

Meeting	Scottish NHS Pension Board
Meeting date	31 August 2023
Meeting time	10:00 – 13:00
Meeting location	Hybrid

Members	Brian Barbour (BB)	Chair
	David Vallery (DV)	Vice Chair
	Ailsa Paterson (AP)	Board Member
	Craig Black (CB)	Board Member
	David McColl (DMcC)*	Board Member
	Graeme Eunson (GE)*	Board Member
	Raymond Marshall (RM)	Board Member
	Tom Wilson (TW)	Board Member
SPPA attendees	Alan Paterson (AP)	SPPA Risk & Control Officer
	Clare Moffat (CM)	SPPA Corporate Governance Manager
	David Gunner (DG)	SPPA Programme Director
	David Robb (DR)	SPPA Chief Executive Officer
	Frances Graham (FG)	SPPA Chief Operating Officer
	Garry Cossar (GC)	SPPA Head of People, Strategy & Communications
	Hannah Grout (HG)	SPPA Risk & Assurance Manager
	Iain Coltman (IC)	SPPA Head of Policy
	Jonathan Sharp (JS)*	SPPA Data Protection and Information Governance Manager
	Kristine Hunter (KH)	SPPA Finance Business Partner
	Laura Pacey (LP)*	SPPA Customer Service Manager
	Lorraine Spalding (LS)*	SPPA Project communications & Engagement Lead
	Núria Ruiz (NR)*	SPPA Senior User Researcher
	Phil McKibben (PM)*	SPPA Head of Finance
	Roderick Glass (RG)	SPPA Business Partner
Minute taker	Demi Ditchburn*	SPPA Governance Delivery Lead

*Joined remotely

1. Welcome and apologies

1.1 The Chair welcomed all attendees and no apologies were noted.

2. Declaration of interests

2.1 No new declarations of interest were noted.

3. Previous meeting

3.1 The minutes from the meeting held on 25 May 2023 had been approved electronically and were available on the SPPA website.

3.2 The action tracker was reviewed. The following actions were approved for closure, some of which were closed during the meeting:

N0223.05	N0525.02	N0525.03	N0525.10	N0423.01
N0423.02	N0423.03	N0525.07	N0712.01	N0712.02
N0712.03	N0712.04	N0423.04	N0423.05	N0525.08
N0525.09	N0525.04	N0223.08	N0223.02	

- 3.3 The Chair noted disappointment that some actions had not been progressed since the last meeting and requested that SPPA contact the Board before meetings if they need further information/the opinion of members to progress an action.

4. Performance, Risk and Projects

Scheme and Agency Performance

- 4.1 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.
- 4.2 The group discussed different methods to improve customer service such as web forms and queuing 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. The Board welcomed the idea of red/amber/green metrics around this in future papers.
- 4.3 FG noted draft breach reports for outstanding estimates will be shared with the Chair and Vice Chair for approval before submission.

N0831.01	SPPA to share draft breach reports on outstanding estimates with Chair and Vice-chair for approval
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Journey of Customer Query

- 4.4 LP provided an overview, noting SPPA are currently working on website, email and phone communication with members.
- 4.5 The group discussed issues with the current system, with the Board challenging the figures for email/ telephone response rates. SPPA noted the improvements they hope to make over the next 18 months through project work.
- 4.6 The Board queried whether SPPA have the right resource in the right place. The Chair agreed to write to Scottish Government noting the resource constraints within SPPA to deliver major projects over the next couple of years.

N0831.02	The Chair to write to Scottish Government noting the resource constraints within SPPA to deliver major projects over the next couple of years
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Customer Insights Dashboard

- 4.7 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.
- 4.8 The Board queried how SPPA provide support for customers who are not familiar with IT systems. It was noted that SPPA provide assistance for anyone who makes it known they require extra support. The agency works to Digital Scotland Service Standard, which includes making sure anyone who needs to use a service can use it in a way that works for them, and that experiences are consistent across online and offline channels.

Finance

- 4.9 PM gave an overview providing an update on recruitment and progress with SPPA Annual Report and Accounts. No concerns were noted.
- 4.10 The group discussed figures for the Practitioners Project. DG shared figures split into categories based on what is owed (as requested in action N0525.08), and agreed to circulate these after the meeting. The Board noted a flat rate contribution may help with the problem of practitioners under or over paying. SPPA noted that there are no plans currently to move to a single contribution rate for the scheme.

N0831.03	DG to circulate slide incorporating figures for the Practitioners Project split into categories based on what is owed
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Practitioners Remediation

[This was discussed earlier in the agenda as questions relating to the project were queried as part of the financial update]

- 4.11 DG gave an overview of the project noting recruitment of a new project manager and business analyst.
- 4.12 The group discussed building a single customer view. DG noted after cloud migration SPPA will be looking at aggregation on member accounts.
- 4.13 The Board noted concern around the progression of the project. DG noted that a plan will be shared with the Board at the next meeting to outline next steps.

