would include wider stakeholder workshops to identify and utilise member channels for direct engagement.

V0.4  17.05.2023

4.15    The Chair highlighted the Board had limited time to review the risk papers in the pack.

4.16    The Board queried whether PPB17 fairly represented the 2015 Remedy risks to the scheme and suggested it should be scored higher.  SPPA confirmed  the 2015 Remedy project's status was currently amber overall, with appropriate mitigations in place.

4.17    It was agreed SPPA would share the 2015 Remedy project RAID risk log which reflected the risks being managed (added to P1122.07)

4.18    The Board found the section entitled 'identification of key risks' in paper 5.1 PPP report very helpful and suggested all project papers include this.

4.19    SPPA outlined the Pension Board Risk Register was due for review and requested a Board representative to support this work.  It was agreed Darren Paterson would collaborate with Hannah Grout to progress this, with input from the Vice Chair.

| P0223.01 | SPPA to circulate  breakdown on what is covered by Awards QA process by 24 May 2023 |
| --- | --- |
| P0223.02 | SPPA to update PIP performance target dates by 24 May 2023 |
| P0223.03 | Paper on PIP progress to be circulated outlining PIP actions closed, PIP actions still in progress and emerging issues by 24 May 2023 |
| P0223.04 | Auto-enrolment update to provided and tabled for discussion at meeting on 30 August 2023 |
| P0223.05 | SPPA to initiate review of Pension Board Risk Register with Board representatives by 24 May 2023 |

**The meeting paused for a short break:  15:20-15:30**

## 5.    Project Updates

Pension Platform Programme (PPP)

5.1    SPPA updated on progress:
- Overall RAG status green
- Proof of concept testing completed, providing confidence and assurance new product is fit for purpose
- Contract sign off anticipated by end of March 2023
- Go live anticipated by end of June 2023
- 38/175 functional requirements outstanding; will be added to subsequent phase

5.2    The Board asked for clarification on P1122.08; when information will be shared which will explain what the PPP will mean for the police scheme specifically i.e. improvements, impact on membership etc.

5.3    SPPA confirmed a report would be prepared for the next board meeting which will outline key milestones, e.g. dates of contract signing, operability, and when there will be reports to the Board on these (added to P1122.08).

2015 Remedy

5.4    SPPA confirmed:
- RAG status was amber due to resourcing; full time resources now in place to support the project
- Continued discussions with CLASS group partners to mitigate any further delay with remaining functional requirements
- Investigating other mitigations for the potential late delivery of remaining functional requirements with in-house development of standalone calculators.

5.5 The Board noted employer concerns around engagement on 2015 Remedy policy implementation, and lack of clarity from SPPA on data requirements and responsibilities, which will be progressed by the re-established joint working group.

5.6 The Board expressed interest in the results of the upcoming DAO health check and noted the critical recommendations outlined in the second DAO health check conducted in October 2022.

Data Quality

5.7 SPPA outlined the aim of the initiative is to produce a report highlighting deficiencies in data across all schemes, with recommendations and associated actions on how these can be addressed.

5.8 The critical recommendations from the last DAO health check had guided the project by influencing progress and actions to date.

5.9 SPPA highlighted the importance of the initiative to ensure business readiness for operationalising the new system, adapting internally and planning workforce appropriately, whilst recognising the scale of the exercise.

5.10 The Chair encouraged board members to engage with scheme member organisations to promote provision of accurate data in support of SPPA's long-term initiative to develop a data strategy and improvement plan which will improve member service and deliver internal efficiencies.

Project Rationalisation

5.11 The Board acknowledged SPPA's review of priorities to focus on delivery of 2015 Remedy, PPP and work on data quality.

## 6. Other Board Business

Governance

6.1 SPPA provided updates on:
- TPR Supervision - expected to close (SPPA awaiting formal closure documentation)
- Results from Board Knowledge and Understanding surveys - will help steer webinar topics over the next year
- Results from Board Effectiveness surveys - general themes across all boards
- Board members requirement to complete a declaration of interest form and submit an annual declaration of self-learning to the Governance team.

6.2 The board requested SPPA share the TPR Supervision closure summary of closure when available.

6.3 Discussion followed on frequency of SPPA's TPR Compliance updates and acknowledged the Corporate Governance team only had capacity to collate and provide updates every six months.

6.4 Within TPR actions listed in the Compliance report, it was noted there was a timescale not met and another extended to January 2025. SPPA were asked to provide an update at the next meeting on the requirements which were past target date as well as those in the future.

6.5 The Chair noted the annual survey reflected high levels of confidence in board relationships, acceptance of the documented appraisal process and opportunity to contribute to webinar planning to support board development.

6.6 The Vice-Chair is expected to begin work on the Board annual report soon – report structure and MI content had been agreed - and aimed to provide a final draft for approval at the next board meeting.

V0.4  17.05.2023

| P0223.06 | SPPA to circulate summary of closure of TPR Supervision when available |
| P0223.07 | SPPA to provide update on actions and TPR Compliance target date at the next meeting on 24 May 2023 |
| P0223.08 | Vice-Chair to prepare first draft of Pension Board annual report by mid-March 2023 with final draft to be approved by board on 24 May 2023 |

Horizon Scanning

6.7 The Board requested SPPA provide updates on the following areas of Policy at the next meeting:
- NHS/LGPS Consultations – possible change date of CARE revaluation
- Auto-enrolment - consideration to remove requirement for medicals.

6.8 The Chair outlined SPPA's communications emails were informative, proactive, in a modern style and would be interested in any feedback on these, if available.

| P0223.09 | SPPA to provide Policy updates on consultations to change CARE Revaluation date and removing requirement for medicals on auto-enrolment by 24 May 2023 |

## 7. Any Other Competent Business

User Centred Design Work

7.1 The Board thanked SPPA for the update paper and welcomed focus on member improvements under current budget restrictions.

7.2 SPPA confirmed Board would be invited to engage in the next stage of activities and thanked the Board for its continued support.

Data Protection Audit

7.3 SPPA summarised the output from the consensual Data Protection Audit of SPPA which was conducted by The Information Commissioner's Office in September 2022.

7.4 Overall, the report was positive – SPPA only organisation to receive high rating in government accountability area – and provided reassuring external view of SPPA.

## 8. Next meeting

8.1 The Chair thanked SPPA for the quality papers which generated useful discussion across the Board and reminded members they could put forward items for future agendas.

8.2 Next meeting - 24 May 2023.

V0.4  17.05.2023

**Summary of new Actions**

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|---|---|
| P0223.01 | SPPA to circulate breakdown on what is covered by Awards QA process by 24 May 2023 |
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| P0223.03 | Paper on PIP progress to be circulated outlining PIP actions closed, PIP actions still in progress and emerging issues by 24 May 2023 |
| P0223.04 | Auto-enrolment update to provided and tabled for discussion at meeting on 30 August 2023 |
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| Version Control | | |
|---|---|---|
| | | Version number |
| Date minutes sent to chair | 6 March 2023 | 0.1 |
| Date approved by chair | 14 March 2023 | 0.3 |
| Date approved by Board/committee | 24 May 2023 | 0.4 |
| Date of publication | 30 May 2023 | 1.0 |

V0.4  17.05.2023