Meeting	Scottish Teachers Pension Board
Meeting date	01 March 2023
Meeting time	10:30-13:30
Meeting location	Hybrid

Board members	Mark Cook (MC)	Chair
	Richard Giles (RG)	Vice Chair
	John Crichton (JC)	Board Member
	Dave McGinty (DMc)*	Board Member
	Graham Hutton (GH)*	Board Member
	Louise Wright (LW)*	Board Member
	Andy McGoff (AM)	Board Member
	Pete Smith (PS)	Board Member
	Sharon McKenzie (SM)*	Board Member
Observers	Kirsty Robb (KR)	Future Board members – appointments effective from 1 April 2023
	Stuart Hunter (SH)*	
Apologies	Drew Morrice (DM)	Board Member
	Leah Stalker (LS)	Board Member
	Brian McGinley (BM)	Board Member
	Maureen Kennedy (MK)	Board Member
SPPA attendees	David Robb (DR)	SPPA Chief Executive
	Garry Cossar (GC)	SPPA Head of People, Strategy & Communications
	Karen Morley (KM)	SPPA Head of Finance
	David Gunner (DG)	SPPA Programme Director
	Hannah Grout (HG)*	SPPA Risk and Assurance Manager
	Michael Riddell (MR)	SPPA Data Team Leader
	Stuart MacArthur (SMacA)	SPPA Corporate Governance Manager
	Jonathan Sharp (JS)*	SPPA Data Protection and Information Governance Manager
	Trish Brady-Campbell (TBC)*	SPPA Head of User Centred Design
Minute taker	Clare Moffat	SPPA Governance Delivery Lead

* attended remotely

1. Welcome and apologies
1.1 The Chair welcomed all attendees, noted apologies and invited newly appointed members to introduce themselves.
1.2 A new interest was raised by the Chair regarding his wife's appointment as Head of Audit at Edinburgh College, to be noted on the register of interests.

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 Actions were reviewed and discussed during the meeting. The following actions were agreed to be closed:
T22.09   T0922.06   T0922.04   T1222.01   T1222.03   T1222.04

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| T1222.05 | T1222.09 | T1222.10 | T1222.12 | T1222.13 | T1222.14 |

3.2 In addition, actions T1222.08 & T1222.11 were agreed to be closed subject to ABS learnings and recommendations being incorporated within SPPA's Data Action Plan.

3.3 It was agreed to keep a number of actions open, as follows:
- T15.03 until the generic version of employer charter is published
- T1121.06 until opt out figures are shared after the SAB meeting in May 2023
- T1222.06 awaiting update of ET and scheme-specific risk registers
- T1222.07 until a stand-alone calculator is published on website (October 2023)
- T08.11 awaiting update from SAB discussions
- T0921.07 during ongoing critical data improvement work
- T0222.09 reforecast to December 2023
- T0922.05 for HE representatives to be invited to TWG forum
- T1222.02 reforecast to April 2023

4. Performance, Finance and Risk Update

4.1 SPPA outlined the main operational changes which affected the Q3 MI reported was decentralisation of calls and emails, realignment of staffing and recruitment of 40+ new colleagues for Remedy-related work.

4.2 SPPA thanked the Chair and Vice-Chair for their input into the annual business planning session and advised all feedback would be considered when developing revised KPIs, which will be shared with the Board.

4.3 The board asked SPPA to check MI reported within performance pack:
- membership numbers (especially deferred)
- emails answered (96% on chart, 19.3% in summary window)

4.4 Discussion followed on the how call and email response times were being reported; these did not reflect anecdotal reports [via the Chair] of members having issues contacting SPPA by phone. Customer satisfaction feedback suggested response times were not as good as MI reported.

4.5 The board noted the reported death-in-service figures were higher than last quarter and asked if this was also reflected in other schemes. SPPA to provide comparison data for all schemes.

4.6 DR confirmed the newly appointed Chief Operating Officer (COO) would have responsibility for the same range of functions as the previous postholder, with few changes planned in the short term.

4.7 The Board expressed concern that the enlarged Remedy team will impact business as usual (BAU). SPPA confirmed its focus on 'brilliant basics' will multi-skill staff on technical elements of remedy work.