Risk

- 4.14 HG provided an executive summary of the Risk Paper, noting no significant changes to the Scheme or Executive Team Register.
- 4.15 The Chair raised concern that NPB11 reflected an incredibly high score and queried if some of the target dates stated as October 2023 were achievable. HG clarified that October 2023 were review dates rather than dates at which actions would be completed.
- 4.16 JS asked the Board for feedback on the draft cyber security scorecard. The Board noted it would be useful to see more commentary, especially in the areas that are currently showing red. The group discussed cyber security training and how to increase the amount of staff completing this.

N0831.04	The Board to provide any further feedback to Jonathan Sharp in relation to the cyber security card layout and content
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Pension Platform Programme (PPP)

- 4.17 DG provided an executive summary of the PPP Paper, noting plans for migration are on track.
- 4.18 DG noted the project cannot avoid using live data in test although data security is replicated in the test environment and in the future anonymised data can be used.
- 4.19 The Board queried the timeline for improvements to member self-service. This will come after improvements to member record structure. The board will be involved in trialling this.
- 4.20 The Board queried if migrating NHS and Teachers schemes at the same time was the right course of action. DG confirmed that migrating these separately would not derisk the project as they are on a single stream.

N0831.05	David Gunner and Graeme Eunson to discuss the delivery of workforce data profiling information through the Pension Platform Programme offline
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2015 Remedy

- 4.21 DG provided an executive summary of the 2015 Remedy Paper, noting a temporary software setback for the project.
- 4.22 The group discussed scenario testing and the member modeller. Core development for a standalone calculator continues.

Key Annual Events

- 4.23 FG provided an executive summary of the Key Annual Events Paper, noting the agency had processed annual benefits statements for \approx 85% of eligible members. Returns not being sent to the agency from employers on time, as well as returns being sent with significant errors were cited as the reasons for not processing 100% of statements.

- 4.24 The group discussed correspondence with The Pensions Regulator and FG noted the difficulty for SPPA not being able to achieve 100% completion when a large part of the process is out with the agency's control.
- 4.25 The Board queried whether all members will receive remedial service statements, personal savings statements and annual benefits statements by October 2024. IC noted there are no confirmed plans for this at this point however SPPA will provide updates to the Board on any admin decisions around this as the 2015 Remedy project progresses.

N0831.06	SPPA to update the NHS Pension Board on discussions with The Pensions Regulator in relation to the 100% target for issuance of ABS within the statutory deadline applying only where the information was within the SPPA's control
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Data Quality

- 4.26 DG provided an executive summary of the Data Quality Paper, noting a data profiling exercise is ongoing with the strategy to implement Iconnect through a later phase of the PPP. The group discussed Iconnect and the challenges with implementation.
- 4.27 FG noted that SPPA are working with employer payroll teams to understand anomalies in data and member communications to encourage members to contact payroll teams when details change.

5. Other Board Business

Corporate Governance

- 5.1 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)
- 5.2 The Board agreed to the amendments proposed within the Terms of Reference.
- 5.3 The Board requested that SPPA add meeting dates to the bottom of agendas going forward and include a glossary of acronyms.
- 5.4 AP noted a candidate for the employer vacancy on the Board and agreed to progress this outside of the meeting.

N0831.07	SPPA to include future meeting dates at the bottom of agendas going forward and a glossary of acronyms
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External Engagement

- 5.5 LS provided an executive summary of the External Engagement Paper, noting:
- A positive trend within external engagement across SPPA
 - An open rate of 69% and click through rate of 57% for employer newsletters
 - A spike in visits to the Remedy Hub.
- 5.6 LG invited feedback from Board members and encouraged participation in the External Engagement Group.

Horizon Scanning

- 5.7 IC provided an update on 2020 scheme valuations.

Any Other Business

- 5.8 FG provided an executive summary of the Pension Services Paper noting contingency plans in place for increased activity within Customer Services throughout the Remedy project.
- 5.9 The Chair queried what assistance SPPA required from the Board. It was noted that any intelligence to help with planning and communication to members would be welcomed.

- 5.10 The Board queried if online calculators will incorporate specialist status roles. It was noted they will.

6. Next meeting

- 6.1 The next meeting is on 30 November 2023.
6.2 The Chair thanked all in attendance and closed the meeting at 12:55.

7. Summary of new actions

Action No.	Description
N0831.01	SPPA to share draft breach reports on outstanding estimates with Chair and Vice-chair for approval
N0831.02	The Chair to write to Scottish Government noting the resource constraints within SPPA to deliver major projects over the next couple of years
N0831.03	DG to circulate slide incorporating figures for the Practitioners Project split into categories based on what is owed
N0831.04	The Board to provide any further feedback to Jonathan Sharp in relation to the cyber security card layout and content
N0831.05	David Gunner and Graeme Eunson to discuss the delivery of workforce data profiling information through the Pension Platform Programme offline
N0831.06	SPPA to update the NHS Pension Board on discussions with The Pensions Regulator in relation to the 100% target for issuance of ABS within the statutory deadline applying only where the information was within the SPPA's control
N0831.07	SPPA to include future meeting dates at the bottom of agendas going forward and a glossary of acronyms

Version Control		
		Version number
Date minutes sent to Chair	22 September 2023	1.0
Date minutes sent to Board members	28 September 2023	2.0
Date approved by Board	13 October 2023	3.0
Date of publication	9 January 2024	3.0