



Meeting	Scottish Teachers Pension Board
Meeting date	31 May 2023
Meeting time	10:30-13:30
Meeting location	Hybrid

Board members	Mark Cook	Chair
	Richard Giles	Vice Chair
	Maureen Kennedy*	Board Member
	Dave McGinty*	Board Member
	Graham Hutton*	Board Member
	Louise Wright*	Board Member
	Andy McGoff	Board Member
	Kirsty Robb	Board Member
	Leah Stalker *	Board Member
	Stuart Hunter*	Board Member
Apologies	Drew Morrice	Board Member
	Cllr Brian McGinley	Board Member
SPPA attendees	David Robb	Chief Executive
	Garry Cossar*	Head of People, Strategy & Communications
	Karen Morley	Head of Finance
	Iain Coltman	Head of Policy
	Frances Graham	Chief Operating Officer
	David Gunner	Programme Director
	Debbie Trafford*	People Transformation Lead
	Hannah Grout*	Risk and Assurance Manager

	Lorraine Spalding*	Project Communications & Engagement Lead
	Stuart MacArthur	Corporate Governance Manager
Minute taker	Clare Moffat	SPPA Governance Delivery Lead

* attended remotely

1. Welcome and apologies

- 1.1 The Chair welcomed all attendees and noted apologies.
- 1.2 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 Actions were reviewed and discussed during the meeting. The following actions were agreed to be closed:

T0323.06 T1222.07 T1222.06 T0323.01 T0323.04

- 3.2 It was agreed the following actions should remain open:

- T08.11 awaiting update from consultation/SAB discussions - reforecast 31 August 2023
- T15.03 until employer engagement activities increase – reforecast to 6 December 2023
- T0921.07 during ongoing critical data improvement work
- T1121.06 until opt out reports circulated after June 2023 SAB meeting
- T0222.09 due for completion by 31 December 2023
- T0922.05 until HE/University sector colleagues invited to attend TWG meetings
- T1222.02 until detailed KPIs are available
- T0323.02 until Q3 MI update provided
- T0323.03 until death in service awards update provided

- T0323.05 until Remedy MI data shared

4. Performance, Finance and Risk

Agency and Scheme Performance

- 4.1 SPPA advised the Annual Business Plan - which focuses on streamlined Key Performance Indicators (KPIs) and continuous improvement on core services - had been positively received by internal and external stakeholders. The cost challenges to the Agency were noted.
- 4.2 The Board recognised SPPA's engaged process to develop the Annual Business Plan and looked forward to more detailed performance measures, when available. SPPA advised member dashboards were being developed over the next six months; qualitative data being gathered will help develop KPIs by outlining main drivers for member contact and dissatisfaction. SPPA will share a draft at the next meeting, which will show how the data aligns to strategic priorities.
- 4.3 The Board welcomed SPPA's aspiration to improve its digital proposition to enable more member self-serve options, including easier navigation of website to access scheme information and simplified registration to the member portal. SPPA outlined plans for an external engagement drive which will promote services available and aims to encourage members to engage with SPPA earlier their pension journey, including deferred members who currently cannot access the member portal. User Centred Design expertise and insights from user forum will feed into this work.

T0523.01	SPPA to present a draft member dashboard at meeting on 30 August 2023, which reflects how qualitative data gathered aligns with strategic KPIs
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Finance and Risk update

- 4.4 SPPA presented the Finance report which provided detail of:
- key financial data and transactions delivered 2022-23

- timetable and key risks to deliver the 2022-23 Teachers Pension Scheme Annual report and Accounts

4.5 The Board discussed the challenges and delays with 2021-22 Scheme Accounts, the risk mitigations in place to improve the process for 2022-23 and noted the associated data risk recorded on ET Risk Register.

4.6 SPPA provided some background on the quadrennial valuation process, with the 2020 data under review, due to conclude in autumn 2023.

4.7 The Board confirmed the level of detail provided on overpayments was not necessary, as the cause of most overpayments is due to late notification of deaths.

4.8 SPPA provided more detail around the new breach log entry:

- 326 potential cases now 196 - cleansing exercise identified some cases did not require recalculation
- Dedicated team likely to need 2-3 months to clear Teachers outstanding cases whilst also working on new incoming revisions
- SPPA will share draft breach report with Chair and Vice-Chair before submitting to TPR

T0523.02	SPPA to share draft Revisions breach report with Chair and Vice-Chair to for review before submitting to TPR
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4.9 SPPA advised there may be potential future administrative delays if large volumes of retirement applications are received in October 2023, should scheme members be deferring retirement application until remedy figures are available. The Board agreed to highlight within their networks that normal turnaround times may not be met if high volumes are received at once.

4.10 SPPA confirmed no change had yet been noticed in summer retirement pattern and highlighted three main areas of focus:

- Clear communications enabling members to make informed decision on retirement (before and after Remedy), including updates on SPPA website
- Capacity planning to ensure administrative contingency in place

- Effective and well-planned Remedy preparation – clear processes in place within to ensure SPPA will meet members’ needs
- 4.11 The Board noted the learnings report circulated by email regarding the Capita incident. SPPA confirmed there was no change to risk scoring however the situation would continue to be closely monitored.

