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| Meeting | Scottish Teachers Pension Board |
| Meeting date | 04 September 2024 |
| Meeting time | 14:00 |
| Meeting location | Hybrid |

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| Pension Board members | Mark Cook | Chair |
| | Virginia Burke* | Vice Chair |
| | Andy McGoff | Pension Board Member |
| | Drew Morrice | Pension Board Member |
| | Kirsty Robb | Pension Board Member |
| | Suzanne McLeod* | Pension Board Member |
| Scottish Public Pensions Agency (SPPA) attendees | | Corporate Governance Manager |
| | | Programme Director |
| | | Head of People |
| | | Strategic Communications Lead |
| | | Chief Operating Officer |
| | | Risk and Assurance Manager |
| | | Head of Policy |
| | | Chief Financial Officer |
| | | Data Protection and Information Governance Manager |
| | | Senior Project Manager |
| | | Communications and Engagement Manager |
| | Chief Executive Officer | |
| Observers | Cllr Fiona Dugdale* | Prospective Pension Board Member |
| Apologies | Dave McGinty | Pension Board Member |
| | Stuart Hunter | Pension Board Member |
| | Leah Stalker | Pension Board Member |
| | Maureen Kennedy | Pension Board Member |
| | Graham Hutton | Pension Board Member |
| | | SPPA Risk & Control Officer |
| | | SPPA Head of Service & Operational Delivery |
| | | SPPA Head of Strategy and Communications |
| | | SPPA Finance Transactions Branch Manager |
| Minutes | | SPPA Corporate Governance Lead |

* Attended remotely

1. Welcome and apologies

- 1.1 The Chair welcomed all attendees and noted apologies.
- 1.2 No new interests were declared.
- 1.3 The Chair noted thanks on behalf of the Board to Cllr McGinley whose tenure recently ended.
- 1.4 The Chair welcomed Cllr Dugdale to the Teachers Pension Board.
- 1.5 Due to late changes in member availability, the meeting was not quorate.
- 1.6 The Chair proposed a change in Terms of Reference to allow substitutes to attend meetings when Board members are unavailable. Board members in attendance approved this change.
- 1.7 Board members in attendance approved the draft Board Annual Report.
- 1.8 SPPA to follow up with Board members not in attendance to gain Board view on:
 - Proposed change to Terms of Reference
 - Annual Report

[Post meeting note: The Board approved the change to the Terms of Reference and Annual Report on 13 September 2024.]

2. Minutes of the previous meeting

- 2.1 The minutes of the previous meeting had been approved electronically by the Board before the meeting. There were no changes noted.

3. Chief Executive Overview

- 3.1 SPPA are striving to improve service delivery. Due to budget constraints there is significant pressure on the Agency to prioritise essential work. McCloud Remedy project work, alongside business as usual, is the Agency's number one priority.
- 3.2 A review of the Terms of Reference for Pension Boards is underway. The Agency are working to define the term provided by The Pensions Regulator 'assisting the scheme manager'. The Agency are hoping to create stronger links between Pension Boards and Agency Boards.
- 3.3 A big success for the Agency has been service delivery for the Teachers Scheme throughout August as this is the peak month. Delivery for annual exercises has significantly improved on last year's performance.
- 3.4 The Chair highlighted a new risk for the Agency relating to financial software. This is sitting on the Scottish Government risk register, as well as that of the SPPA Executive Team. The CEO noted confidence that this risk is being managed appropriately and the current RAG status is likely to reduce in the coming weeks.
- 3.5 The CEO has requested funding for additional resourcing within the Agency.
- 3.6 The Vice Chair encouraged that through this period of significant change for the Agency, SPPA keep in regular contact with Board members and also The Pensions Regulator.

4. Operations

- 4.1 Year on year there has been a 35% increase in awards processed over quarter 1 2024-5.
- 4.2 Work is ongoing to redesign the service process for awards.

- 4.3 Customer satisfaction from phone calls remains high and has improved for email. Themes around dissatisfaction are not of particular concern.
- 4.4 The SPPA Chief Operating Officer provided an update on the setup and work of advisory boards for the McCloud Remedy project.
- 4.5 The Chair offered support from the Board, requesting that SPPA contact Board members with updates if there are any changes that Board members can help communicate to members.
- 4.6 The group discussed automation. Once McCloud Remedy project work is completed, the Agency have a view to look at continuous improvement, in particular efficiencies with automation.
- 4.7 The Board noted certain employers are reviewing other pension provider options with cheaper rates.

5. Annual Events

- 5.1 SPPA issued 40,000 Annual Benefit Statements (ABS) for members unaffected by McCloud Remedy before the deadline of 31st August 2024. This was \approx 87% of unaffected members. An extra 1600 ABS have been circulated after the deadline. SPPA were unable to process ABS for 100% of unaffected members due to lack of data provided from employers. An escalation process to discuss this with employers is in place and being followed. SPPA will report this breach (not meeting 100% of ABS circulation) to The Pensions Regulator.
- 5.2 The Agency are currently on track to meet the March deadline for circulation of ABS/RSS for members affected by McCloud Remedy. SPPA will keep the Board updated as this timeline progresses.
- 5.3 The deadline for SPPA to produce Personal Savings Statements (PSS) is 6 October 2024. This is currently on track for members unaffected by McCloud Remedy. There are risks to this deadline for affected members due to the complexity of creating PSS. SPPA will keep the Board updated as this timeline progresses.
- 5.4 The HMRC digital service portal is not active currently which may affect members.
- 5.5 As the Agency can only provide data for PSS and not advice, the Agency are looking at signposting members to a tax advice webinar.

