



**SPPA** Scottish Public Pensions Agency  
Buidheann Peinneanan  
Poblach na h-Alba

|                         |   |
|-------------------------|---|
| <b>Meeting</b>          | Scottish NHS Pension Board  |
| <b>Meeting date</b>     | 31 August 2023  |
| <b>Meeting time</b>     | 10:00 – 13:00   |
| <b>Meeting location</b> | Hybrid - SPPA, Tweedbank/<br>Microsoft Teams  |
|                         | <a href="#">Click here to join the meeting</a><br>Meeting ID: 354 023 940 639<br>Passcode: 8wqH73 |

| Item N°.             | Item  | Delivery   | Presenter(s)                 |
|----------------------|---|------------|------------------------------|
| <b>1.</b>            | <b>Welcome</b>  |            |                              |
|                      | 1.1 Apologies   | Verbal     | Chair                        |
|                      | 1.2 Declarations of conflict of interest  | Verbal     | Chair                        |
| <b>2.</b>            | <b>Minutes of Previous Meeting</b>  |            |                              |
|                      | 2.1 Review of previous minutes  | Paper 2.1  | Chair                        |
| <b>3.</b>            | <b>Review of Outstanding Actions</b>  |            |                              |
|                      | 3.1 Review of action points   | Paper 3.1  | Chair                        |
| <b>4.</b>            | <b>Performance, Risk and Projects</b>   |            |                              |
|                      | 4.1 Scheme and Agency Performance   | Paper 4.1  | Frances Graham, Garry Cossar |
|                      | 4.2 Journey of a Customer Query   | Paper 4.2  | Laura Pacey                  |
|                      | 4.3 Customer Insights Dashboard   | Verbal     | Frances Graham, Laura Pacey  |
|                      | 4.4 Finance   | Paper 4.4  | Phil McKibben                |
|                      | 4.5 Risk <ul style="list-style-type: none"> <li>• Breach log</li> <li>• Cyber security scorecard</li> </ul>   | Paper 4.5  | Hannah Grout, Jonathan Sharp |
|                      | 4.6 Pension Platform Programme  | Paper 4.6  | David Gunner                 |
|                      | 4.7 2015 Remedy   | Paper 4.7  | Iain Coltman, David Gunner   |
|                      | 4.8 Annual Events   | Paper 4.8  | Frances Graham, David Gunner |
|                      | 4.9 Data Improvement  | Paper 4.9  | David Gunner                 |
|                      | 4.10 Practitioners Remediation  | Paper 4.10 | David Gunner                 |
| <b>Comfort Break</b> |   |            |                              |
| <b>5.</b>            | <b>Other Board Business</b>   |            |                              |
|                      | 5.1 Corporate Governance <ul style="list-style-type: none"> <li>• TPR COP Compliance</li> <li>• Terms of Reference Review</li> <li>• Annual Agenda Plans</li> </ul> | Paper 5.1  | Clare Moffat                 |
|                      | 5.2 External Engagement   | Paper 5.2  | Lorraine Spalding            |
|                      | 5.3 Horizon scanning  | Verbal     | All                          |
|                      | 5.4 Any Other Business <ul style="list-style-type: none"> <li>5.41 Pension Services</li> </ul>  | Paper 5.41 | Frances Graham               |

## Digital Recording of board meetings

In line with the new SPPA Digital Recording Policy, the Corporate Governance team will be recording MAB, ARC and People Committee meetings to assist the minute-taker in drafting the minutes. Recordings will be retained for 14 days or until the draft minutes are signed off by the Chair and then deleted. Recordings will be securely stored and will not be shared outwith the Corporate Governance team.

You will be informed at the beginning of the meeting that the meeting is being recorded and you will be able to see in Microsoft Teams when the meeting is being recorded.

A data protection impact assessment has been completed and signed off for the recording of board meetings.

Please contact Jonathan Sharp ([jonathan.sharp@gov.scot](mailto:jonathan.sharp@gov.scot)), Data Protection & Information Governance Manager or [SPPAGovernance@gov.scot](mailto:SPPAGovernance@gov.scot) if you have any questions about the recording of meetings.