FW: 21st July 13:00 - 13:45 Quarterly Meeting: SPPA/Pensions Agency

From: [REDACTED under Section 38(1)(b) of FOISA]@gov.scot> **On Behalf Of** Minister for Public Finance
Sent: 25 July 2025 08:52
To: SPPA Chief Executive <SPPAChiefExecutive@gov.scot>; Minister for Public Finance <MinisterPF@gov.scot>
Cc: [REDACTED under Section 38(1)(b) of FOISA]@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; Heather Carson <Heather.Carson@gov.scot>; DG Corporate <dgcorporate@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; Christopher Nairns <**[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>
Subject: RE: 21st July 13:00 - 13:45 Quarterly Meeting: SPPA/Pensions Agency

Stephen, I have responded to the Minister's office re visit and all holds are in ET diaries. [REDACTED under Section 38(1)(b) of FOISA]

Morning Stephen

Mr McKee has noted and is content with the note.

I believe **[REDACTED under Section 38(1)(b) of FOISA]** has been in touch with **[REDACTED under Section 38(1)(b) of FOISA]** and were currently looking at potential dates for the visit.

Thanks

[REDACTED under Section 38(1)(b) of FOISA]

[REDACTED under Section 38(1)(b) of FOISA]| Private Secretary to Ivan McKee MSP, Minister for Public Finance | MinisterPF@gov.scot | St Andrew's House, Edinburgh, EH1 3DG | 07796707844

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From: SPPA Chief Executive <SPPAChiefExecutive@gov.scot>
Sent: 22 July 2025 09:13
To: Minister for Public Finance <MinisterPF@gov.scot>
Cc: [REDACTED under Section 38(1)(b) of FOISA]>; SPPA Chief Executive <SPPAChiefExecutive@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; Heather Carson <Heather.Carson@gov.scot>; DG Corporate <dgcorporate@gov.scot>; **[REDACTED under Section 38(1)(b) of**

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FOISA]@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>
Subject: 21st July 13:00 - 13:45 Quarterly Meeting: SPPA/Pensions Agency

[REDACTED under Section 38(1)(b) of FOISA]

The meeting note is below for Mr McKees agreement.

At the tail end of the discussion we spoke about Mr Mckee visiting the SPPA, to learn a bit more about some of the good work we are doing to drive improvements in the organisation. He said he would be up for this. I would be very grateful if you could liaise with **[REDACTED under Section 38(1)(b) of FOISA]** to get this in the diary, it makes sense to do this in August, if we can.

Thank you

Mr Mckee

Please find note below of our quarterly catch-up 21st July, please

Present: Mr McKee, Stephen Pathirana, **[REDACTED under Section 38(1)(b) of FOISA]**

- **Headline** the organisation remains in a challenging position, needing to continue to invest in people, systems and processes as well as meet some very demanding regulatory responsibilities.
- **McCloud Remedy,** we discussed;
    - regular updates, complexities and progress being made
    - our prioritisation of members most impacted by McCloud, specifically Police and Fire and NHS members where there were significant tax implications, Mr McKee was content with this prioritisation.
    - Our need to set out revised timelines with the regulator, for the different McCloud Remedy responsibilities.
    - That some of the longer timelines, in particular those for delivering for NHS members would be subject to further investment, in particular in future years, and that I would set out a paper in August offering options for this.
    - That we would keep under review when we next needed to update Parliament.

- **Dashboard,** we discussed
    - that for the agency it was not simply a case of getting to the end of McCloud as there were other new regulatory requirements that we had to meet.
    - for dashboard would mean initial sign up in October and a go live a year later, with the potential to drive a lot more traffic to the agency.

  - that this also emphasised the importance of investments, in data and better systems and process all of which would ease burden into the future.

- **Work on improvements to systems and processes,** we discussed
  - investments that had been made in organisations over the last 6 months, that have avoided additional expenditure,
  - we also outlined some of the planned investments over the next 6 months which illustrate the ways in which we are trying to improve, both the service and reduce costs going forward.
  - in this we highlighted the balance between investing in improvements and meeting our regulatory goals.
  - that we were very mindful of our staffing levels, and were rigorous in our recruitment processes, and were largely only recruiting fix term appointments to meet current work pressures or resource projects.