Pension Platform Programme

- 5.6 Some of the work within the project has been placed on hold to further concentrate on McCloud Remedy project work including the roll out of iConnect.
- 5.7 A new member portal is due to go live in November. A plan is being made to circulate communications around this, and encourage sign up, to members. A new portal is required as the contract for the current portal is coming to an end. It is not possible to move member login data from the current portal to the new portal – members will need to register with the new portal.
- 5.8 Data has been gathered and reported on every year under TPR requirements. A conditional data dashboard is in development and is due to be implemented in October 2024.
- 5.9 There is not a separate SPPA budget for project work.

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| T0924.01 | SPPA to arrange a demonstration of the new member portal and how this differs from the current member portal |
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6. External Engagement

- 6.1 The SPPA Strategic Communications Lead set out priorities for the communications team over the coming months and welcomed feedback from Board members.
- 6.2 Key highlights were noted:
- The SPPA website had an average of 9500 visits a day over the last quarter
 - Signs up to the online member portal has increased by 3% over last quarter
 - 95% of webinar attendees would recommend to a colleague
- 6.3 Data reported to the Board at the moment covers both Teachers and NHS schemes, due to the background setup of the website. SPPA agreed to look at this and review if it was possible to report figures for the Teachers schemes only.

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| T0924.02 | SPPA to review if it is possible to report figures for the Teachers schemes only on website data |
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The meeting paused for a short break 15:23 – 15:30

7. Risk

- 7.1 The SPPA Data Protection and Information Governance Manager welcomed back the SPPA Risk and Assurance Manager after a period of maternity leave.
- 7.2 A good routine has been embedded of discussing risk with champions embedded across the Agency.
- 7.3 An error in the RAG status of one risk on the register was clarified.

8. Data Protection

- 8.1 There were no reportable data breaches or cyber incidents over the last quarter.
- 8.2 The Agency recently held cyber security awareness training sessions for staff. The SPPA Data Protection and Information Governance Manager is content with the level of awareness across the Agency, although the Agency are always striving to find new ways to engage colleagues.
- 8.3 A simulated phishing exercise campaign was recently undertaken by core Scottish Government. This is created through a third party supplier and aims to raise awareness of the dangers of being duped by ‘phishing’.

9. Corporate Governance

- 9.1 The SPPA Corporate Governance Manager:
- Welcomed Cllr Dugdale to the Teachers Pension Board.
 - Noted SPPA are liaising with nominating bodies to fill membership vacancies on the Board.
 - Provided an update on the Agency’s latest position in complying with The Pensions Regulator (TPR) Code of Practice

10. Finance

- 10.1 The SPPA Chief Financial Officer talked through scheme financial performance over the last quarter, re-assuring the Board there was no cause for concern.
- 10.2 Two late payment breaches were identified. One breach was material and was reported to TPR.

11. McCloud Remedy Project

[This update was provided later in the agenda due to calendar conflicts on the day.]

- 11.1 The SPPA Programme Manager took the group through a timeline of current deadlines for the project.
- 11.2 The immediate choice section of the project is on track. The Agency are waiting on HMRC to confirm tax information to progress this. There is no deadline provided for when this information will be circulated from HMRC.
- 11.3 The timeline for the immediate detriment section of the project is dependent on when HMRC confirm this information.
- 11.4 The Agency are dealing with a lot of unknowns that will need to be managed to meet deadlines on time. The Agency are trying to limit manual processing but this will depend on the outcome of running new automation processes.

12. Horizon Scanning

- 12.1 A consultation on scheme eligibility will run from 23 August to 15 November 2024. The SPPA Head of Policy welcomed feedback and engagement on this. Board members welcomed the consultation. A response is due to be published by December 2024, with amendments due in place by Spring 2025.

13. Any Other Business

The group discussed financial information provided in Board papers. Scheme information is to be provided only.

14. Review of Outstanding Actions

- 14.1 The following actions were approved for closure:

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| T0224.03 | T0624.01 | T0624.02 | T0624.03 | T0624.05 |
| T0624.06 | T0624.07 | T0624.08 | | |

- 14.2 It was agreed the following actions would be reviewed offline and those no longer relevant would be closed. Actions considered relevant require new target dates and updates.

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| T0906.07 | T0906.08 | T0323.05 | T0921.07 | T0624.04 |
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| T0924.03 | The Board to review the following actions offline and decide if they are still relevant or should be closed: <ul style="list-style-type: none"> • T0906.07, T0906.08, T0323.05, T0921.07, T0624.04 |
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15. Next meeting

15.1 The Chair thanked all in attendance and brought the meeting to a close at 16:43.

15.2 The next meeting will take place on 4 December 2024.

Summary of New Actions

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| T0924.01 | SPPA to arrange a demonstration of the new member portal and how this differs from the current member portal |
| T0924.02 | SPPA to review if it is possible to report figures for the Teachers schemes only on website data |
| T0924.03 | The Board to review the following actions offline and decide if they are still relevant or should be closed: T0906.07, T0906.08, T0323.05, T0921.07, T0624.04 |

| Version Control | | |
|----------------------------------|-------------------|----------------|
| | | Version number |
| Date minutes sent to chair | 18 September 2024 | V1.0 |
| Date approved by chair | 2 October 2024 | V2.0 |
| Date approved by Board/committee | 18 October 2024 | V3.0 |
| Date of publication | 25 October 2024 | V3.0 |