Meeting	Scottish Police Pension Board
Meeting date	30 August 2023
Meeting time	14:30
Meeting location	Hybrid – SPPA Tweedbank/ Microsoft Teams

Pension Board members	Shirley Rogers	Chair
	Steven Whalley	Vice Chair
	Andrew Barker (AB)*	Pension Board Member
	Brian Jones (BJ)	Pension Board Member
	Darren Paterson (DP)	Pension Board Member
	David Christie (DC)*	Pension Board Member
	Sharon Dalli (SD)	Pension 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
	Debbie Trafford (DT)	SPPA People Transformation Lead
	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
	Kerry Glass (KG)	SPPA Corporate Governance Officer
	Kristine Hunter (KH)	SPPA Finance Business Partner
	Laura Pacey (LP)	SPPA Customer Service Manager
	Lorraine Spalding (LS)	SPPA Project communications & Engagement Lead
	Michelle Hogg (MH)	SPPA Customer Services Operations Manager
	Núria Ruiz (NR)*	SPPA Senior User Researcher
	Phil McKibben (PM)*	SPPA Head of Finance
	Roderick Glass (RG)	SPPA Business Partner
Apologies	David Ross	Pension Board Member
Minutes	Demi Ditchburn*	SPPA Corporate Governance Lead

*Joined remotely

1. Welcome and apologies

1.1 The Chair welcomed all attendees and noted apologies from David Ross. The Chair noted David's resignation from the Board and shared appreciation and thanks to David for his time on the Board, with the Board's well wishes to David for the future.

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   The Vice-chair led the review of actions and reminded SPPA to provide reforecast dates for actions which were not completed.

3.2   Actions P1122.04, P0622.07, P0223.02, P0223.04, P0223.07, P0523.01, P0523.02 which had been proposed to close were agreed to be closed.

3.3   It was noted action P0523.04 had been omitted from the action update and SPPA would review and amend the tracker for the next meeting.

3.4   New target dates and updates should be provided for the following actions:

- P1122.07 - SPPA to consider capturing risks on scheme specific register around Remedy 2015 resourcing and reliance on employer data.
- P1122.08 - SPPA to review communication around the PPP project and how best to deliver updates on project status and requirements
- P0523.03 - SPPA to confirm communication plan and remedial action, if any, to cope with spike in retirement applications once Remedy figures made available.
- P0523.04 - Chair to consider if regular agenda item to be added to provide updates on engagement between SPPA and Chair/Vice-Chair

4.   Performance Updates

Chief Executive Update

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

- Remedy 2015 project
- Pension Platform Project
- Quarterly call with Pension Board Chairs and Vice Chairs
- Ministerial visit to SPPA
- Modernisation across the SPPA building at Tweedbank
- Agency resource challenges

Scheme-specific performance

4.2   FG provided an overview of paper 5.3 covering auto enrolment noting that 66% of members tend to opt out after auto re-enrolment. FG noted a desire for SPPA to dig deeper into auto-enrolment figures, however SPPA are not in a position to be able to do this currently due to the high manual labour involved.

4.3   DP noted that the Scottish Police Authority have actively pushed communications to members to realise the value and benefit of pensions. BJ confirmed that the Scottish Police Federation support the introduction of the pension scheme to all new recruits through a presentation on induction.

4.4   FG provided an overview of paper 4.1 covering scheme-specific performance. The group discussed death in service, with FG noting SPPA are setting up a specialist team to deal with death in service cases. FG requested any information on specific past cases so SPPA can carry out root cause analysis on this.

P0830.01	Frances Graham and Sharon Dalli to discuss auto enrolment data offline
P0830.02	Board members to forward any information on specific death in service cases to Frances Graham

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Finance

4.5   PM updated the Board on recruitment within the Finance department noting recruitment for the Chief Financial Officer is currently underway and his new position as Head of Finance.

4.6   The group discussed lump sum comparison payments and asked for clarification from PM on some information presented on page 31 of the combined paper file.

4.7   SD extended thanks to SPPA for a significant improvement in financial reporting.

P0830.03	SPPA to provide clarification on lump sum comparison payments on page 31 of combined paper file

Agency performance

4.8   GC provided an overview of paper 4.1 covering Agency performance. The group discussed User Centred Design and GC confirmed that this is a long term resource requirement for the Agency.

Customer Insights Dashboard

[Agenda items 4.7 Annual Key Events and 5.4 Action P0223.04 - Auto Re-enrolment exercise were discussed in this section of the agenda due to time constraints]

4.9   FG provided an overview of the current quality assurance systems at SPPA. It was noted that 100% of calculations are quality checked which causes a bottle neck. FG proposed a change to the system on behalf of SPPA, to reduce the amount of support for staff with high percentages of correct calculations and increase the support for staff with lower percentages of correct calculations. The Board queried time frames for this change given the criticality of the implementation of remedy and the need for QA in the contingency workaround. FG noted there is no current application date for this as the Executive Team are reviewing how this change would work and how best it could be managed when in place before rolling this out.

4.10   FG provided an update on the ABS process, noting that SPPA can only achieve 100% accuracy with ABS statements if employers provide accurate data.

4.11   LP gave an overview of a new dashboard created by the Operations Team that displays customer data. NR talked the Board through service in the spotlight insights.

4.12   The Board shared positive feedback for the dashboard and queried whether this would be available for members in the future. FG confirmed that the content is likely to be used in the Annual Business Plan for 2024-25 in some capacity.

