Meeting	Scottish Teachers Pension Board	
Meeting date	11 June 2024	
Meeting time	10:30 - 13:30	
Meeting location	Hybrid	

Board members	Mark Cook	Chair
	Virginia Burke	Vice Chair
	Andy McGoff	Board Member
	Cllr Brian McGinley*	Board Member
	Graham Hutton	Board Member
	Kirsty Robb	Board Member
	Maureen Kennedy*	Board Member
	Suzanne McLeod*	Board Member
	Stuart Hunter*	Board Member
Apologies	Laura Pacey	Head of Strategy & Communications
	Dave McGinty	Board Member
	Drew Morrice	Board Member
	Leah Stalker	Board Member
SPPA attendees	Anna Skowron* (AS)	Financial Controller
	Clare Moffat (CM)	Corporate Governance Manager
	Christopher Nairns (CN)	Head of Service & Operational Delivery
	David Gunner* (DG)	Programme Director
	Debbie Trafford* (DT)	Head Of People
	Frances Graham	Chief Operating Officer
	Jonathan Sharp (JS)	Data Protection and Information Governance Manager
	Lorraine Spalding* (LS)	Communications and Engagement Manager
	Rachel Miller* (RM)	Planning and Performance Manager
	Stephen Pathirana (SP)	Chief Executive
Observing	Michelle Hogg*	Customer Services Operations Manager
	Nigel Gaen*	Financial Accountant
Minute taker	Demi Ditchburn	SPPA Governance Delivery Lead

* attended remotely

1.   Welcome and apologies

1.1   The Chair welcomed all attendees and noted apologies.

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.   Chief Executive Overview

3.1   SP provided an introduction for the Board, noting his induction plans over the coming months in his new position as SPPA Chief Executive Officer.

4.   Operations

4.1   FG provided an overview of performance, noting key points.

4.2   The Board requested further information on performance around service level agreements and statutory responsibilities.

4.3   There has been a delay in the project to implement webforms. SPPA assured the Board that lessons learned through this delay are to be taken forward in other similar projects.

4.4   4 months' notice of retirement is preferred over 3 to allow for any unforeseen issues that might occur, for both SPPA and the employer, although all retirements are processed in the month of retirement. Data reports on who is paid on time rather than when prerequisite data is submitted.

4.5   Pay awards will have an impact on how SPPA pay rewards retrospectively.

4.6   89% of annual returns have been submitted by employers. This is a noticeable improvement from the same point in 2023, where total submissions stood at 72%. A few employers have raised issues with SPPA and their lack of submissions has been escalated through the appropriate process. The Board offered support for discussions with local authorities where appropriate.

4.7   The Board asked for assurance around quality checking and errors. SPPA confirmed the quality checking process and future plans for this. FG noted that SPPA have looked into sentiment scoring as a mechanism to report on customer satisfaction however due to the high volume of resource this would require, this project will not be taken forward at this time. SPPA provided clarity around reporting on complaints.

T0624.01	SPPA to review service delivery information currently provided in performance pack – in particular, the Board would like to see reporting on Service Level Agreements / reporting on statutory delivery responsibilities

5.   Remedy

5.1   DG provided an overview noting key points. The project RAG status is currently amber.

5.2   The Board raised concern around service delivery, in particular around annual statements. They requested an update on progress around annual statements before the next meeting in August.

5.3   SPPA assured the Board that risks are captured on a Raid Log which is continuously updated and risk management is taken extremely seriously in the project.

5.4   The Board offered support for any discussions taking place with Scottish Government and for the production of a business case if required.

5.5   Members can access information to support their decisions around 2015 Remedy on the SPPA website such as training webinars, commonly asked questions and other resources in the dedicated Remedy Hub.

5.6   Currently, all regulatory requirements for the 2015 Remedy project are being met.

T0624.02	SPPA to set up a call with Teachers Pension Board members to discuss the Annual Benefit Statements / Remedial Service Statements exercise

PPP

5.7   FG provided an overview, noting key points around:
- New online portal
- Replanning
- Member record structure
- Pensions Dashboard Project

5.8   The Board requested an update on the roadmap for the project after the period of replanning. In particular, a plan for improving data quality.

