Meeting	Scottish Teachers Pension Board
Meeting date	06 December 2023
Meeting time	10:30 - 13:30
Meeting location	Tweedbank/Hybrid

Board members	Mark Cook (MC)	Chair
	Brian Barbour (BB)	Chair NHS
	Kirsty Robb (KR)	Board Member
	Drew Morrice (DM)	Board Member
	Louise Wright* (LW)	Board Member
	Andy McGoff * (AM)	Board Member
	Stuart Hunter* (SH)	Board Member
Apologies	Richard Giles	Vice Chair
	Cllr Brian McGinley	Board Member
	Graham Hutton	Board Member
	Maureen Kennedy	Board Member
	Dave McGinty	Board Member
	Leah Stalker	Board Member
SPPA attendees	David Robb* (DR)	Chief Executive
	Frances Graham (FG)	Chief Operating Officer
	David Gunner* (DG)	Programme Director
	Laura Pacey* (LP)	Head of Strategy and Communications
	Debbie Trafford* (DT)	Head of People
	Clare Moffat* (CM)	Corporate Governance Manager
	Jonathan Sharp (JS)	Data Protection and Information Governance Manager
	Alan Paterson (AP)	Risk & Control Officer
	Lorraine Spalding* (LS)	Project Communications & Engagement Lead
	Chris Nairns (CN)	Head of Operational Service Delivery
	Iain Coltman* (IC)	Head of Policy
	John Burns* (JB)	Chief Finance Officer
	Anna Skowron* (AS)	Financial Controller
Minute taker	Karen Hay	SPPA Governance Administrator

* attended remotely

1.   Welcome and apologies

1.1   The Chair welcomed all attendees and advised NHS Pension Board Chair, Brian Barbour, had agreed to kindly assist in the absence of RG.

1.2   No new interests were declared.

1.3   The Chair noted that minutes of the last meeting had already been approved electronically and it was agreed the most recent minutes will be included in future packs.

2.   Performance, Finance and Risk

2.1   **Chief Executive Performance Update**
       DR provided an executive overview highlighting key updates on:
- Remedy 2015 Project deadline passed - 01/10/2023 – Board gave thanks to the SPPA for all the work done
- Welcome to all new colleagues joined the SPPA and internal movers
- Pension Platform Project
- Announcement of the draft budget for Scotland due mid to end December and communication on an update will be given to the Board.

Scheme Performance

2.2   FG gave an overview of scheme performance showing the fully populated Teachers pack with focus on member experience. SPPA working towards deferred members dual calculations by January. Telephony changes made in October 2023 to make the customer journey better this will show in Quarter 4

2.3   The group discussed concerns about backlog causes - BAU or triggered by Remedy. FG discussed estimates, looking at improved online estimating tools, and confirmed Teachers scheme award revisions for Teachers was currently clear. The group discussed the member newsletter recently issued by SPPA and feedback provided. SPPA highlighted need for joint messaging to encourage employers to provide correct and timely data. Employer telephone contact number shared for direct access to data team.

2.4   The board discussed customer contact experience data which showed email customer satisfaction is a negative mirror of the phone experience, mainly because of freeform, and confirmed webforms should improve this. SPPA also aim to improve reporting timeframes currently skewed by auto acknowledgements.

2.5   SPPA highlighted the excellent response to the webinars and aspirations to increase engagement. Further investigation required to consider publishing on website due to data protection.

2.6   FG presented an overview on the pinch points over the next 18 months which will drive strategies for the year. Board members offered to share this information to manage expectations, whilst SPPA accelerate automation and keep board informed.

2.7   The Board discussed opt out trends and communications with new members.

T1223.01	SPPA to check new My Pension Online users figure of 131,009 for next meeting (Performance pack/Member numbers)

Agency Performance
Annual Key Events

2.8   SPPA outlined the ABS process remained difficult due to provision of end of year data from employers however i-Connect should assist with this although it was recognised conversion included significant challenge due to different employer payroll systems.

2.9　SPPA confirmed automation work underway with Scottish Government colleagues

Finance

2.10　AS gave an overview of Scheme Financial Performance and SPPA Financial sustainability, budgets and digitization and confirmed draft Scheme Annual Report and Accounts were due be laid on 20 December 2023.

2.11　The board discussed overpayments and bereavement payments.

People

2.12　The board discussed fixed term contracts, budget constraints and workloads.

Data Protection & Risk

2.13　JS explained current risk management structure and summarised activities, with no significant changes to the Scheme or Executive Team Register. It was noted that remedy is the key topic in several data requests. Current focus is supply chain risk and moving information to the cloud.

2.14　The outputs from cyber security deep dive with Audit & Risk Committee would be shared with the board

2.15　A discussion on Data Protection, reporting data breaches and training followed.

2.16　AP provided an overview on new risk dashboard which is covering corporate risk register, which will become more scheme specific. The board requested SPPA include definitions to explain parameters.