Stephen Pathirana
Chief Executive Officer

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MINUTE OF MEETING – MINISTER FOR PUBLIC FINANCE AND SPPA OFFICIALS – UPDATE ON MCCLOUD REMEDY ADMINISTRATION

Date: 11 February 2025
Location: MS Teams
Attendees: Mr McKee, **[REDACTED under Section 38(1)(b) of FOISA]** (Private Secretary), **[REDACTED under Section 38(1)(b) of FOISA]** (Special Adviser), and Stephen Pathirana (SP), **[REDACTED under Section 38(1)(b) of FOISA], [REDACTED under Section 38(1)(b) of FOISA], [REDACTED under Section 38(1)(b) of FOISA]**

Purpose of meeting

- A follow-up meeting to briefing dated 4 February 2025 which summarised SPPA's position on the administration of public service pension remedy, and the likelihood that some aspects of remedy would not be delivered in advance of 31 March 2025.

1. Mr McKee welcomed the update, and noted increased correspondence on the issue. SP highlighted the key message is that the original statutory deadline of 31 March is approaching, and it is becoming clear that SPPA will not meet that deadline for providing statements to all members of all schemes. Remedy administration will therefore continue into 2025/26.

2. SP highlighted the need to carefully manage stakeholder engagement (primarily with unions and employers via the pension boards), and a heightened awareness amongst scheme members. SP noted SPPA is not an outlier, and most other UK administrators of public service schemes are in a similar position.

3. SP advised that primary interest in this until now had been amongst police and NHS stakeholders, but that would likely widen to include firefighters and teachers in the short term.

4. **[REDACTED under Section 38(1)(b) of FOISA]** outlined the legal framework that provides the statutory deadline but also discretion for scheme managers to go beyond that deadline where it is reasonable to do so. **[REDACTED under Section 38(1)(b) of FOISA]** covered financial aspects, that additional scheme costs for remedy are met by HM Treasury via AME, but additional administrative costs have been met by SG, with no additional funding given to departments or devolved governments by UKG. He emphasised that whilst engagement shad been broadly constructive, relations were likely to become more challenging.

5. **[REDACTED under Section 38(1)(b) of FOISA]** explained the administrative timetable and slippage, emphasising the size of the programme across four different schemes, and dependencies on third parties including the UK Government and SPPA's system provider. Much progress had been made with a positive impact on overall business delivery, including development of new efficiencies and digital processes.

6. Mr McKee stressed the importance of proactive comms, including with MSPs. He sought an understanding of progress made and how the impact on individual might be quantified, as well as differences in impact across member cohorts. **[REDACTED under Section 38(1)(b) of FOISA]** explained that of the 70,000 retired members, it was estimated that at least 2/3 were already in receipt of the better package of benefits. However a cohort of retired police and firefighters, are in a position of detriment due to the interaction of their old and new pension schemes.

7. **[REDACTED under Section 38(1)(b) of FOISA]** advised that it would be helpful to inform for Mr Mckee to write to the Finance Committee with this update, and also to write to UKG in advance of Cab Sec Finance &LG meeting CST on 27 February.

8. SPPA agreed and will follow up with material in the next week.

SPPA
19 February 2025

Subject: RE: SPPA Quarterly 13th March with Mr Mckee

From: [REDACTED under Section 38(1)(b) of FOISA]@gov.scot> **On Behalf Of** Minister for Public Finance
Sent: 18 March 2025 10:24
To: Stephen Pathirana <Stephen.Pathirana@gov.scot>; Minister for Public Finance <MinisterPF@gov.scot>
Cc: [REDACTED under Section 38(1)(b) of FOISA]@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; **[REDACTED under Section 38(1)(b) of FOISA]**@gov.scot>; SPPA Chief Executive <SPPAChiefExecutive@gov.scot>; DG Corporate <dgcorporate@gov.scot>
Subject: RE: SPPA Quarterly 13th March with Mr Mckee

Hi Stephen,

Mr McKee is content.

