

Meeting	Scottish NHS Pension Board
Meeting date	30 May 2024
Meeting time	10.30-13.30
Meeting location	Hybrid

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
	Graeme Ferguson	Board Member
	David McColl (DM)	Board Member
SPPA attendees		

1. **Welcome and apologies**

- 1.1 The Chair welcomed all attendees. No apologies were given, and no declarations of interest were noted.

The Chair noted thanks and best wishes to David Robb, who retires at the end of June and to Claire Pullar, who has stepped down as a Board member.

2. **Minutes of Previous Meeting**

- 2.1 The Minutes from the previous meeting, held on 22 February 2024, were approved electronically and now available on the SPPA website.

3. **Performance, Risk and Projects**

3.1 **Chief Executive Overview**

The new incoming CEO, Stephen Pathirana, was introduced to the Board. He will officially start the role on 03 June 2024.

The current CEO, David Robb, updated the Board on the Remedy project and noted that it remains a key priority, especially with surges in retirement, particularly for the NHS Scheme.

Concern as to whether the budget constraints would impact delivery of projects was discussed and whether timescales were available. The SPPA recognised that the complexity of Remedy across all four schemes is challenging, good progress is being made and work arounds (in absence of automation) appear to be working well. It was also noted that a good introduction meeting was held with Ivan McKee,

the new Minister for Public Finance, where the impact of budget cuts was discussed amongst other matters.

3.2 Operations

The SPPA provided an overview of Operations, noting:

- Challenges were faced over the last quarter, with a large increase in retirements driving greater number of calls and emails.
- Good progress being made to the stand-alone calculator, but testing, assurances, and milestones to be hit before launch.
- Hoping to launch webforms in June, which will allow emails to be channeled to the correct place first time round. *Post-meeting note: decision made to postpone the launch of webforms. Progress updates on this work will be provided to members via the newsletter.*
- The SPPA highlighted the work being carried out to engage with employers to ensure applications are being submitted accurately and on time. This includes employer newsletters, governance around stakeholder management and a joint working group.
- The SPPA also flagged constraints on timelines for delivering ABS and RSS. Striving to reach regulatory deadline of 31 August. *Post-meeting note: an additional Pension Board meeting was held to update the Board on delivery of ABS and RSS. SPPA now aim to provide ABS/RSS by 31 March 2025.*

The meeting discussed pension payment accuracy and contribution reconciliation at length. The Board were not satisfied that the information provided gave them sufficient comfort that the SPPA had control of these items, nor did they get sufficient assurance in answers to their questions. As a result, the Board asked for sight of the assurances that the SPPA leadership team that payments were correct and on time, and that contribution reconciliation was correct.

N0530.01	SPPA to update the Board of specific date when webform will be rolled out.
N0530.02	SPPA to provide Board with paper containing the assurance SPPA leadership team has that payments are correct.

3.3 Strategy and Communications

3.4 External Engagement

The SPPA intend to integrate number of visitors to the Remedy Hub webpages in future performance packs, to allow oversight of trends. A short promotional video is being produced to show how to navigate the Hub. This was welcomed by the Board as feedback from members has been that jargon is unclear and there is an expectation that users know how to navigate the site.

Furthermore, improvement work is ongoing to allow members to leave feedback and provide more information and insights on what is challenging. A workshop on developing a communications plan took place and will be shared with the Board. It will fit in with the SPPA s external engagement plan, which is currently going through an internal review.

N0530.03	SPPA to include a walk-through of navigating Remedy Hub at next Board meeting
N0530.04	SPPA communications plan to be shared with the Board.

3.5 Risk

Work is being undertaken to cross reference duplicate risks on scheme-specific registers and where they can be covered under agency-wide register instead. A new risk has been identified around the implementation of the 35hr working week.

3.6 Data Protection

The Board were informed of four data breaches, three of which were in relation to email contact. It was noted that the number of data subject access requests have reduced significantly. SPPA colleagues will be taking part in sessions to increase awareness around cyber security.

3.7 Corporate Governance

The SPPA updated the Board, noting:

- Analysis of annual exercises feedback has been taking place. A key area of focus across all Boards is the desire for more diversity in membership and the Governance team are taking steps to update the nomination process to assist.
- A full report of Pension Board responsibilities under the new TPR General Code will be presented at the August meeting.
- Keen to hold at least one in-person Board meeting a year, potentially with training provided on the same day.
- Successful round of public appointee recruitment, with the team currently onboarding new members, including a new Vice Chair for Teachers Pension Board.

3.8 Projects

Remedy:

An update was given an overview on the status of the project.

- The Board discussed the numbers of those being processed through the stand-alone calculator, versus those requiring manual intervention, with the SPPA agreeing to provide the board with clarity around these numbers.
- It was noted that comms to support members through their RSS is being developed and will be shared with the Board.
- The Board are also to be updated when key milestones for immediate detriment are met, or informed if dates are missed and why.

N0530.05	SPPA to provide clarity on who falls into the categories of requiring to use the standalone calculator and those that will require manual intervention.
N0530.06	SPPA to share link to video which has been developed to support members to understand their RSS.
N0530.07	SPPA to update the Board when key milestones for immediate detriment are reached, noting if dates are missed the rationale and revised date

Pension Platform Programme (PPP):

The SPPA provided an overview, focusing on key areas:

- New online portal
- New senior project manager to focus on moving programme forward, with wider strategy to be brought to the next meeting.

N0530.08	SPPA to provide demonstration of Engage at the next Board meeting
N0530.09	DV to provide SPPA with a contact at North-East Scotland Pension Fund (NESPF), to allow for discussions on how they currently use the Engage system. <i>(Post meeting note – DV provided contact, action closed)</i>

Practitioners:

The first project board meeting was held on 3 May and included members of the Board. The meeting focused on three areas of the project, engagement, data reconciliation and prevention. An invitation was extended to NSS and PSD to join this project board.

Q&A sessions with Health Boards are taking place on 10th June and a session with NHS Borders team will look at proof of concept of data reconciliation.

3.9 Finance and Procurement

An overview was provided, noting the key points of financial performance over the last quarter. Concerns around unallocated money was discussed and the Board have requested assurance that contributions are being allocated correctly.

N0530.10	SPPA to provide the Board with the assurance the SPPA Leadership team has that contributions are being allocated correctly.
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4. Other Board Business

4.1 Horizon Scanning

An update on the systems outage in May which resulted in impact on service, particularly for NHS scheme, was given. Root cause analysis has been conducted and now stronger emphasis on how this is managed and accountability with service provider.

5. Review of outstanding actions

- **N0223.04 & N0525.05** – further updates to be given at the August meeting.
- **N1123.01** - Propose to close once newsletter issued (ensure copy is issued to Board members also)
- **N1123.10 & N1123.13** - Action to be kept open until Board see updated chart detailing what to expect and when. Metrics showing the current state and progress to be provided.
- **N0224.03** – to confirm when meeting has been arranged to discuss feedback and potential actions.

- **N0224.08** – Board to be copied into the report to TPR. (Chair and vice chair see in advance)

Date of next meeting

Monday 09 September 2024, 13.30-16.30

N0530.11	SPPA to seek alternative date for August board meeting, ensuring members can attend in person. <i>(post-meeting note – date now agreed for next meeting)</i>
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Summary of new Actions

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Version Control		
		Version number
Date final draft Minutes sent to Chair	10.07.2024	V1.1
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