Meeting	Scottish Police Pension Board
Meeting date	05 June 2024
Meeting time	10:30
Meeting location	Hybrid - Microsoft Teams, SPPA Tweedbank

Pension Board members	Shirley Rogers	Chair
	Steven Whalley	Vice Chair
	Andrew Barker	Pension Board Member
	Brian Jones	Pension Board Member
	Darren Paterson	Pension Board Member
	David Christie	Pension Board Member
	Lorna Cunningham	Pension Board Member
	Sharon Dalli	Pension Board Member
Scottish Public Pensions Agency (SPPA) attendees		Head of Service & Operational Delivery
		SPPA Corporate Governance Manager
		SPPA Programme Director
		SPPA Chief Operating Officer
		SPPA Data Protection and Information Governance Manager
		SPPA Project communications & Engagement Lead
		SPPA Chief Executive Officer
Apologies		Head of Strategy and Communications
Observing		SPPA Employer Relationship Manager
Minutes		SPPA Corporate Governance Lead

1. Welcome and apologies

1.1 The Chair welcomed all attendees and noted apologies from SPPA Risk & Control Officer and SPPA Head of Strategy and Communications. The Chair congratulated Stephen Pathirana on his appointment as SPPA Chief Executive Officer and welcomed him to this first meeting of the Police Pension Board. The majority of board members attended the meeting on site at Tweedbank, meeting the board's previous commitment to meet in person at least once a year.

1.2 No new interests were declared.

2. Minutes of the previous meeting

2.1 The Board agreed the previous minutes 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 CEO.

4. Update from Chair

4.1 The Chair gave an overview of format and topics discussed at a recent meeting of the newly formed 'remedy board' around the 2015 Remedy Project.

4.2 The Chair noted concern from the Board around issues related to service delivery particularly in relation to implementation of the Remedy requirements within the

Agency. The Board discussed specific issues which had been raised in a letter to SPPA. It was decided that a sub group would be formed to look at these issues in more depth outside of the meeting.

4.3 The Board offered support to SPPA with any actions they can take to help resolve these issues.

P0624.01	SPPA to set up a short-life working group to deal with issues in recent Board correspondence

5. Operations

5.1 FG provided an overview of current performance, noting key points:
- 100% of awards are being processed accurately and on time
- Telephony wait times have increased slightly
- Customer satisfaction is steady
- Work is ongoing with SPA colleagues to transition to a revised governance framework to align to SPPA's corporate engagement approach
- Delays in webform project

5.2 The Board raised concern for some individual cases where process errors have impacted members. FG reassured the Board that a log of errors is retained and reviewed regularly. SPPA understands that any negative impact on members due to these errors is unacceptable and is committed to working on ways to increase accuracy levels.

5.3 A system outage occurred in May that affected telephony services for a small period of time. This did not cause a breach in the Service Level Agreement for the Police scheme. The Board appreciated an update from SPPA in relation to this outage, although suggested a clearer steer on similar updates in future. In particular, the Board requested that SPPA outline clearly how the Board can support with communications around these types of issues.

5.4 The Board raised concern that current data reported in performance packs does not always highlight where member expectations have not been met. The Board requested that SPPA incorporate reporting to show the journey of improvement and lessons learned through the development of the Delivery Plan..

5.5 Current member portal registrations are low. This is in line with other schemes. As part of the Pensions Platform Programme Project there will be a new online platform. SPPA are currently planning how to increase awareness of online functionality and encourage more members to sign up.

5.6 The Board requested that SPPA report more trend analysis in future papers. FG noted that SPPA had 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.

P0624.02	SPPA to provide a clear steer on Board's role and responsibilities in future communications around outages and arising issues

6. External Engagement

6.1 LS provided an overview of current performance, noting key points:
- Satisfaction levels are high for recent webinars
- SPPA is working with Police Scotland to present at sessions for officers at the start and end of their careers - these sessions promote the use of the online platform
- Work is ongoing on an External Engagement Delivery Plan which all individual scheme plans will feed into

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- Work is ongoing with staff associations and Police Scotland to support and inform members on the 2015 Remedy changes

6.2 The Board noted a potential risk in moving to another online platform in a period of heavy traffic on the current system (when Annual Benefit Statements / Remedial Service Statements are due to be uploaded). The Board suggested that SPPA focus efforts on raising engagement with the current online platform over the coming months to enable members to access annual statements planned for upload in August.

