

Meeting	Scottish NHS Pension Board
Meeting date	22 February 2024
Meeting time	14.00-17.00
Meeting location	Virtual

Board Members	Brian Barbour (BB)	Chair
	David Vallery (DV)	Vice Chair
	Craig Black (CB)	Board Member
	Graeme Eunson (GE)	Board Member
	Raymond Marshall (RM)	Board Member
	Ailsa Paterson (AP)	Board Member
	Tom Wilson (TW)	Board Member
SPPA attendees	David Robb (DR)	SPPA Chief Executive Officer
	John Burns (JB)	SPPA Head of Finance
	David Gunner (DG)	SPPA Programme Director
	Clare Moffat (CM)	SPPA Corporate Governance Manager
	Laura Pacey (LP)	SPPA Head of Strategy and Communications
	Alan Paterson (APat)	SPPA Risk & Control Officer
	Jonathan Sharp (JS)	SPPA Data Protection and Information Governance Manager
	Debbie Trafford (DT)	SPPA Head of People
Apologies	David McColl (DM)	Board Member
	Frances Graham (FG)	SPPA Chief Operating Officer
Minute taker	Lisa Cossar	SPPA Governance Delivery Lead

1. **Welcome and apologies**

1.1 DV welcomed all attendees and noted that he would be interim Chair for this meeting.

Apologies were noted from DM and FG. No declarations of interest were noted.

2. **Minutes of Previous Meeting**

2.1 The Minutes from the previous meeting, held on 30 November 2023, were approved, and will be published to the SPPA website.

3. **Review of Outstanding Actions**

3.1 The action tracker was reviewed, and the following actions were approved to be close during the meeting:

N0831.06 N1123.03 N1123.04 N1123.06 N1123.09 N1123.11
N1123.12 N1123.14 N1123.16

The remaining actions were updated as follows:

- **N0223.04 and N0525.05:** The Board requested that these actions be merged and requested clarity on which of the initiatives listed give actual direct member benefits, e.g. better functionality, improved useability and which give indirect benefits e.g. greater resilience or better quality. Also, which are internal SPPA benefits. The Board also requested an updated timeline with more clarity on target dates.
- **N0831.04:** The Board seek an update slide in next Board pack outlining target dates of when processes will be carried out.
- **N1123.04:** Close action, however the Board requests that ongoing McCloud updates be provided at each meeting until project is complete. Move to standing agenda item.
- **N1123.07:** the Board requests a written budget summary covering what is being re-prioritised, consequences and the actions being taken.
- **N1123.10 and N1123.13:** The Board requests these actions be merged and provide update timelines on how data project is progressing.
- **N1123.14:** Close action, however the Board requests that this remains a standing agenda item with a project update at each meeting.

4. Performance, Risk and Projects

4.1 Chief Executive Overview

The Board were provided with an overview covering the following areas of interest:

- Recruitment is currently underway internally for a successor to the CEO post. The recruitment process is due to conclude by the end of April 2024 however contingency plans are in place should recruitment need to go externally. A member of the Management Advisory Board will be sitting on the interview panel.
- The Board enquired as to whether there would be two independent members sitting on the interview panel and could a representative from Pension Boards take that place.
- The draft Scottish budget was published in December 2023 and is now passing through Parliament. The SPPA expect a budget based on the figures shared with the Board in December and are currently identifying ways to ensure management of budget cuts, whilst protecting user services, investment in data and improving data quality, digital transformation, and investment in automation. It was noted that the letter of support which was written by Board Chairs to the Minister was sent and a reply received.

N0224.01	SPPA to investigate opportunity for a Board member to sit on interview panel for CEO post. <i>Post meeting note – offer declined, and action closed.</i>
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4.2 Operations

The SPPA provided an overview of Operations, noting:

- All pensions were paid on time in Q3, even where applications were received late. It was noted that members are being asked to apply up to four months prior to retirement to ensure timely payouts.

- Additional resource was given to telephone and email contacts during surge over the festive period.
- Incomplete data submissions from employers are a key area of focus for the team, with an escalation process being introduced.

The group discussed data errors and it was noted that the iConnect system, which is a long-term solution requiring support from payroll departments in order to be implemented successfully, is expected to largely resolve these issues. They also discussed driving members to engage with the portal and the move towards a more digital approach.

4.3 Strategy and Communications

The SPPA noted that they have sought two volunteers from each Pension Board to participate in workshops focused on the annual business plan. The Chair encouraged anyone interested to contact the SPPA Governance Team.

N0224.02	Board members interested in annual business planning workshops to contact the SPPA Governance Team. <i>Post meeting note – volunteers were received, and workshop held. Action closed.</i>
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4.4 External Engagement

The SPPA thanked everyone who attended recent external engagement workshops and noted that the overall feedback from these were positive. Good feedback was also received for member engagement webinars and the Board encouraged the continuation of these webinars, perhaps looking into topics for active members as well, such as those mid-career and on partial retirement.

The Board noted that feedback had been received that users were finding the webpages on Remedy confusing.