Thanks,
[REDACTED under Section 38(1)(b) of FOISA]

[REDACTED under Section 38(1)(b) of FOISA]
Private Secretary
Minister for Public Finance
[REDACTED under Section 38(1)(b) of FOISA]

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From: Stephen Pathirana
Sent: 13 March 2025 17:02
To: Minister for Public Finance
Cc: [REDACTED under Section 38(1)(b) of FOISA]; **[REDACTED under Section 38(1)(b) of FOISA]**; **[REDACTED under Section 38(1)(b) of FOISA]**; **[REDACTED under Section 38(1)(b) of FOISA]**; **[REDACTED under Section 38(1)(b) of FOISA]**; **[REDACTED under Section 38(1)(b) of FOISA]**; SPPA Chief Executive ; DG Corporate
Subject: SPPA Quarterly 13th March with Mr Mckee

[REDACTED under Section 38(1)(b) of FOISA]

For your records, a note of my catch up with Mr Mckee Today

- McCloud Remedy
    - We have updated all our communication channels with revised timelines, informed regulator and our Pension Boards. As anticipated we have had a rise in complaints in particular from Police, we are approaching our responses with compassion and apology, and being clear it is all hands on deck here to put this right
    - That all work remains on track against our revised timeframes, that we are just starting to deliver on police RSSs and would hope to have around 1500-2000 of the 6000-7000ish issued by the end of March,. Also should have about 80% of NHS ABS-RSSs issued by the end of the months, and turning our attention towards teachers ABS-RSS.
    - **Action –** share our progress dashboard, I also committed to sharing this with you regularly – 6th March version attached
- Agency BAU
    - I provided Mr McKee with an update on where we were with our Business planning. Slight underspend in year largely associated with **[REDACTED under Section 33(1)(b) of FOISA]**and delays in recruitment, with knock on to delivery. Will be managing Remedy into 25/26, we have to start delivering Dashboard, and the aim is to start turning our attention towards improve our core services. What we achieve in improvements will depend on resources consumed by Remedy and Dashboard.
- Policy
    - Discussed the variances in schemes and additional administrative costs this creates. Mr Mckee keen to have advice in the coming year on how to address these issues and happy to engage with UKG on points if needed.
- PSR
    - Explained the work I am doing to bring some leadership to the contribution that SDBG bring to the PSR agenda. Mr McKee expressed importance of PSR board that is being set up and all programmes of work following through this.
- Funding Model
    - Mr McKee expressed the need for a clear set of principles to govern all charging in the public sector, and this is something he is going to be asking the SG team to develop. I offered to be of help which was accepted – **Action** – Mr Mckee to plug me into this work.

Best wishes

Stephen

From: SPPA Chief Executive
Sent: 12 March 2025 15:47

To: Minister for Public Finance <MinisterPF@gov.scot>
Subject: Agenda SPPA Quarterly 13th March

[REDACTED under Section 38(1)(b) of FOISA]

I suggest I cover the following with the Minister tomorrow

1. Update on Remedy
2. Funding model
3. PSR

Best Wishes

Stephen

Stephen Pathirana
Chief Executive Officer

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Minister for Public Finance MS teams meeting with [REDACTED under Section 38(1)(b) of FOISA] and [REDACTED under Section 38(1)(b) of FOISA] on governance of the Police Pension Board and SPPA progress on delivering Remedy: 13:00 – 13:45 on Tuesday 28 October 2025

Present:

Mr Ivan McKee MSP – Minister for Public Finance

[REDACTED under Section 38(1)(b) of FOISA]– General Secretary, Scottish Police Federation

[REDACTED under Section 38(1)(b) of FOISA]– Vice Chair, Scottish Police Federation

Officials:

[REDACTED under Section 38(1)(b) of FOISA]– Private Office

Kate Thomson-McDermott – Deputy CEO, SPPA

[REDACTED under Section 38(1)(b) of FOISA]– Head of Policy, SPPA

Introductory Remarks

1. Mr McKee opened the meeting by thanking everyone for coming together to discuss the issues raised in recent correspondence from the Scottish Police Federation.
2. Mr McKee confirmed that McCloud remedy had increased the SPPA work fivefold and investment had been made in the automation processes, increasing staffing levels, and strengthening the leadership team within the SPPA to help meet this challenge. Mr McKee confirmed that he had visited the SPPA office on 27 August to hear about the ongoing work within the Agency.

