SCOTTISH PUBLIC PENSIONS AGENCY

Pension Scheme of the Year Awards 2009

Public Sector Scheme of the Year

Overview

Nestling beneath the rolling hills of the Scottish Borders, on the banks of the River Tweed, and merely a "*drop kick*" away from Melrose, is hardly a place you would associate with pensions administration. On the contrary, most people would think of hill walking, salmon fishing or the home of rugby sevens.

Nevertheless this is where you will find the **Scottish Public Pensions Agency (SPPA)** following its successful relocation from Edinburgh in 2002/03.

SPPA is the largest pension administrator in Scotland and looks after the **NHS** and **Teachers Schemes**. Their role includes pension administration together with responsibility for both policy and regulatory change. They have a customer base of almost 450,000 active, deferred and retired members.

The aim of SPPA, our mission statement, is to deliver a high quality, customer focussed and cost effective service to its customers and stakeholders.

We recognise that ''*change is the only constant*'' and we continue to look for ways to improve service to members and stakeholders. Our move to a new pension administration system will enable the Agency to develop a web interface for members and employers and streamline the flow of data from employer to SPPA.

Regular meetings with our many stakeholders help ensure that SPPA remain focussed on the needs of future pensioners as well as those who have already retired.

For the future SPPA have joined a public sector benchmarking club which will allow comparisons to be made on service and value for money.

SPPA are determined to keep standards high.

Key achievements in the past year have been:

Administration

- An annual stakeholder survey resulting in 96% satisfaction.
- Achievement of 99% accuracy and timeliness of pension events.

Communications

- Introduction of Stakeholder Liaison team to manage complaints, issues.
- Employer workshops and visits to GP practices.
- Regular meetings of employers and staff sides.

Governance

- Creation of Quality Assurance team.
- Achieved Investor in People re-accreditation.

Education

- New member guides, pensioner newsletter and improved web pages.
- Provision of benefit statements to active members.
- Alerting members to the cut-off for tax protection.

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