



Meeting	Scottish Firefighters Pension Board
Meeting date	02 March 2023
Meeting time	14:00 - 17:00
Meeting location	Hybrid

Board members	Andy Marchant	Vice Chair
	Alan Duncan (AD)	Board Member
	Steven Wright (SW)	Board Member
	Ross Haggart (RH)*	Board Member
	John McKenzie (JMck)*	Board Member
	Gus Sproul (GS)*	Board Member
Observers	Nicola Hector*	Board Member with effect from 1 April 2023
SPPA attendees	David Robb (DR)	SPPA Chief Executive
	Garry Cossar (GC)	SPPA Head of People, Strategy & Communications
	Iain Coltman (IC)	SPPA Head of Policy
	Karen Morley (KM)	SPPA Head of Finance, Procurement & Risk
	David Gunner (DG)	SPPA Programme Director
	Trish Brady Campbell (TBrC)*	SPPA Head of User Centred Design
	Hannah Grout (HG)*	SPPA Risk and Assurance Manager
	Stuart MacArthur (SMacA)	SPPA Corporate Governance Manager
	Jonathan Sharp (JS)*	SPPA Data Protection and Information Governance Manager
	Donald Forbes (DF)	SPPA Senior Partnership Manager
	Apologies	William Littleboy (WL)
Scott McCabe (SMcC)		Board Member
Minute taker	Demi Ditchburn (DD)	SPPA Governance Delivery Lead

*Joined remotely

1. Welcome, Apologies and Declarations of Interest

- 1.1 The Vice Chair welcomed all attendees and recorded thanks to AD for work and contribution throughout his tenure on the Board, with the Board's good wishes to AD for the future.
- 1.2 Apologies were noted from WL and SMcC.
- 1.3 There were no changes to Board members' Register of Interests nor were there any declarations of interest in the business to be conducted.

2. Previous Meeting

- 2.1 The Board noted a typing error in section 4.5 in the minutes of the previous meeting.
- 2.2 Subject to this amendment, the Board agreed that the minutes of the previous meeting held on 22 November 2022 were a true and correct record.

3. Review of Outstanding Actions

- 3.1 The action tracker was reviewed. The following actions were approved for closure:
F0822.01 F0822.04 F1122.01 F1122.04 F1122.05

- 3.2 The Board discussed action F1122.02 and noted concern that regulatory requirements are not currently being met whilst member records hold incorrect or incomplete email addresses. It was agreed to keep this action open.
- 3.3 The Board discussed action F0822.01 and noted concern for the level of engagement from members on the My Self Service (MSS) portal. It was agreed that a new action will be constructed around MSS engagement to capture the Board's need for data in this area in line with current SPPA capability.

F0323.01	The Board would like to receive data, for all categories of members, on take up of MSS and the proportion of those who have signed up who then access their ABS each year. The Board would also like to see a plan to increase take-up of MSS and member engagement, again for all categories of member
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4. Performance and Risk

- 4.1 GC noted condolences for the recent death of Barry Martin and thanked the Board and all within the service for their continued hard work and dedication.
- 4.2 GC provided an executive summary of paper 4.1 and highlighted some key points around Chief Operating Officer recruitment, changes to the Customer Services structure and learning and development within the Agency.
- 4.3 It was noted that paper 4.1 contained Policy and Finance information. The Board welcomed the change of structure to performance reporting.
- 4.4 KM thanked Board members for attending a risk workshop held by HG on 8 February 2023. The Board discussed the workshop and noted thanks to HG for a useful session.
- 4.5 The Board queried when new risks (FPB14, FPB15) would be finalised. It was confirmed the register will be finalised for the next meeting in May.

F0323.02	SPPA to finalise risks FPB14 and FPB15 on scheme specific register
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5. Projects

Project Summary

- 5.1 DG provided an executive summary of paper 5.1 and highlighted key points around the reasoning for project outcomes.
- 5.2 The Board queried how updates will be provided for projects absorbed into "business as usual" work.
- 5.3 The Board discussed the second options exercise. The challenges and high workload of the project were noted. The Board suggested a sub group of Pension Board members be formed to assist with the project. An update on the project was requested for the next meeting in June.

F0323.03	SPPA to confirm how updates will be provided for projects absorbed into "business as usual" work
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F0323.04	SPPA to provide an update on the second options exercise including: <ul style="list-style-type: none"> • Scope and scale of exercise • Sub group - how will this group work, who will be involved, how do they report to the Board
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Pension Platform Programme (PPP)

- 5.4 DG provided an executive summary of paper 5.2 and highlighted key points around functional requirements, a draft implementation plan and plans for migration.