Governance

2.17　It was noted that the Chair and Vice Chair had not yet been asked to approve the reports to be submitted to TPR regarding ABS provision.

2.18　The board discussed current tenures and the vacancies.

T1223.02	SPPA to circulate the outcome of the Audit and Risk committee deep dive
T1223.03	SPPA to provide risk-scoring definitions on dashboard

Estates and environment

2.19　A question was noted to provide information on Public Climate Change Reporting Disclosure

T1223.04	SPPA to circulate information on Public Climate Change Reporting Disclosure to board

Pension Platform Programme (PPP).

2.20　DG summarised the activity of the quarter, noting that the migration caused a few teething problems but nothing of concern. It was outlined PPP enablers were paving the way forward and SPPA was working with provider on this.

2.21　It was noted that when I-connect is introduced on the future, onboarding will likely be more challenging than the technical implementation.

2.22   DG as highlighted that a demonstration of digitisation of the retirement process by the provider in mid-December 2023.

2.23   The board discussed privacy impact assessments, secure deletion of data, benefits against BAU, calculators, calculation deficiencies, member experience, prioritization roadmap, with project RAG status green. It was noted the cloud migration was a major piece of work completed.

T1223.05	SPPA to confirm if PPP Privacy Impact Agreements undertaken and in place

2.3   2015 Remedy Project

2.24   DG provided a recap on deferred choice and dual RSS, good progress was noted on work on the calculators and testing, and that a soft launch expected to commence January 2024 on real cases, with early pilot including thorough checking over at least a month.

2.25   The board discussed the potential issues from incorrect data held in the system and possible constraints on standalone calculator. SPPA confirmed risk-based checking model will be implemented once calculator utilised to ensure quality levels.

2.26   DG explained the immediate Choice process for retired members, which included dual RSS provision for 17,000 members. This work will be broken down into smaller cohorts and will utilise standalone calculators and automations. Work on initial cohorts is expected to start early April 2024.

2.27   The board discussed Remedy actions and requested T0906.05 remain open. The Board agree T0906.04 be closed as all requirements currently being met however it was noted that if March 2025 deadlines were not met, SPPA would report to TPR.

2.4   Data Improvement Project

2.28   DG provided an overview of the Data Improvement:
- Accuracy issuing awards
- Dashboard for members
- Accurate Data
- Pension Regulator – reports for data compliance
- Data Profiling – TPR common data score for Teachers 95%.

2.29   Will be able to provide findings on the data in more detail in a few months.

2.30   The board discussed Artificial Intelligence which is quite a way off at the moment

3.   Other Board Business

3.1   Teachers Charter and Delivery Plan

LP outlined the aims of a new Teachers Charter and Delivery Plan and discussion followed on how to secure employers' commitment to the joint endeavour, and suggested success was dependent on buy in at senior level from employer partners.

The Teachers Charter and Delivery plan was not included in the pack so were to be sent by email, with request for board members to provide feedback directly to LP or via their technical working group. Reminders should be sent to ensure feedback could be incorporated.

T1223.06	SPPA requested the board to provide feedback directly to LP or technical working group prior to next meeting in February CM will send out a reminder

3.2 External Engagement

3.3 LS gave an overview which highlighted:
- Building relationships and its importance for members, partners and employers.
- Progress on Communications Plan, with thanks noted to those that input into the communications workshop.
- SPPA championing partnership working and how best to achieve this

3.4 Further clarity was requested on the ask of the board and SPPA sought continued support from partners and the potential to work more widely and collaboratively. SPPA also welcomed the board's feedback to help with pinch points.

3.5 It was noted some of the points on the presentation need further definition and the detail to be refined, in advance of the final paper being circulated.

T1223.07	SPPA to approach some members of the board and prepare final draft of communications plan

3.6 Horizon Scanning

3.7 IC provided an overview of discussions at the recent Teachers Scheme Advisory Board meeting. Three main areas were:
- Member Contributions
- Eligibility for scheme membership
- Finalising and consulting early in 2024 to bring in contribution changes from 1 April 2024 (per 2020 valuation results)

3.8 SPPA agreed to provide the board with notice of the consultation paper on contribution changes.

3.9 SPPA confirmed there was not any update available on TPR's combined code – CM confirmed regular contact with TPR and will advise when notification received.

4. Review of Outstanding Actions

4.1 Based on updates provided, the board agreed to close actions T0906.04, T0906.10, T0523.04, T0906.02, T0906.09 and T0906.03 to be closed once revised risk registers issued).

4.2 New target dates should be assigned to remaining open actions.

5. Next meeting

5.1 The Chair thanked all attending for their contribution and shared compliments of the season.

5.2 The meeting was ended at 13:25 with a reminder that the next meeting will take place on 28 February 2024.

Version Control		Version number
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