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| Meeting | Scottish Teachers Pension Board |
| Meeting date | 06 September 2023 |
| Meeting time | 10:30 - 13:30 |
| Meeting location | Hybrid |

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| Board members | Mark Cook | Chair |
| | Andy McGoff (AM) | Board Member |
| | Dave McGinty* (DMc) | Board Member |
| | Drew Morrice (DM) | Board Member |
| | Louise Wright* (LW) | Board Member |
| | Maureen Kennedy* (MK) | Board Member |
| | Stuart Hunter (SH) | Board Member |
| Apologies | Richard Giles | Vice Chair |
| | Cllr Brian McGinley | Board Member |
| | Graham Hutton | Board Member |
| | Kirsty Robb | Board Member |
| | Leah Stalker | Board Member |
| SPPA attendees | Alan Paterson* (AP) | Risk & Control Officer |
| | Clare Moffat (CM) | Corporate Governance Manager |
| | David Gunner (DG) | Programme Director |
| | David Robb (DR) | Chief Executive |
| | Debbie Trafford (DT) | People Transformation Lead |
| | Garry Cossar* (GC) | Head of People, Strategy & Communications |
| | Greg Walker | Policy Lead |
| | Hannah Grout* (HG) | Risk and Assurance Manager |
| | Jonathan Sharp (JS)* | Data Protection and Information Governance Manager |
| | Laura Pacey (LP) | Customer Service Manager |
| | Lorraine Spalding (LS) | Project Communications & Engagement Lead |
| | Michelle Hogg (MH) | Customer Services Operations Manager |
| | Núria Ruiz* (NR) | Senior User Researcher |
| | Phil McKibben (PM)* | Head of Finance |
| Minute taker | Demi Ditchburn | SPPA Governance Delivery Lead |

* attended remotely

1. Welcome and apologies

- 1.1 The Chair welcomed all attendees and noted apologies for LS, RG, GH, BM, KR, IC, FG and KH.

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.

2.2 The Chair noted the proposed amendment to the terms of reference that if agreed by the Board, will mean minutes are approved electronically between meetings going forward.

3. Review of Outstanding Actions

3.1 Actions were reviewed and discussed during the meeting. The following actions were agreed to be closed:

T0323.02 T0922.05 T1121.06 T1222.02 T0523.01 T0523.02 T0523.05

3.2 It was agreed the following actions should remain open, with SPPA to provide new target dates where applicable and updates:

T0523.03 T0323.03 T0323.05 T0222.09 T0921.07 T15.03 T08.11

T0523.04

3.3 The Chair requested more engagement with the Board when proposing to close actions.

4. Performance, Finance and Risk

Chief Executive Update

4.1 DR gave an executive overview highlighting key updates in respect to:

- Remedy 2015 Project
- Pension Platform Project
- Teachers retirements
- Agency resource challenges

Scheme Performance

4.2 FG gave an overview of scheme performance throughout the previous quarter, noting new metrics will be provided within Board papers going forward, alongside current metrics.

4.3 The group discussed different methods to improve customer service such as web forms and routing systems. FG noted that the current email system is not fit for purpose and SPPA are working on various ways to make sure members can access the information they need quicker and more easily.

4.4 The group discussed the service level agreement around death in service cases. SPPA agreed to provide figures on this and an update for the next Board meeting.

- 4.5 The Chair asked for reassurance that SPPA have a process to learn from complaints. DT noted that two thirds of complaints received stem from customers not receiving a response in a timely manner. SPPA are looking at coding customer contact in a more useful way to improve reply timelines and hopefully reduce complaints. Stage 1 complaints are now being co-ordinated by the same team as stage 2 complaints to ensure a standardised approach going forward.
- 4.6 SH offered support to share turnaround times to members about time frames for queries.
- 4.7 The Board noted it would be useful if SPPA provided a gauge for the level of complaints e.g. what number constitutes a high level of complaints.