McCloud Remedy Programme

- 5.5 DG provided an executive summary of paper 5.3 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.
- 5.6 IC noted a plan to consult on legislation by the end of March, associate communications are underway via the website and newsletter and business delivery mapping is still to be completed to co-ordinate information throughout the project.
- 5.7 Recruitment has taken place for administrators to cover the McCloud Remedy project (2 year fixed term contracts). This has seen a 20% increase in overall headcount for the Agency.
- 5.8 The Board noted it was really welcome to see members with ill health retirements, in particular those with life shortening illnesses, being prioritised in the process.

Data Quality Plan

- 5.9 DG provided an executive summary of paper 5.4 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.

User Centred Design (UCD)

- 5.10 TBrC provided an executive summary of paper 5.5 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. TBrC welcomed all suggestions on engagement from the Board.
- 5.11 The Board discussed engaging members with different needs and abilities suggesting a blended approach to distributing annual benefit statements (ABS) for 2023; sending out hard copies as well as electronic.
- 5.12 The Board discussed
- How to encourage the 45% of members not currently using the MSS portal to do so and how to support with this transition
 - How to engage the 55% of members currently using the MSS portal
- 5.13 GC noted previously with a procurement exercise underway for the PPP project, it was difficult for the agency to promote the portal. Now that the vendor has been confirmed, post contract signature will allow SPPA to engage with members around MSS registration further. SPPA are very keen to move members onto a digital platform.
- 5.14 JMCK offered support in this area and suggested the Fire Brigades Union (FBU) as a good source of members to participate in testing.

F0323.05

SPPA to review the suggestion from the Board to provide members not currently signed up to the MSS portal a hard copy of their ABS via Royal Mail post alongside a reminder for them to register for MSS and instructions of how they can do this

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. JS confirmed a fair degree of confidence in completing actions by target dates.

Corporate Governance

- 6.2 SMacA provided an executive summary of paper 6.2 and highlighted key points around annual exercises, relationship supervision and the next planned webinar in March.
- 6.3 SMacA recorded thanks to AD and JMCK for work and contribution throughout their tenure on the Board, with SPPA's good wishes to them for the future. The Vice Chair recorded thanks and good wishes on behalf of the Board.
- 6.4 SMacA welcomed NH to the Board. The Vice Chair welcomed NH on behalf of the Board.
- 6.5 The Board discussed results from the Board Effectiveness Survey and Knowledge and Understanding Survey. The Vice Chair noted the importance of members actively engaging with and responding to Corporate Governance exercises to help improve the Board.
- 6.6 Succession planning was discussed, in particular the guidance around the Board having an even split of active, deferred and retired members.
- 6.7 JMCK noted that the FBU are actively looking for a successor to take his place on the Pension Board, although he may attend one more meeting until this is finalised. JMCK and SMacA to meet and discuss this, as well as the wider plan for succession planning within both the Pension Board and Scheme Advisory Board.

F0323.06

JMCK and SMacA to meet and discuss successor for Pension Board membership and succession planning within both the Pension Board and Scheme Advisory Board

The Pensions Regulator Code of Practice Compliance

- 6.8 SMacA provided an executive summary of paper 6.3 and highlighted key points around the progress of actions/requirements. It was confirmed reporting will be provided on a 6 monthly basis.

Any Other Business

- 6.9 JMCK noted a lack of information on the SPPA website in relation to the Retained Firefighters' Modified Pension Scheme.

F0323.07

SPPA to review the information provided for the Retained Firefighters' Modified Pension Scheme on the SPPA website

Horizon Scanning

- 6.10 IC noted an announcement from the Department for Work and Pensions (DWP) noting a reset of the timetable for the Pensions Dashboard project.

7. Next meeting

- 7.1 The next meeting is on 1 June 2023.
- 7.2 The Chair thanked all in attendance and closed the meeting at 15:50.

Summary of new Actions

F0323.01	The Board would like to receive data, for all categories of members, on take up of MSS and the proportion of those who have signed up who then access their ABS each year. The Board would also like to see a plan to increase take-up of MSS and member engagement, again for all categories of member
F0323.02	SPPA to finalise risks FPB14 and FPB15 on scheme specific register
F0323.03	SPPA to confirm how updates will be provided for projects absorbed into “business as usual” work
F0323.04	SPPA to provide an update on the second options exercise including: <ul style="list-style-type: none"> • Scope and scale of exercise • Sub group - how will this group work, who will be involved, how do they report to the Board
F0323.05	SPPA to review the suggestion from the Board to provide members not currently signed up to the MSS portal a hard copy of their ABS via Royal Mail post alongside a reminder for them to register for MSS and instructions of how they can do this
F0323.06	JMcK and SMacA to meet and discuss successor for Pension Board membership and succession planning within both the Pension Board and Scheme Advisory Board
F0323.07	SPPA to review the information provided for the Retained Firefighters’ Modified Pension Scheme on the SPPA website

Version Control		
		Version number
Date minutes sent to chair	7 March 2023	1.0
Date approved by chair	10 March 2023	2.0
Date approved by Board/committee	1 June 2023	4.0
Date of publication	8 June 2023	4.0