Terms of reference of the Police Pension Board

3. The majority of the discussion centred on the recent changes to the terms of reference of the Police Pension Board. Mr McKee noted that these had been made to ensure consistency across the four pension schemes and ensure alignment with their statutory remit but acknowledged that there were lessons to be learned from the way in which board members were engaged on the changes.
4. Mr McKee invited Kate to address the concerns noted in more detail. Kate acknowledged the SPF's concerns over the process and while reinforcing the necessity of ensuring consistency of terms of reference across the four boards, sought to offer reassurance that the new terms were being kept under review to ensure they worked effectively in practice. Kate noted that there had already been agreement to update the new terms to make clearer provision for what should happen if the independent Chair was unable to attend a board meeting, following feedback from members at the last pension board meetings. Kate also noted that while the aim of both the SPPA and SPF would be to resolve any issues through the board, members still maintain the option to report concerns to The Pensions Regulator. Kate sought to reassure **[REDACTED under Section 38(1)(b) of FOISA]** and **[REDACTED under Section 38(1)(b) of FOISA]** that SPPA recognised the important role that the SPF play in supporting the SPPA to administer pensions and communicate effectively with members and that she would be keen to work closely with **[REDACTED under Section 38(1)(b) of FOISA]** as the new terms of reference and governance processes for the pension boards bed in to see where any improvements may be required.

Action Point 1 – Kate and **[REDACTED under Section 38(1)(b) of FOISA]** agreed to meet separately to discuss the Police Pension Board arrangements in more detail and agree any specific actions.

SPPA Communication

5. The discussion around communications with members centred on the agreement of all those present that it was important information emanating from SPPA was the single source of truth for members and the important role the SPF play in helping ensure the quality of those communications. **[REDACTED under Section 38(1)(b) of FOISA]** and **[REDACTED under Section 38(1)(b) of FOISA]** welcomed the standing up again of the communications working group. SPPA officials committed to continuing to work with the SPF to improve communications and ensure the right processes were in place to support that work.
6. The discussion of the recent media interest in Remedy was also noted, and recognition that some of the content could have been misleading to members. **[REDACTED under Section 38(1)(b) of FOISA]** offered to work with SPPA to engage with the **[REDACTED under Section 38(1)(b) of FOISA]** to discuss potential for direct communications with members in a future article.

Action Point 2 – SPF and SPPA to discuss engaging with 1919 magazine.

7. Mr McKee concluded the meeting by thanking everyone for the honest and constructive discussions, asking SPPA officials to keep him updated, and while noting that while he hoped SPF and SPPA will be able to work through concerns together saying that the SPF were welcome to come back to him again in future.

Notes produced by SPPA, November 2025

Minister for Public Finance MS teams meeting with [REDACTED under Section 38(1)(b) of FOISA] and other retired police officers on their concerns over the delivery of the McCloud 2015 Remedy for the police pension scheme: 13:45 – 14:30 on Wednesday 15 October 2025

Present:

Mr Ivan McKee MSP – Minister for Public Finance
[REDACTED under Section 38(1)(b) of FOISA] – retired police superintendent
Dr Stephen Pathirana – SPPA CEO
[REDACTED under Section 38(1)(b) of FOISA] – retired police detective superintendent
[REDACTED under Section 38(1)(b) of FOISA] – retired police detective inspector (taking notes of meeting for **[REDACTED under Section 38(1)(b) of FOISA]**)
[REDACTED under Section 38(1)(b) of FOISA] – retired police sergeant
Officials:
[REDACTED under Section 38(1)(b) of FOISA] - Private Office
[REDACTED under Section 38(1)(b) of FOISA] – SPPA

Introductory Remarks

1. Mr McKee opened the meeting by thanking everyone for coming to the meeting to discuss police pension provision, to bring everyone up to date on the work undertaken, where we are and to answer questions. He introduced Dr Stephen Pathirana, SPPA CEO, and noted he had been with the agency just over a year.
2. Mr McKee confirmed that McCloud remedy had increased the SPPA work fivefold and investment had been made in the automation process to speed up production, however, work still required to be undertaken manually.
3. Mr McKee confirmed that he had visited the SPPA office around a month ago to hear about the ongoing work within the Agency.
4. **[REDACTED under Section 38(1)(b) of FOISA]** introduced his retired colleagues.