T0624.03	SPPA to provide a consolidated list / timeline for milestones within the Pensions Platform Programme Project

The meeting paused for a short break 12:15 – 12:30

6.   External Engagement

6.1   LS provided an overview of current performance, noting key points:
- Satisfaction levels are high for recent webinars
- Work is ongoing on an External Engagement Delivery Plan which all individual scheme plans will feed into

6.2   LS noted thanks to Board members for their recent feedback on a Communications Plan. This plan was approved by the Board.

7.   Risk

7.1   JS provided an overview of current performance, noting key points:
- Work taking place to embed a culture of risk across the Agency
- Risk champions appointed across the Agency are feeding into team risk registers

7.2   The Board raised concern around some high level risks and requested more information around mitigations and progress with actions to de-escalate these risks. SPPA assured the Board that risk management is at the front of discussions, especially around the 2015 Remedy Project and registers are reviewed very frequently to keep a tight control on status.

T0624.04	SPPA to review current risk reporting to incorporate updates on action progress

8. **Data Protection**

8.1   JS provided an overview, noting key points:
- Data breaches
- Mandatory training
- Cyber scorecard
- Supply chain assurance

8.2   The Board requested reassurance around cyber resilience. SPPA noted a Cyber Incident Response Plan, support from partners and strong supply chain assurance. SPPA currently follow industry standards ensuring best endeavours for assurance.

Corporate Governance

8.3   CM provided an overview, noting key points:
- Restricted capacity within the Corporate Governance team
- Feedback on annual exercises
- Update on Board recruitment
- Agenda planning

8.4   The Chair noted appreciation for governance support, even with resource constraints.

Finance

8.5   AS provided an overview, noting key points of financial performance for the scheme over the last quarter.

8.6   The Board requested further information and assurance around the process of reporting financial breaches to The Pensions Regulator.

T0624.05	SPPA to include breach logs (outlining all breaches, including those reported to The Pensions Regulator) in Pension Board papers going forward

Other Board Business

8.7   Due to timing constraints it was decided that an update on the following agenda items would be circulated for discussion offline:
- Nomination of deputies for Board members
- Horizon scanning

T0624.06	The Chair to circulate an update on the following agenda item, for discussion offline: • Nomination of deputies for board members
T0624.07	Meeting attendees to circulate updates for the following agenda item for discussion offline, if applicable: Horizon scanning

8.8   [Post meeting note: A note was circulated after the meeting and no topics were raised for discussion in horizon scanning]

4

9. Review of Outstanding Actions

9.1 Due to timing constraints it was decided that the review of outstanding actions would take place offline.

T0624.08	The Board to review the action tracker and agree status of actions offline

9.2 **Post meeting note**: The action log was agreed by the Board on 24 June 2024 and the following actions were approved for closure:

T15.03	T0906.06	T0906.01	T1223.01	T0224.02
T0224.04	T0224.05	T0224.06	T0224.10	T0906.05
T1223.05	T0224.07	T0224.08	T0323.03	T0222.09
T0224.01	T08.11	T0224.09		

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

T0224.03	T0906.07	T0906.08	T0323.05	T0921.07

10. Next meeting
10.1 The Chair thanked all in attendance and brought the meeting to a close at 13:33.
10.2 The next meeting will take place on 4 September 2024.

Summary of New Actions

T0624.01	SPPA to review service delivery information currently provided in performance pack – in particular, the Board would like to see reporting on Service Level Agreements / reporting on statutory delivery responsibilities
T0624.02	SPPA to set up a call with Teachers Pension Board members to discuss the Annual Benefit Statements / Remedial Service Statements exercise
T0624.03	SPPA to provide a consolidated list / timeline for milestones within the Pensions Platform Programme Project
T0624.04	SPPA to review current risk reporting to incorporate updates on action progress
T0624.05	SPPA to include breach logs (outlining all breaches, including those reported to The Pensions Regulator) in Pension Board papers going forward
T0624.06	The Chair to circulate an update on the following agenda item, for discussion offline: • Nomination of deputies for board members
T0624.07	Meeting attendees to circulate updates for the following agenda item for discussion offline, if applicable: • Horizon scanning
T0624.08	The Board to review the action tracker and agree status of actions offline

Version Control		
		Version number
Date minutes sent to chair	27 June 2024	1.0
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