4.8 KM confirmed work to complete the 2021-22 Teachers Scheme Annual Report and Accounts was progressing - final version was now with Auditor and SPPA will convene the Management Advisory Board (MAB) and the Audit & Risk Committee (ARC) to clear accounts soon - before the end of the financial year and parliamentary recess.

4.9 The Board were assured the Auditor General had been advised the Teachers pension scheme accounts would be late and also that due to process improvements, recent recruitment and experience gained in the last year, SPPA Finance team should be in a better position to work on 2022-23 accounts.

4.10 The board queried the variances stated in expenditure report to 31 December 2022; SPPA to check these, alongside (volume of death-in-service payments vs. number of members, as it was suggested some members may have more than one payment (link with T0323.03).

4.11 The Chair asked if a change to discount rate would affect scheme finances and if so, when. SPPA confirmed the amount required for the next year was built in, per GAD's reforecasts and technical papers are published online. The Chair asked SPPA to provide high-level update summary at the appropriate time.

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4.12   The board noted the summary provided in the Risk update paper and thanked SPPA for hosting a useful workshop in February 2023 and providing helpful information to assist board understanding.

T0323.01	SPPA to incorporate ABS learnings and recommendations within Data Action Plan
T0323.02	SPPA to review Q3 MI presented on membership and call/email response times, and address disconnect in response provided to the Chair.
T0323.03	SPPA to provide summary of Death in service awards with comparison on last year and with other schemes
T0323.04	SPPA to check variances reported within total expenditure to 31 December 2022 and volume of payments versus number of members

The meeting paused for a short break.

5.   Project Updates

Pension Platform Programme (PPP)
5.1   SPPA updated on progress:
- Contract signature will be later than expected, now anticipated end of March 2023
- Implementation plan now aligned with Heywood.

2015 Remedy Project
5.2   SPPA confirmed overall project status was amber and would likely remain amber until the end of the project.
5.3   It was noted the stand-alone calculator was expected to be fully operational by October 2023. The board agreed action T1222.07 should remain open until calculator in place (or until confidence in delivery of calculator provision was higher).
5.4   Discussion continued around the possibility of further legal challenges around Remedy; SPPA confirmed there was a process in place to manage this, should the need arise.
5.5   SPPA advised DAO health check due in March 2023; outcomes will be shared in next meeting papers. The Board queried what MI could be expected around remedy work and asked SPPA to consider and address, suggesting a template of MI be shared at the next meeting.

| T0323.05 | SPPA to consider what MI the board will see on 2015 Remedy work, and produce MI template |

Project Rationalisation
5.6   SPPA outlined inflight projects and noted the board's concerns regarding 2023 annual benefit statements (ABS) production. SPPA advised a new BAU model will emerge to include ABS and adjustments for 2015 Remedy, and conversations were underway with The Pensions Regulator.

Data Quality Plan
5.7   The Board noted the plan will produce a report highlighting deficiencies in data across all schemes and recommendations on how to address the issues.
5.8   SPPA expected to have output to share by the next meeting in May 2023; the Board recommended any links to employer data should directly be linked within employer engagement activities.
5.9   SPPA confirmed all partners were included; to understand all perspectives in the long and complex route to data improvements.
5.10   The Board reiterated that all known issues with ABS delivery must be captured within the Data Quality Plan [per T0323.01] and reminded SPPA of its statutory duty to provide all

eligible members with an ABS, although a relatively small percentage of these members actually log on to the portal to view their statement.

Data Return Scorecard

5.11   The Board considered the paper provided; SPPA highlighted how the engagement scores were calculated and shared with employers, to encourage employers to produce improvement plans to address issues with regular engagement from SPPA to support and assist employers.

5.12   The Board and SPPA acknowledged COSLA's support to feedback results for review within strategic forums and discussed the effectiveness of the escalation process currently in place; it was suggested the efficiency reports may not be going to the right people in employer organisations (e.g. audit teams).

5.13   The Board expressed interest in viewing 2023 efficiency reports, when available, and thanked MR for sharing this information.