Retired Ill Health Police Officers

5. **[REDACTED under Section 38(1)(b) of FOISA]** raised his concerns and that of other officers that had retired on ill health grounds that while the SPPA website stated nobody would be in detriment by remedy some ill health retired officers in England have been contacted to pay back monies whilst not for others with some Chief Constables covering the loss. Assurance was sought about would happen here. Dr Pathirana, was clear that an issue unrelated to the 2015 McCloud Remedy had come to light within the last year to do with inaccuracies in UK Government guidance for one of the police schemes which has subsequently been withdrawn and corrected. The SPPA aim to take as consistent an approach as possible with the rest of the UK. Having sought advice, the intention of SPPA is to write off debts over five years old. In doing so we would be following guidance set out in the Scottish Public Finance Manual. In addition, discretion could be exercised for hardship, on a case by case basis. It is thought that the overpayment situation is unlikely to affect many retired members.

SPPA Communication

6. **[REDACTED under Section 38(1)(b) of FOISA]** advised that original website communications had stated that ill health members would be first to receive their statements and as this has not happened as they are now at the back of the queue. **[REDACTED under Section 38(1)(b) of FOISA]** also noted his view that the communications throughout have been abysmal. Dr Pathirana responded that the organisation is working hard to improve communications and agreed that communications had not always been where they needed to be. Dr Pathirana went on to state that at the start of the programme of work to address the McCloud Remedy many of the complexities of the remedy were not known and communications were necessarily similar across other UK schemes at the time.

7. **[REDACTED under Section 38(1)(b) of FOISA]** noted that the email sent to members who had not received a Remediable Service Statement (RSS) was issued after 5pm on a Friday. He felt that the timing was unacceptable when no phone service was available to for recipients to derive answers to any questions they may have about the contents of their letter. Dr Pathirana confirmed that 40,000 letters were issued in batches. **[REDACTED under Section 38(1)(b) of FOISA]** stated that all the retired police officers received theirs in the same batch, to which Dr Pathirana replied that he would take away this feedback.

Action Point 1 – SPPA to consider timing of future communications to members.

SPPA Staffing

8. **[REDACTED under Section 38(1)(b) of FOISA]** asked why there had not been a fivefold increase in staff when there had been a fivefold increase in work as if there were more staff, more work would be completed. Dr Pathirana confirmed that there had been a focus on developing automation to create a slicker process and put the agency in a better position going forward. The result of this investment is that there is a bulk solution in place to handle less complex casework, with manual resources deployed for the more difficult cases. He also confirmed that he has been recruiting staff as quickly as the agency can train them. Dr Pathirana confirmed that recruitment exercises already undertaken has allowed for the release of a small pool of experienced administrators to deal with the complex manual cases. Dr Pathirana also confirmed that he had considered bringing in temporary administration staff to help with the increase in the workload however the staff would not have the necessary expertise and the anticipated cost of £3,000 a day was not feasible.

Communication with [REDACTED under Section 38(1)(b) of FOISA]

9. **[REDACTED under Section 38(1)(b) of FOISA]** acknowledged that they had "been a pain" with Freedom of Information requests and asking questions. He suggested that they would consider reducing their correspondence if a regular update meeting like this one could be put in place, as they did not consider that

as retired police officers they were represented by the police trade unions. Dr Pathirana confirmed that he was happy to try out meeting with **[REDACTED under Section 38(1)(b) of FOISA]** and any other retired police officers on a monthly basis in addition to the regular engagement already undertaken with employers and members through the Police Pension Boards.

10. **[REDACTED under Section 38(1)(b) of FOISA]** confirmed that he thought stating his name in the recent letter sent by SPPA to retired police officers who had complained about the timescales for provision of RSS was inappropriate as the **[REDACTED under Section 38(1)(b) of FOISA]** group was not there to disseminate information. He advised that they would "play fair" if they could meet like this in future.
11. A suggestion was made for retired firefighters to join the meeting or to hold something similar for that group on a separate basis. Dr Pathirana, stated that he did not see a joint meeting as appropriate, and would reflect on the right engagement solution for retired firefighters.

