



Meeting	Scottish Firefighters' Pension Board
Meeting date	07 December 2023
Meeting time	14:00 - 17:00
Meeting location	Hybrid

Board members	William Littleboy	Chair
	Andy Marchant*	Vice Chair
	Gus Sproul (GS)*	Board Member
	Nicola Hector (NH)*	Board Member
	Simon Leroux (SL)*	Board Member
	Scott McCabe (SM)*	Board Member
SPPA attendees	Alan Paterson (AP)*	Risk & Control Officer
	Christopher Nairns	Head of Organisational Service Delivery
	David Gunner (DG)*	Programme Director
	David Robb (DR)*	Chief Executive
	Debbie Trafford (DT)*	Head of People
	Frances Graham (FG)	Chief Operating Officer
	John Burns (JB)	Chief Financial Officer
	Jonathan Sharp (JS)*	Data Protection and Information Governance Manager
	Iain Coltman (IC)*	Head of Policy
	Laura Pacey (LP)*	Head of Strategy & Communications
	Apologies	Clare Moffat (CM)
Liz Barnes (LB)		Board Member
Lorraine Spalding (LS)		Project Communications & Engagement Lead
Stephen Wright (SW)		Board Member
Minute taker	Lesley Hood (LH)	SPPA Senior Policy Administrator

*Joined remotely

1. Welcome, Apologies and Declarations of Interest

- 1.1 The Chair welcomed all attendees with apologies noted from CM, LB, SW and LS. There were no changes to Board members' Register of Interests nor were there any declarations of interest in the business to be conducted.

2. Previous Meeting

- 2.1 The Board agreed the minutes of the previous meeting held on 7 September 2023 were a true and correct record.
- 2.2 As the last meeting was not quorate, for the purpose of the minutes, a subsequent process was undertaken to ratify all positions reached.

3. Performance, Risk and Projects

Executive Overview

- 3.1 DR provided an overview of performance across the Agency. Key highlights were noted including the successful passing of the legislative deadline for the 2015 Remedy project.

Scheme Performance

- 3.2 FG provided an overview of scheme performance, highlighting the new paper format focusing on customer satisfaction.
- 3.3 The group discussed Remedial Service Statements (RSS). It was noted dual RSS for Firefighters pensions due in October/November had been issued.
- 3.4 The group discussed risk. The Chair queried mechanisms in place to identify emerging risks and the process to notify Board members. FG confirmed this will be managed through SPPA stakeholder management processes.
- 3.5 The Board requested an update on hybrid working and impact on call handling times/ overall performance. FG confirmed current data indicates no reduction to productivity through home working; therefore SPPA will continue to operate in a hybrid format with face-to-face touch points.
- 3.6 The Board queried if a recent data breach had been recorded. JS confirmed the breach was raised with the Information Commissioners Office who confirmed SPPA had taken the correct approach.
- 3.7 The Board requested data on 'Opt Outs'. FG confirmed SPPA are not in position to provide detailed insight on this currently.
- 3.8 The Board requested an overview of Remedy complaint information including common themes to assist with communication to members.
- 3.9 The Board requested confirmation of representatives issued with the Employer Survey. FG confirmed this would be investigated and confirmation provided.

Operational Resourcing

- 3.10 FG provided an overview on resource as SPPA progress through Remedy Remediation.

Agency

- 3.11 FG provided an overview of annual events; noting Annual Deferred Benefit Statements are on track.

Finance and Procurement

- 3.12 JB gave an overview of the current budgetary position. Following announcement of the Scottish budget, SPPA will need to assess their position. Work force planning will be considered in conjunction with budget constraints; ensuring the Agency has a sustainable workforce to accommodate delivery improvements.

Data Protection

- 3.13 JS provided an overview of Data Protection. The Board requested additional information in future papers highlighting various areas of assurance.

Risk

- 3.14 AP provided an overview on Risk; noting limited change to Agency risk scores. A risk management dashboard has been created for the SPPA Corporate Risk Register. The group discussed areas labelled TBC and AP noted enhancements to slides will be undertaken for the next meeting.
- 3.15 DR noted some Scottish Government departments are due to move to a new platform in 2024. Work is underway to minimise disruption although this was flagged as a potential risk.

Corporate Governance

- 3.16 LP provided an overview of Corporate Governance including tenure management and preparation of annual exercises.

2015 Remedy

- 3.17 DG provided an overview of the project noting:

- Current deficiencies in system functionality are being addressed.
- Legislative regulatory obligations have been met.
- Work continues with the Scottish Government Automation Team.

Pension Platform Programme (PPP)

- 3.18 DG provided an overview of the project noting:
- All four schemes have successfully migrated.
 - This provides opportunity to consider benefits realisation.
 - No access issues noted through the Member Self Service Portal.

Data Improvement

- 3.19 DG provided an overview of the project noting an update on the data profiling exercise undertaken earlier in the year. The Board queried if SPPA holds statistics for members where details are not up to date. DG confirmed SPPA hold this information and tracing processes are to be considered in due course. A further update will be communicated at the next meeting.

4. Other Board Business

Fire Charter and Delivery Plan

- 4.1 LP provided an update on the introduction of two new draft corporate documents.

External Engagement

- 4.2 LP provided an overview of external engagement noting a draft plan shared incorporating output from recent workshops. LP thanked the Board for their attendance and engagement. SPPA welcome continued support to review and support dissemination of content to members.
- 4.3 The Board enquired about future webinar sessions. DR provided a link to upcoming events.
- 4.4 The group discussed annual events. FG confirmed the most recent events were highlighted, with reporting taking place as and when others occur.

Horizon Scanning

- 4.5 FG confirmed further information regarding Booth and Matthews Projects will be shared at future meetings.

5. Review of Outstanding Actions

- 5.1 The action tracker was reviewed. The following actions were approved for closure:

F0907.01 F0907.02 F0907.03 F0907.05 F0907.06

- 5.2 The Board agreed to keep the following actions open:

F0323.01 F0323.04 F0323.07 F0907.07

6. Any Other Business

No items raised.

7. Next meeting

- 7.1 The next meeting is on 29 February 2024.
- 7.2 The Chair thanked all in attendance and closed the meeting at 15.52 pm.

Summary of new Actions

F1223.01	SPPA to review who had been sent the survey and send the survey to the SFRS PB members
F1223.02	SPPA Digital Communications Team to determine if data can be provided on the number of individuals who have provided personal email addresses either instead of or in addition to their employment email address