6.   Other Board Business

Governance

6.1   SPPA thanked PS, SM and JC for their service and contribution since 2015 and welcomed SH and KR.

6.2   SPPA highlighted all members must annually complete a declaration of interests and submit their annual declaration of self-learning to SPPA.

6.3   The Vice Chair led a discussion on the recent knowledge and understanding survey; it was agreed the key areas for development were:

- Finance – particularly scheme accounting requirements, SG role in setting and monitoring SPPA budgets, and audits undertaken by SG Internal Audit
- Risk & Assurance – how risk is managed at SPPA and the role of SPPA Audit & Risk Committee (ARC)
- Governance – differences between roles of Scheme Advisory and Pension Boards

6.4   SPPA confirmed these results would help steer the webinar programme for 2023-24 and noted the board's positive feedback on webinar content and cross-scheme Pension Board interaction.

6.5   The Chair expressed frustration that SPPA webinars continue to not be recorded. SPPA confirmed SG tenancy agreement determines capability and recording is not permitted.

6.6   The Board discussed the results of the effectiveness survey and noted mixed views around hybrid meetings; SPPA confirmed new technology would be installed in conference room to improve IT infrastructure. It was acknowledged in-person meetings provided welcome opportunities to build rapport and develop board relationships.

6.7   It was noted the board members would like SPPA's view on how effective they are, to learn how the board is perceived by others; the Chair outlined regular engagement with SPPA included quarterly calls with Chief Executive, biweekly contact with Corporate Governance team where feedback and activity was discussed. It was concluded this engagement should be shared with the wider board. In addition, the Chief Executive confirmed he was holding 1:1 appraisal discussions with all Pension Board Chairs and Vice Chairs throughout February/March 2023.

6.8   The Vice Chair highlighted succession planning as an area for improvement. LW confirmed COSLA was actively seeking nominations for the Pension Board alongside the ongoing challenge of meeting concurrent membership requirements for SAB, the balance of geographical and political representation; and will also consider diversity going forward.

6.9   The Board discussed diversity and inclusion within the board and acknowledged definitive action was mainly out with SPPA control. The Chair confirmed SPPA ask nominating organisations to consider diversity when seeking board replacements.

7.   Any Other Competent Business

<u>Employer Communications</u>
7.1   The Chair acknowledged the paper provided went a long way to address the board's engagement concerns and encouraged SPPA to use the Pension Board's skills to work together to improve communications and engagement.
7.2   SPPA welcomed the Board's support and suggested this be discussed at the next meeting.

<u>User Centred Design Work</u>
7.3   The Board found the report positive and encouraging and confirmed it would support SPPA with testing and research whenever required once the navigation work was completed. It was also noted that all stakeholders should be included in any research – including employers - and an individual member of the board offered to share personal experience of the retiral process in summer 2023.

<u>Data Protection Audit</u>
7.4   SPPA outlined background and key findings of the audit, with only the exceptions report presented to show areas for improvement. Full results had now been published on The Information Commissioner's Office website.
7.5   The Board expressed some concern several recommendations were marked "urgent" and "high" so it was agreed SPPA should present a further update to show progress made.
7.6   The Board noted SPPA had done well in comparison with other government departments who took part in the audit, and scored higher than the Central Information Governance team and acknowledged good practices which could be shared.

T0323.06	SPPA to update the board on progress against recommendations outlined in Data Protection Audit

7.7   The Chair thanked JC, SM and PS for their noticeable and evident contribution to the board throughout their tenure and wished them well for the future.

8.   Next meeting
8.1   The Chair brought the meeting to a close at 13:30.
8.2   The next meeting will take place on 31 May 2023.

Summary of new Actions

T0323.01	SPPA to incorporate ABS learnings and recommendations within Data Action Plan
T0323.02	SPPA to review Q3 MI presented on membership and call/email response times, and address disconnect in response provided to the Chair
T0323.03	SPPA to provide summary of Death in service awards with comparison on last year and with other schemes
T0323.04	SPPA to check variances reported within total expenditure to 31 December 2022 and volume of payments versus number of members
T0323.05	SPPA to consider what MI the board will see on 2015 Remedy work, and produce MI template
T0323.06	SPPA to update the board on progress against recommendations outlined in Data Protection Audit

Version Control		
		Version number
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