

## **NHS Pensions - Terms of Reference for the Service Improvement and Development Board**

This document outlines the Terms of Reference for the Service Improvement and Development Board.

It sets out in turn:

- the purpose of the board
- membership of the board
- standard meeting agenda items
- governance arrangements of the board
- logistical arrangements for the board.

### **Purpose of the board**

This board is a senior forum for the discussion of NHS Pension Scheme administration between the NHSBSA (NHS Pensions) as central Scheme administrator, employers as local scheme administrators, NHS ESR and NHS Employers (NHS E).

The purpose of the board is to:

- Provide a forum for the NHSBSA, NHS E and NHS ESR to provide and discuss with employers updates on high level strategic issues within the NHS Pensions landscape in terms of current and future changes.
- Provide a forum for employers to be ambassadors of the solution.
- Provide a senior group of stakeholders which the NHSBSA can discuss with to help to deliver statutory required change or service enhancements. This may involve board members becoming involved in other change specific projects or meetings.
- To represent the views of NHS employers to NHS Pensions
- Ultimately, to oversee that the correct mechanisms are in place so that Scheme administration is being correctly undertaken - from the submission of membership

information, the update of individual records, the collection and transfer of Scheme contributions and the effective administration of pension events.

This will enable:

- The Chair / Representative of each regional employer group to feedback to their respective membership in terms of the discussion and actions of the Service Improvement and Development Board.
- A two way discussion between the NHSBSA and employers about current and future Scheme administration, establishing a solid base from which to work in partnership to successfully manage the Scheme and implement future changes effectively.
- Identification and subsequent prioritisation for action of current / future issues in regard to maintaining effective Scheme administration.

The purpose of the group is not to:

- Discuss minor technical or individual service issues regarding Scheme administration with NHS Pensions; the regional forums or NHS Pensions Stakeholder Engagement Team are the correct channels for these to be raised.

Ethos of the board:

- All members of the board are required to act in a business-like and professional manner during the meetings themselves and in any related correspondence.
- It is a requirement that everyone in attendance is given the opportunity to contribute freely with the ability to share their views openly and honestly without hindrance.
- All attendees are expected to be transparent in terms of the constraints and issues that they are facing in terms of Scheme administration. Attendees will respect this openness and keep such matters confidential within the meeting.
- The notion is that this meeting is proactive and constructive in nature and seek to resolve issues collectively. All attendees are encouraged to share ideas, issues, lessons learnt or best practice to improve overall Scheme administration.

## **Membership of the board**

Lorraine Howell (NHS Pensions Service Delivery Manager) will chair the meeting.

A representative from each regional group will attend as well as any required third party organisation.

## Meeting agenda

The standing agenda items for the meeting are as follows:

- Introductions
- Overview of agenda (noting AOB and allocating sufficient time)
- Approval of minutes from last meeting
- Review of actions from last meeting
- Relevant strategic updates
- Review and prioritise business justifications
- AOB
- Date of next meeting.

## Governance arrangements

- The meeting will be chaired by Lorraine Howell. The meeting will be minuted by the NHSBSA with all actions recorded. These will be written up and distributed to all attendees by email as soon as possible following the meeting (within a maximum of two weeks).
- Attendees are requested to submit business justifications at least two weeks before the meeting.
- An agenda will be issued one week before the meeting is held.
- The meeting will be held on a quarterly basis with dates set in advance. The NHSBSA will organise meeting dates with attendees.
- An email list of attendees will be held and managed by the NHSBSA. This will be used to issue meeting papers and should be used for any correspondence between board members.
- The terms of reference will be prepared and updated by the NHSBSA. These will be reviewed by the board on an annual basis.

## Development requests

- Change requests will follow the procedure agreed by the board.

- Pension SIG representatives will forward the business justifications to be considered by the board to [nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net)

Justifications must be forwarded at least two weeks before the meeting. Any requests received after this time will be submitted at the following meeting.