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 requested assurance around risk management, particularly around the confidence of delivering actions with short target dates and mean time mitigations for those risks with longer lead times. 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.

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

Data Protection

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

7.5 The Board requested that cyber security / data protection training be included in the Board training plan for 2024-2025.

7.6 The Board requested further information around supply chain assurance.

P0624.03	SPPA to include training on cyber security / data protection to the board training plan for 2024-2025
P0624.04	SPPA to circulate an updated structure chart including the new CEO

Corporate Governance

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

7.8 The Chair noted that governance support has been outstanding, even with resource constraints.

7.9 The Board suggested that the team could review the format of questions for annual exercises to understand how these have been interpreted by the Board and where the real opportunities for improvement lie.

SPA Accounts

7.10 DC provided an overview of the summary of the 2022/23 Pension Account financial position, as reported within the 2022/23 Annual Report and Accounts (ARA) of the Scottish Police Authority.

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Pension Board Annual Report

7.11   The Board agreed the contents of the report subject to outstanding payroll data being provided by SPPA. The Board agreed that approval of this additional data will take place electronically with the Chair and Vice Chair.

2015 Remedy

7.12   FG provided an overview, noting key points around:
- Current status
- Timeline and deadlines
- Risks

7.13   The project RAG status is currently amber.

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

7.15   The Board noted dependencies around service that link into responsibilities that sit with Police Scotland.

7.16   The Board requested an overview of risks and controls around automated solutions for the project including when manual intervention may need to occur.

7.17   SPPA confirmed members were encouraged to sign up to the online portal to view statements electronically. If, however, a member chooses not to register for the online portal they will still be able to access information to support their decisions on the SPPA website such as training webinars, commonly asked questions and other resources in the dedicated Remedy Hub.

7.18   SPPA reassured the Board that lessons learnt through previous annual statement exercises have been reviewed; not all lessons were entirely relevant due to the changing circumstances with Remedial Service Statements, however those that were have been adopted.

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

P0624.05	SPPA to provide an update outlining the number of members in each Remedy cohort
P0624.06	SPPA to provide an update on automated solutions within the Remedy project including key development and timelines before next meeting in August
P0624.07	SPPA to provide an overview of risks and controls when using automated solutions for the Remedy Project, including when manual intervention will be required

Pensions Platform Programme

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

7.21   The Board requested an update on the roadmap for the project after the period of replanning. In particular, a plan reflecting the methods to encourage members to join the new online portal.

P0624.08	SPPA to provide an update on the roadmap for the PPP after the period of replanning

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P0624.09	SPPA to provide a plan outlining the methods to encourage members to join the new online portal

8. Any Other Competent Business

8.1 JS noted risk slides in the performance pack for the meeting were slightly out of sync and informed members of the correct sequencing for these.

8.2 The Board asked for clarification around financial reporting by exception, in particular underpayment and overpayment information.

P0624.10	SPPA to confirm underpayment/overpayment numbers

9. Review of Outstanding Actions

9.1 The following actions were approved for closure:

P0224.01	P0224.02	P0224.04	P1123.01	P0224.05
P0224.06	P0224.07	P0224.08	P0224.11	P0224.12
P0224.13	P0224.09	P0224.03	P0224.10	

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

P1123.01	P1123.03	P0224.14	P1122.07

10. Next meeting

10.1 The Chair thanked all in attendance and closed the meeting at 13:30.

10.2 Next meeting – 28 August 2024

Summary of new Actions

P0624.01	SPPA to set up a short-life working group to deal with issues in recent Board correspondence
P0624.02	SPPA to provide a clear steer on Board roles and responsibilities in future communications around outages and arising issues
P0624.03	SPPA to include training on cyber security / data protection to the board training plan for 2024-2025
P0624.04	SPPA to circulate an updated structure chart including the new CEO
P0624.05	SPPA to provide an update outlining the number of members in each Remedy cohort
P0624.06	SPPA to provide an update on automated solutions within the Remedy project including key development and timelines before next meeting in August
P0624.07	SPPA to provide an overview of risks and controls when using automated solutions for the Remedy Project, including when manual intervention will be required
P0624.08	SPPA to provide an update on the roadmap for the PPP after the period of replanning
P0624.09	SPPA to provide a plan outlining the methods to encourage members to join the new online portal
P0624.10	SPPA to confirm underpayment/overpayment numbers

Version Control		Version number
		Version number
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