

**MINUTES OF MEETING OF THE SPPA CORPORATE BOARD
MONDAY 25 APRIL 2016**

Present:

Alastair Brown	Chair
Alyson Stafford	Director General, Finance
Sheena Cowan	Non – Executive Director
Liz Holmes	Non – Executive Director
George Brechin	Chairman of the Scottish Teachers’ Pension Board
Allan Martin	Chairman of the Scottish Firefighters’ Pension Board
Tim McKay	Chairman of the NHS Scotland Pension Board
Charles Winstanley	Chairman of the Scottish Police Pension Board
Ross Paterson	SPPA Chief Executive
Pam Brown	Director of Operations
Chad Dawtry	Director of Policy
Susan Gray	Director of Business Change Programme
Ian Waugh	Director of Finance
Gordon Swan	Corporate Services
Brian Currie	Programme Director
Robin Iffla	Equality and Diversity
Keith Nicholson	Interim Head of Security

Apologies: none

Minutes: Molly Wyllie

1. Introduction/Register of interests (oral)

Mr Brown welcomed everyone to the meeting and advised he was chairing the meeting in the absence of Alex Smith. Everyone present introduced themselves.

George Brechin advised that he is Interim Chair of the Health and Safety Executive.

2. Minutes of previous meeting/matters arising (03.01/CB)

2.1 The minutes of the previous meeting were discussed and with the addition of an attendee, were accepted

AP1: Attendee not noted on previous minutes to be added

2.2 Action points were discussed and it was confirmed that:

1. acronyms will be clarified
2. complaints will be categorised for the next meeting
3. detailed finance reports made available

4. update for Project 17 has been circulated

3. ARC Report (oral)

3.1 Mr Winstanley advised the meeting that the minutes were not yet available, but provided the main points. Minutes to be circulated when available.

AP2: ARC minutes to be circulated

3.2 Ian Waugh welcomed Liz Holmes to the ARC.

3.3 Mrs Cowan asked if SPPA were setting out what risk appetite is for the next Board. Mr Waugh explained that a timetable will be set up and sent to the Corporate Board.

3.4 Alyson Stafford advised that she is Risk Champion for SG and that it may be useful for SPPA to keep in touch with her office.

4. SPPA End of Year Report 15-16

4.1 Ross Paterson advised the Board that it has been a busy year, with the introduction of new schemes, Pension Boards, procurement of Capita, the Customer Service Review and looking at future changes and transformation. This also included the outcomes from the Staff Survey and SMT will be working with others to look at what can be done to improve future results.

4.2 Discussion followed about the IT problems SPPA have been experiencing. This has been escalated to SG. It was also noted that this issue would be included in Project 17.

4.3 Alyson Stafford asked about the 2015/16 KPI's. Pam Brown provided an update on those KPI's not achieved and explained that these had been affected by a number of things including changes to the Discount rate, staff missing the complaints deadline, IDR target is 100% and 1 case missed deadline, late or incorrect data submission. Pam also explained that Operations have a shortfall in staffing of 10% throughout the year.

4.4 Alyson Stafford asked what changes were being applied for the next business year. Pam Brown explained that a review of KPIs was underway and this includes meeting the requirements of the Pensions Regulator Code of Conduct.

4.5 Ms Cowan asked what was meant by interface failures. Pam Brown explained that the move from Axise to Altair had caused some delays in processing employer data. However, the Employer Data Management system was now up and running for the collection of employer information.

4.6 Mr Brechin said that staff should be congratulated for the work done over the last year.

4.7 Mr McKay asked about the reference to the Customer Survey, in particular, continuous surveying. Gordon Swan advised that work was underway to create a set of 10 questions which would be used in future surveys. A link would be added to the website, emails etc. to prompt customers to respond.

AP3: Provide list of 10 questions

4.8 Mr Winstanley asked if SPPA would be contacting those members, employers etc. who have not contacted the Agency and include them in the survey results.

4.9 Mr McKay pointed out that there are five core objectives noted in the summary of Project 17, but only four are listed. Brian Currie confirmed this was an oversight and would be corrected.