N0224.03	SPPA to investigate confusion around Remedy webpages and report back to the Board at next meeting.
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4.5 Risk

The SPPA confirmed that a Risk Champions Group has been established, with champions identified across all teams within the agency. The hope is that this will embed a risk culture and ensure that risk becomes everyone’s responsibility, at all levels of the organisation. Furthermore, Board-specific risk registers will outline how risks are being managed at team level and scheme specific. It was noted that scoring on risk registers is fluid and will be reviewed and updated every two weeks.

4.6 Data Protection

The SPPA highlighted that there had recently been four minor data breaches, but nothing of concern to report.

The Board noted a possible inconsistency on the number of subject access requests made in the first three quarters of this year, against last year and asked for clarification.

N0224.04	The SPPA to check figures provided on the Data Protection and Risk slides regarding the number of subject access requests.
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4.7 Corporate Governance

The SPPA updated the Board, noting:

- Several Board membership tenures are due for renewal. The SPPA will follow up with the relevant Board members in due course.
- Overview of The Pensions Regulator (TPR) engagement and code of practice. The Agency are working on rectifying 7 ‘must have’ requirements and 19 ‘should have’ requirements. Furthermore, the TPR’s new General Code will come into effect on 27 March 2024. A webinar focusing on the new code will take place in March and Board members are encouraged to attend. It was highlighted that the SPPA are in a good position to move forward with the new code.
- The Board were reminded to complete the Annual Exercise polls.
- The annual 1:1 meetings between Board members and the Chair should be set up.
- Annual Report should be drafted for end of May. The Chair noted that the deadline could be a challenge due to travel plans throughout April and May.

4.8 Projects

Remedy:

The SPPA gave an update on the current status of the project, including:

- ongoing work with Scottish Government Automation Team
- successful use of standalone calculator for RSS calculations.

N0224.05	The SPPA to provide the Board with a Remedy progress update, detailing the numbers affected, actioned, and completed within each category
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Pension Platform Programme (PPP):

The SPPA provided an overview of the project highlighting:

- successful migration
- a close down report for Phase 1 would be issued soon.

The Board wished to pass on their thanks to the team that managed the migration.

The group discussed members being involved in what the member self-service/online portal system looks like and their input once system is ready to be tested would be valued. In the meantime, the SPPA offered to share a demonstration of the TME/Engage with Board members.

N0224.06	The SPPA to share demonstrations of the TME with Board members.
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Data Improvement:

The SPPA confirmed that the quality assessment of basic member record details are almost complete and focus will shift to improvement plan, with a data improvement strategy in place. Final validation for NHS data is with GAD.

4.9 Finance and Procurement

The SPPA provided a financial update to the Board. Discussion followed around what financial information was required by the Board and this is to be considered initially by SPPA Executive Team. The TPR General Code may also help inform what needs to be covered at Board level.

4.10 Practitioners Remediation

The SPPA provided an update on remediation. A project steering group will be set up over a 6-month period, to allow understanding of the issues with data. The opportunity to sit on this group has been opened to Board members.

N0224.07	The SPPA will provide further details of Remediation Project Steering group with the Board.
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Discussion took place on the invalid data on reports and that this needs to be readdressed. TPR were updated March 2021 and June 2022 but due to the changes in the path for practitioners, the SPPA agreed that they need to go back to TPR with current status update.

N0224.08	The SPPA to update TPR on current status of practitioners' remediation
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5. Other Board Business

5.1 The SPPA highlighted that the Scottish Government have a series of papers titled 'Building a Better Scotland'. The latest paper to be issued will focus on pensions, with the SPPA contributing to the section on public pensions.

AOB

The Chair thanked the Vice Chair for leading the meeting on his behalf.

Date of next meeting

The next meeting will take place on 30 May 2024, 10.30-13.30.

Summary of new Actions

N0224.01	SPPA to investigate opportunity for a Board member to sit on interview panel for CEO post. <i>Post meeting note – offer declined, and action closed.</i>
N0224.02	Board members interested in annual business planning workshops to contact the SPPA Governance Team. <i>Post meeting note – volunteers were received, and workshop held. Action closed.</i>
N0224.03	SPPA to investigate confusion around Remedy webpages and report back to the Board at next meeting.
N0224.04	The SPPA to check figures provided on the Data Protection and Risk slides regarding the number of service access requests.
N0224.05	The SPPA to provide the Board with a Remedy progress update, detailing the numbers affected, actioned, and completed within each category
N0224.06	The SPPA to share demonstrations of the TME with Board members.
N0224.07	The SPPA will provide further details of Remediation Project Steering group with the Board.



Scottish Public
Pensions Agency
Buidheann Peinneanan
Poblach na h-Alba

NHS Pension Board 22 February 2024

N0224.08	The SPPA to update TPR on current status of practitioners' remediation
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Version Control		
		Version number
Date minutes sent to chair	11 March 2024	V1.0
Date approved by chair	09 April 2024	V1.0
Date approved by Board/committee	24 April 2024	V3.0
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