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| T0906.01 | SPPA to provide death in service figures in comparison to the service level agreement |
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Agency Performance

- 4.8 GC provided an overview of Agency performance noting:
- Cross agency working to improve performance packs
 - Automation work taking place with Scottish Government colleagues
 - Pulse survey

Customer Insights Dashboard

- 4.9 LP presented a newly created dashboard to the Board, highlighting a focus on qualitative measures that include customer feedback as well as quantitative measures of service. NR talked the Board through service in the spotlight insights.
- 4.10 The Board shared positive feedback for the dashboard and queried whether this would be available for members in the future. LS noted the intent to share sections of the dashboard within the Employer Newsletter in future. LW offered support through COSLA networks to share communications around this.
- 4.11 The Board queried the limiters for SPPA to achieve the best quality service to members. DT noted three key aspects SPPA can alter to increase the quality of service:
- Increase resource
 - Change processes
 - Increase engagement with stakeholders
- Resource is always tight for the Agency. SPPA focus over the last 9 months has been on customer and stakeholder engagement and making sure the right experience is in the right place within teams.

The meeting paused for a short break 11:53 – 12:10

Finance

- 4.12 PM gave an overview providing an update on recruitment and progress with SPPA Annual Report and Accounts. No concerns were noted.
- 4.13 DR updated the Board on discussions held in the quarterly call with Pension Board Chairs and Vice Chairs, noting a concern about overall resource for the busy project schedule of the Agency. Pension Board Chairs supported the Agency's efforts to relay this challenge to ministers.

- 4.14 SH and DM offered support to share communications with members. SH noted his attendance at regular meetings with different parties as an opportunity to request discussion on required topics on the agenda.

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| T0906.02 | SPPA to share communications with Stuart Hunter to discuss at trade union meeting in September/October |
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Risk

- 4.15 HG provided an executive summary of the Risk Paper, noting no significant changes to the Scheme or Executive Team Register. It was noted an outdated version of the registers had been circulated to the Board. HG agreed to circulate the most up to date versions of the registers.
- 4.16 JS asked the Board for feedback on the draft cyber security scorecard. The group discussed training, with JS confirming contractors undertake training, staff refresh training annually and he is working with colleagues to embed training and engage them in data protection discussions.

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| T0906.03 | SPPA to circulate the most up to date version of risk registers |
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5. Project Updates

Pension Platform Programme (PPP)

- 5.1 DG provided an executive summary of the PPP Paper, noting plans for migration are on track.
- 5.2 The Chair queried whether the timeline for implementation on the Teachers scheme was realistic, and if migration for the Police/Fire schemes would provide useful learning for the NHS/Teachers schemes. DG noted confidence in SPPA achieving the timelines proposed and that a pre run of the programme for the NHS scheme in January 2023 provided suitable reassurance for migration of the larger schemes.

2015 Remedy Project

- 5.3 DG provided an executive summary of the 2015 Remedy Paper, noting a temporary software setback for the project. The Board queried the earliest delivery date noted as 18 September and whether a clause in the provider's contract would enable SPPA to take action if this date was not met. DG confirmed there is not a clause in the contract in relation to this and the provider has not formally committed to this date. SPPA are working on contingencies for this although are hopeful the provider will be able to deliver on time.

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| T0906.04 | SPPA to provide an update as to whether not meeting legislative requirements for timeframes within the 2015 Remedy project is a notifiable event |
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- 5.4 Work continues on the standalone calculator. Tests are 75-80% complete so SPPA are hopeful that online services will go live before the planned date of 1 April 2024.

- 5.5 SPPA agreed to brief the board on any milestones reached before the next meeting in December.
- 5.6 The group discussed how board members can assist SPPA with communications to members, for example helping to circulate Employer Newsletters. The Board welcomed this and encouraged SPPA to seek assistance when needed.

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| T0906.05 | SPPA to circulate an update for milestones reached within the 2015 Remedy Project during October and November 2023 |
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Annual Key Events

- 5.7 FG provided an overview of the Annual Events Paper noting:
- ABS complete for 85% of those in scope
 - two employer returns were outstanding
 - Outstanding work will be picked up via Operations as the project team has disbanded to support the 2015 Remedy Project
- 5.8 The group discussed the outstanding returns and ways to engage with the employers responsible to receive these on time in future. It was noted they had received multiple communications from colleagues at SPPA and a letter from DR outlining concerns.
- 5.9 LW noted an idea that a colleague from SPPA attend a meeting a meeting or meetings with heads of finance and/or heads of HR in councils to raise any issues. SPPA are keen to implement this.