4.10 Mrs Cowan asked what the future model is taking account of Transformation. Ross Paterson explained that Pam Brown will be reviewing how Operations will change taking account of Project 17.

4.11 Alyson Stafford asked if the Board would set out the anticipated outcomes from the Transformation Programmes. Ross Paterson advised that SPPA at not yet in a position to do this as yet, but would ensure the executive directors would be included in communications.

4.12 Mr Brown thanked everyone for their input and welcomed the report.

5. SPPA Financial Report 15-16

5.1 Ian Waugh provided an overview of the Financial Report and explained that there had been significant in-year budget transfers which took account of Police and Firefighters' move to SPPA, pension reforms, new pension administration system. An agreement was reached with GAD to fix the budget over the next 4 years. Will be trying to do this with other costs also. Ian highlighted some of the in-year budget pressures, such as staff costs, additional resource for digital transformation, engagement of experts.

5.2 Costs for 16-17 were touched on including workforce planning, Project 17 and changes introducing A4 grade staff.

6. Project 17 update

6.1 Brian Currie has been working with SPPA over last two months, focussing on setting up Project 17. This will include a member self-service portal, and combined pension administration and payroll system which will improve our customer service and how we interact with members. Brian advised that a new Project 17 plan is now available.

6.2 Further discussion was held around governance arrangements and Capita's input to the project. Brian assured the Board that SPPA are fully aware of the details of the contract, in particular, risks/additional costs.

6.3 Brian advised that a strategic plan is in place agreed by SMT and Capita regarding data migration. The project team are currently working through data cleanse to agree what can be migrated electronically and what will be manual. It is intended to migrate data scheme by scheme and report to SMT.

6.4 Mr McKay asked if there was a plan to deal with any over-run. Brian advised that an agreement would need to be reached by August 2016 about what may need to be de-scoped.

6.5 Mrs Cowan asked what percentage of cases would be likely to migrate manually. Brian advised that it is hoped that all cases migrate electronically.

6.6 Mrs Cowan asked if GMP reconciliation was included in the scope of the project. Pam Brown confirmed that this was being done by a member of the Operations team.

7. SPPA Corporate Plan 16-17

7.1 Ross Paterson advised the Board that a draft plan has been drawn up which will set out high the level areas of impact for the next year. This will steer staff though Project 17 alongside business as usual. The plan will also show how the work of the Agency will consolidate in 2017-18. It is hoped that the full plan will be developed by summer 2016. Ross also advised that work currently underway with the People Network and communications to staff was a priority.

7.2 Mr Winstanley asked if the KPI's currently listed were still appropriate. Ross advised that work was underway to review the KPI's and that changes would be made following this.

7.3 Alyson Stafford asked if there was help that SG could provide taking this forward. Ross confirmed that work was already being provided by SG HR in relation to People Services within SPPA.

7.4 Brian Currie also advised that 4 Business Analysts from the Digital Transformation Service were already on board.

7.5 Mr Brechin commented that Annex C, although included, was not referred to in the plan.

AP5: Make reference in Corporate Plan to Annex C

8. Future Meetings

Ross Paterson advised that he will introduce a Customer Board. The provisional date is September 2016. This has yet to be fully discussed, but will include looking at performance and data.

9. AOB

Alyson Stafford thanked everyone involved in organising her visit to SPPA. This had given her a chance to meet all of the members of the Senior Management Team, 6.3 Pension Board Chairs and also SPPA staff. Alyson commented that SPPA has a dedicated team of staff and that although the Agency has an ambitious agenda over the coming year, she is confident that it can be achieved.

Next Meeting

The date of the next meeting of the Board is scheduled for 31 October 2016 at 13.30 in SPPA.

Summary of Actions

Number	Para	Action	Action Officer
1	2.1	Attendee not noted on previous minutes to be added	M Wyllie
2	3.1	ARC minutes to be circulated to board members	Ian Waugh
3	4.7	Provide list of 10 questions to be used in continuous customer survey	G Swan
4	7.5	Annex C to be included in previous minutes or references removed	M Wyllie