The meeting paused for a short break 11:54-12:05

5. Project Updates

Pension Platform Programme (PPP)

- 5.1 SPPA highlighted:
- overall Programme RAG status is amber.
 - procurement RAG status is green – final step is the contract signoff.
 - implementation and Planning RAG Status is amber/green.
- 5.2 The Board noted the Teachers migration to Cloud would likely be Nov/Dec 2023 however this may be delayed to de-risk meeting Remedy deadlines, if needed.

2015 Remedy Project

- 5.3 SPPA confirmed the overall programme RAG status was amber and consultations were now open for Remedy regulations for all schemes until 23 July 2023, with a view to being laid in September 2023 (after Parliamentary recess) and effective from 1 October 2023. SPPA offered to host a Remedy session in late summer to inform Board members of the changes.
- 5.4 It was noted that the stand-alone calculator may not be able to cover all convolutions but will cover most cases. Currently focussed on deferred choice offering those due to retire a dual calculation.
- 5.5 The Board queried whether the DAO Healthcheck critical recommendation to complete detailed workstream plans had been completed, and if SPPA were confident with team resourcing. SPPA confirmed the product-based workstream plans would be provided by

5 June 2023 deadline, and advised the new staff recruited to assist with Remedy had learned BAU processes in readiness to backfill for Subject Matter Experts (SMEs) who would move to support the Projects. Once products were in place, the work would be absorbed into BAU.

- 5.6 SPPA noted an increased interest in the employer newsletter and advised circulation would be tracked, with details to be shared at the next meeting. The Board encouraged management of member expectations by all stakeholders via all channels and networks available, and endorsed the Remedy Hub on SPPA website as golden source of information.
- 5.7 SPPA advised a SAB subgroup had been set up to focus on Remedy communications which Board members were also welcome to join.

T0523.03	SPPA to track email circulation of newsletters and share details with the Board at the next meeting on 6 September 2023
T0523.04	SPPA to investigate opportunities to engage with scheme members and employers [on 2015 Remedy] through all stakeholder networks and channels

Annual Key Events – Remedy Impact

- 5.8 SPPA outlined its intention to only provide Annual Benefit Statements (ABS) to CARE and protected members by 31 August 2023 and estimated that the non-provision of ABS for unprotected and tapered members will cause a potential breach for approx. 62000 members (75% of membership). SPPA had already raised the potential breach with The Pension Regulator (TPR) who would take a pragmatic view if/when a breach is raised.
- 5.9 SPPA confirmed plans to provide bespoke communications to directly engage with any eligible members affected who did not receive a 2022 ABS.
- 5.10 SPPA asked Board members to proactively share the positive messaging on what information will be provided to the scheme membership, and clearly signpost members to information on SPPA website, when available.
- 5.11 The Chair encouraged all stakeholders to engage in open and honest partnership working to ensure scheme members have access to clear information to understand the effect on ABS provision due to Remedy.

- 5.12 SPPA advised HMRC had extended tax deadlines to October 2024, and confirmed that the API 2023 exercise was complete.

Data Improvement Project

- 5.13 SPPA outlined the next phase of data profiling would focus on data tables which contain critical information for calculations, with aspirations to reduce manual intervention [when loading data supplied by employers] and manual calculations [when unable to run on the system]
- 5.14 The Board welcomed SPPA's aspiration to use the iConnect system, to reduce intervention and provide more stability, however PPP implementation and significant employer engagement and preparation would be necessary to successfully bring iConnect into operation.
- 5.15 The Chair encouraged Board members to gather any questions on the potential use of iConnect, following discussion within their networks, to be forwarded to SPPAGovernance@gov.scot for response.

6. Other Board Business

Governance

- 6.1 SPPA provided an overview of the report provided, including:
- Delays to implementation of TPR new code of practice delay
 - 2023-24 Webinar program
 - Membership – 2 employer vacancies remain
- 6.2 The Board expressed their thanks to SMacA and wished him well in his new role.

Pension Board Annual Report

- 6.3 The Chair highlighted amendments to be made to the published report following feedback from Board members.
- 6.4 Subject to these amendments, the Report was approved for publication.

7. Any Other Competent Business

External Engagement

- 7.1 SPPA provided an overview and summarised progress to date.
- 7.2 The Board welcomed the opportunity to input into this work via a workshop, to be held before the next Board meeting. SPPA will circulate potential dates.

T0523.05	SPPA to circulate dates for Board members to participate in External Engagement workshop
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Industrial Action

- 7.3 SPPA confirmed three days' industrial action had not impacted Payroll deadlines however there could be further days of action later in 2023.

8. Next meeting

- 8.1 The Chair thanked KM who may have left her role at SPPA by the time of the next meeting, then brought the meeting to a close at 13:06.
- 8.2 The next meeting will take place on 6 September 2023.

Summary of new Actions

T0523.01	SPPA to present a draft member dashboard at meeting on 30 August 2023, which reflects how qualitative data gathered aligns with strategic KPIs
T0523.02	SPPA to share draft Revisions breach report with Chair and Vice-Chair before submitting to TPR
T0523.03	SPPA to track email circulation of newsletters and share details with the Board at the next meeting on 6 September 2023
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Version Control		
		Version number
Date minutes sent to chair	7 June 2023	0.1
Date approved by chair	14 June 2023	0.2
Date approved by Board/committee	6 September 2023	0.2
Date of publication	28 September 2023	1.0