Action Point 2 – Dr Pathirana to arrange a meeting with **[REDACTED under Section 38(1)(b) of FOISA]** and other retired members of the police pension scheme for a month's time.

SPPA Website information

12. **[REDACTED under Section 38(1)(b) of FOISA]** advised that information detailed on the SPPA website confirmed that 99% of all RSS would be issued by the end of July. This was subsequently removed from the SPPA website and taken down over a weekend. **[REDACTED under Section 38(1)(b) of FOISA]** asked for the information to be added back to the website as some members had been taking screenshots but did not have the earlier ones. Dr Pathirana advised that the website was routinely updated to ensure it was accurate and that while he did not want to put information back on the website that would lead to confusion for members, he agreed to arrange to compile information on previous versions of the information and share that with **[REDACTED under Section 38(1)(b) of FOISA].**

Action Point 3 – SPPA to compile previous information on RSS and forward to **[REDACTED under Section 38(1)(b) of FOISA].**

Remediable Service Statement details

13. **[REDACTED under Section 38(1)(b) of FOISA]** stated that he understood that there was wording in the RSS that if anyone wanted to challenge or has a query about their RSS, that it would be six months before this is looked at and that this timescale is unacceptable. Dr Pathirana, stated he was not aware of the specific wording being referred to and would look into it.
14. **[REDACTED under Section 38(1)(b) of FOISA]** asked why they were expected to trust the SPPA that the RSS is correct. His wife, who started employment on the same day and retired on the same day at the same grade, received her RSS in February 2025 however he only received his two months ago. This meant she received her RSS before the HMRC guidance was received. He confirmed she was part of the legal challenge through the court so the RSS had to be issued. He also noted that he did not feel the RSS had the same level of detail as the original pension award letters and therefore he is not able to check that it is correct. Dr Pathirana confirmed that 100 RSS had to be issued manually on instruction of the tribunal and that the SPPA will need to go back to check these cases. However, he hopes that they won't require to be recalculated but confirmed that SPPA will have an obligation to rectify if required.

Action Point 4 – SPPA to look into possible wording on RSS that say it will take six months to look into a query or challenge to the RSS calculations.

Member classification

15. **[REDACTED under Section 38(1)(b) of FOISA]** asked about the scheme manager's discretion in the legislation to extend the RSS deadline for particular members or class of member and expressed his views that there were no valid exceptional circumstances that would lead to the discretion being applied. Dr Pathirana assured **[REDACTED under Section 38(1)(b) of FOISA]** that SPPA were acting within the parameters of the legislation, that there were good reasons

to extend the deadline, and that SPPA had been engaging with the Pensions Regulator throughout.

Compensation request

16. **[REDACTED under Section 38(1)(b) of FOISA]** said he understood that most retired members had submitted complaints to the Pensions Ombudsman (PO). He asked if the Scottish Government (SG) would pay compensation to head off the PO complaints. Dr Pathirana confirmed that complaints should go through the formal process with the PO and await formal decision.

Other Matters

17. **[REDACTED under Section 38(1)(b) of FOISA],** felt that while he understood there were complexities he felt there was a lack of explanation on what these were. **[REDACTED under Section 38(1)(b) of FOISA]** went on to say that he understood that SPPA staff are focusing on getting the job done. However, he holds a mistrust of the process and the subsequent communications, which often run at the same time. **[REDACTED under Section 38(1)(b) of FOISA]** felt that SPPA was always on "communications catch up" with generic communications not telling them anything different to what they already know. Dr Pathirana confirmed that it was difficult to target everyone and gave the example where ill health was appropriate, the same scenario doesn't cover everyone so could cause a member unnecessary worry. He added that the SPPA is not far from the end of remedial work for Police pensions, however the priority is to get them right and not revisit.
18. **[REDACTED under Section 38(1)(b) of FOISA]** thanked everyone for making time for the meeting however he made clear that his frustrations are running high. He felt that FOI meetings with HMRC had unearthed "SPPA lies" which he felt were swept under the carpet when challenged. This centred on the number of meetings and staff attendance which did not align with communication received from HMRC. Dr Pathirana advised that he did not recognise that, that he had

seen the HMRC response, and thought it was disingenuous as nobody knowingly gave out incorrect information.