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| T0906.06 | SPPA to work with Louise Wright to attend meetings with appropriate senior officers in councils. |
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Data Improvement Project

- 5.10 DG provided an overview of the Data Improvement Project paper noting:
- Common data above 97% in green
 - A lot of the issues with data stem from how SPPA receive data from employers
 - Iconnect for the Teachers scheme will come through the PPP
- 5.11 The group discussed Iconnect and the lead time to introduce this. It was noted it's unlikely that Iconnect will be in place for the 2024 ABS cycle.
- 5.12 LP noted the Agency are keen to build relationships with employer contacts and are looking at building a database to understand where SPPA can support and escalate issues if required.

6. Other Board Business

Corporate Governance

- 6.1 CM provided an executive summary of the Corporate Governance Paper, noting:
- An update on compliance with The Pensions Regulator Code of Practice
 - Proposed amendments to the Board's Terms of Reference
 - A request for Board members to contact the Chair if they have not had the opportunity for an annual 1-2-1

- A request for Board members to complete annual governance tasks promptly (due to be circulated October/November 2023)
- 6.2 The Board agreed to the amendments proposed within the Terms of Reference.
- 6.3 The Board suggested that SPPA contact nominating bodies regarding:
- Nominating bodies covering expenses for board members
 - Consideration of diversity and inclusion within the nomination process.

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| T0906.07 | SPPA to consider contacting nominating bodies regarding nominating bodies covering expenses for board members |
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| T0906.08 | SPPA to share revised nomination policy with nominating bodies, highlighting diversity and inclusion |
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External Engagement

- 6.4 LS noted thanks to members of the Board who attended a recent workshop for external communications, explaining some of the content that was covered and agreeing to circulate the output to the Board.
- 6.5 LS provided an overview of the External Engagement Paper noting:
- 600 newsletters were circulated to employers
 - Open rate was 51%
 - There were 7000 opens showing a positive sign that newsletters are being circulated more widely by employers

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| T0906.09 | SPPA to circulate output from Teachers communications workshop with Board |
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Horizon Scanning

- 6.6 The Chair encouraged members to share upcoming opportunities for SPPA to engage with employers/members in this section of the agenda going forward.

Scheme Advisory Board Overview

- 6.7 GW provided an overview of discussions at the recent Teachers Scheme Advisory Board meeting. The Chair reminded members that the SAB overview should be kept confidential.

Autumn 2023 Contingency Planning Overview

- 6.8 DT provided an overview of the Contingency Planning Paper noting the current workload position at the Agency and the scenarios that are under consideration.
- 6.9 The Chair noted the impact of some of the contingencies for members and requested SPPA engage with the Board around proactive communications if scenarios do occur.
- 6.10 The Board requested this be discussed in further detail at the next Board meeting.

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| T0906.10 | SPPA to include Autumn 2023 Contingency Planning Overview as a topic on the agenda for the Board meeting to be held 6 December 2023 |
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7. Next meeting

- 7.1 The Chair thanked all in attendance and brought the meeting to a close at 13:31.
7.2 The next meeting will take place on 6 December 2023.

Summary of New Actions

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| T0906.01 | SPPA to provide death in service figures in comparison to the service level agreement |
| T0906.02 | SPPA to share communications with Stuart Hunter to discuss at trade union meeting in September/October |
| T0906.03 | SPPA to circulate the most up to date version of risk registers |
| T0906.04 | SPPA to provide an update as to whether not meeting legislative requirements for timeframes within the 2015 Remedy project is a notifiable event |
| T0906.05 | SPPA to circulate an update for milestones reached within the 2015 Remedy Project during October and November 2023 |
| T0906.06 | SPPA to work with Louise Wright to attend meetings with heads/senior positions at teaching organisations |
| T0906.07 | SPPA to consider contacting nominating bodies regarding nominating bodies covering expenses for board members |
| T0906.08 | SPPA to share revised nomination policy with nominating bodies, highlighting diversity and inclusion |
| T0906.09 | SPPA to circulate output from Teachers communications workshop with Board |
| T0906.10 | SPPA to include Autumn 2023 Contingency Planning Overview as a topic on the agenda for the Board meeting to be held 6 December 2023 |

| Version Control | | |
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| | | Version number |
| Date minutes sent to chair | 2 October 2023 | 1.0 |
| Date approved by chair | 19 October 2023 | 2.0 |
| Date approved by Board/committee | 15 November 2023 | 3.0 |
| Date of publication | 20 November 2023 | 3.0 |