4.13   DR noted thanks and appreciation to all involved with creating the dashboard.

P0830.04	SPPA to provide a short piece on progress of new Quality Assurance framework and loose timeframes.

Service Level Agreement Group (SLA) and Performance Improvement Plan (PIP)

4.14   FG provided an overview of paper 4.2 covering the Service Level Agreement Group (SLA) and Performance Improvement Plan (PIP), noting the intention of SPPA to work jointly with the SLA group to provide assurance that the outcomes and intentions of the PIP are embedded into SPPA's delivery plan, and the detail of the SLA is appropriately incorporated into the Employer Charter   to enable discussion on transitioning from the current SLA to the Technical Working Group structure, by January 2024

The Board noted that while the SLA and PIP are joint agreements between the SPPA and the SPA, and the transition from the existing SLA/PIP framework would need agreed

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between both SPPA and SPA CEO's, the Board itself noted no objections with this transition from January 2024, on the basis that all open actions at that point be transferred appropriately to other channels for progression.

4.15 The Chair asked for a view from the employer representatives on this approach and SD advised that it is hoped the delivery plan will be an enabler to support improvement commitments from PIP, as part of SPPA's wider corporate objectives across all schemes. However, there is a need for assurance it doesn't dilute the intended outcomes of the PIP and specific commitments in the SLA for Police. Also, that the employer charter approach is appropriate for Police given the different governance framework with SPA as Accountable Officer and the relationship of single employer & scheme, where there are greater benefits to be gained from joint collaborative working.

4.16 The Board requested an update later in the year with assurance reporting on outstanding actions from the PIP in the intervening period. FG noted that updates will be delivered regularly through the other channels the PIP will feed into.

The meeting paused for a short break: 16:00 – 16:10

Risk
4.17 HG provided an overview of paper 4.3 covering risk, noting nothing of concern to flag to the Board. HG noted that out of date registers had been circulated and agreed to circulate the latest version of these after the meeting.

P0830.05	SPPA to circulate latest risk registers to Board

5. Project Updates

Pension Platform Programme (PPP)
5.1 DG provided an overview of paper 4.4 covering PPP, noting the RAG status as amber/green.
5.2 The Board raised concerns that migration was planned for mid-September, given overlap with 2015 Remedy October deadlines, however SPPA confirmed no issues were identified during testing and there are no concerns for migration.

2015 Remedy
5.3 DG provided an overview of paper 4.5 covering 2015 Remedy, noting risk and contingencies around a few issues identified during testing.
The group discussed resourcing and contingency plans in place such as a surge team. The Board suggested that SPPA provide communications to members with the benefits of staying in the scheme.
5.4 The group discussed communications to members around the project. It was noted that SPPA intend to provide dual Remedial Service Statements (RSS) to members with a firm intention to retire from 1 October 2023.
5.5 SD requested that SPPA engage the Board around RSS – in particular the layout of statements.
5.6 The Board shared positive feedback on the Remedy discussion; noting SPPA seem in a much better position to deliver the project.

P0830.06	SPPA to review the request to engage Board members with Remedial Service Statements – in particular the layout of the statements

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Data Improvement

5.7 DG provided an overview of paper 4.7 covering the Data Improvement Project, noting ongoing progress.

6. Other Board Business

Corporate Governance

6.1 CM provided an overview of paper 5.1 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 CM noted recent feedback from the Board showing an interest in holding a meeting for Board members only (no SPPA colleagues). It was agreed that SPPA would set this up for members before the Board meeting scheduled for Spring 2024.

P0830.07	SPPA to setup a 1 hour meeting between the Chair, Vice-chair and Board members before the Spring 2024 meeting

External Engagement

6.4 LS provided an overview of paper 5.2, noting
- A positive trend within external engagement across SPPA
- An open rate of 70% for employer newsletters
- A spike in visits to the Remedy Hub.

6.5 LG invited feedback from Board members and encouraged participation in the External Engagement Group.

6.6 The Chair thanked LS for her hard work and engagement with the Board around communications.

7. Any Other Competent Business

7.1 JS provided an overview of paper 5.4 covering SPPA data security.

7.2 The Board queried SPPA approach to exchanging information with third parties. JS noted that SPPA have data security in mind during procurement exercises making sure suppliers are sourced through the appropriate frameworks with appropriate accreditation.

7.3 JS noted a deep dive session planned with the SPPA Audit and Risk Committee in September 2023, and at the request of the Board offered to provide a summary document on this.

P0830.08	SPPA to provide document to Police Pension Board summarising data security deep dive session with Audit and Risk Committee (including data security for third parties)

8. Next meeting

8.1 The Chair thanked all attendees for their contribution and noted the positive discussions, partnership working and collaborative approach by all.

8.2 Next meeting – 29 November 2023.

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Summary of new Actions

P0830.01	Frances Graham and Sharon Dalli to discuss auto enrolment data offline
P0830.02	Board members to forward any information on specific death in service cases to Frances Graham
P0830.03	SPPA to provide clarification on lump sum comparison payments on page 31 of combined paper file
P0830.04	SPPA to provide a short piece on progress of new Quality Assurance framework and loose timeframes.
P0830.05	SPPA to circulate latest risk registers to Board
P0830.06	SPPA to review the request to engage Board members with Remedial Service Statements – in particular the layout of the statements
P0830.07	SPPA to setup a 1 hour meeting between the Chair, Vice-chair and Board members before the Spring 2024 meeting
P0830.08	SPPA to provide document to Police Pension Board summarising data security deep dive session with Audit and Risk Committee (including data security for third parties)

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