19. **[REDACTED under Section 38(1)(b) of FOISA]** reiterated concerns about the use of the phrase ‘no detriment’. He asked for the SPPA to consider wording in correspondence on the impacts of delay. . **[REDACTED under Section 38(1)(b) of FOISA]** felt this phrase was not 100% accurate, giving potential examples of members getting taxed on any interest they receive or a where a member had not received their choice, taking out a car loan on finance at a rate higher than interest.
20. **[REDACTED under Section 38(1)(b) of FOISA]** thanked those attending the meeting and said he would reach out separately to Dr Pathirana to share his views on where he felt the communications are and are not working. He noted his view again that the Federation doesn’t engage with retired officers and therefore as a group he feels they are not represented. Mc McKee noted that this gave him and SPPA something to think about.
21. Mr McKee concluded that he thought that this had been a useful meeting to flush out issues.

Action Point 5 – **[REDACTED under Section 38(1)(b) of FOISA]** to further share his views on communications with Dr Pathirana.

Action Point 6 – SPPA to consider issue of retired police members’ representation within pension scheme governance structures.

Notes produced by SPPA, October 2025

SPPA MINISTERIAL VISIT
SPPA Offices, Tweedbank - Wednesday 27 August – 09.20 – 10.40

Time	Topic	Location	Presenters	Lead
09:20 – 09:30	ET Introduction	Doddie Weir Suite A	**[REDACTED under Section 38(1)(b) of FOISA]** – Chief Transformation Officer, **[REDACTED under Section 38(1)(b) of FOISA]** - Chief Operating Officer, **[REDACTED under Section 38(1)(b) of FOISA]**- Chief Financial Officer, **[REDACTED under Section 38(1)(b) of FOISA]** - Head of People and Place, **[REDACTED under Section 38(1)(b) of FOISA]** - Head of Strategy and Governance, **[REDACTED under Section 38(1)(b) of FOISA]** - Head of Policy	Stephen Pathirana – Chief Executive Officer
09:30 – 09:40	Employer Overview	Desk area	**[REDACTED under Section 38(1)(b) of FOISA]**- Customer Services Operations Manager, **[REDACTED under Section 38(1)(b) of FOISA]**- Employer Relationship Manager	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Operating Officer
09:40 – 09:50	Member Journey / Experience Overview	Desk area	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Operating Officer	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Operating Officer
09:50 – 10:10	Colleague Forum & Diversity Network	Doddie Weir Suite A	**[REDACTED under Section 38(1)(b) of FOISA]** - Policy Manager, **[REDACTED under Section 38(1)(b) of FOISA]** - Delivery Lead, **[REDACTED under Section 38(1)(b) of FOISA]** - People Development Consultant, **[REDACTED under Section 38(1)(b) of FOISA]** - Pensions Admin Support, **[REDACTED under Section 38(1)(b) of FOISA]** - Corporate	**[REDACTED under Section 38(1)(b) of FOISA]**– Head of People and Place

Time	Topic	Location	Presenters	Lead
			Governance Manager, **[REDACTED under Section 38(1)(b) of FOISA]** - Executive Support	
10:10 – 10:20	Continuous Improvement (CI)	Desk area	**[REDACTED under Section 38(1)(b) of FOISA]** - Customer Service Manager, **[REDACTED under Section 38(1)(b) of FOISA]**- Continuous Improvements Manager, **[REDACTED under Section 38(1)(b) of FOISA]** - Pensions Officer	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Transformation Officer
10:20 – 10:30	Automation	Desk area	**[REDACTED under Section 38(1)(b) of FOISA]** - Customer Service Manager, **[REDACTED under Section 38(1)(b) of FOISA]** - Continuous Improvements Manager, **[REDACTED under Section 38(1)(b) of FOISA]** - Pensions Officer	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Transformation Officer
10:30 – 10:40	Dashboard	Desk area	**[REDACTED under Section 38(1)(b) of FOISA]**- Programme Delivery Manager, **[REDACTED under Section 38(1)(b) of FOISA]**- Project Manager, **[REDACTED under Section 38(1)(b) of FOISA]**- Business Analyst	**[REDACTED under Section 38(1)(b) of FOISA]**– Chief Transformation Officer