

Information to Members and Communications Sub-Committee
9 December 2020 (by Teams teleconference)

Present:		
Julie Huckstep	Member Representative – Chair	JH
Susan Anyan	Independent Pension Specialist	SA
Heather McKenzie	Member Representative	HM
Ian Payne	Employer Representative	IP
John Pratten	Employer Representative	JP
David Butcher	Employer Representative	DB
Kerry Tate-King	TP Head of Engagement	KTK
Jo Cole	TP Engagement Manager	TW
Paul Faulkner	TP Director of Operations	PF
Sue Crane	DfE Senior Contract Manager	SC
Mark Dutson	DfE Contract Management team	MD
Karen Cammack	DfE TPSPB Secretariat	CK
Kathryn Symms	DfE Policy Team Leader Casework, Correspondence & TPSPB	KS
Helen Cowan	DfE TPSPB Secretariat	HC
Diana Wray	DfE Teachers' Pensions Policy and Casework (Observer)	DW
Apologies:		
None		

	Item	Action
Agenda item 1	<p>Welcome and Apologies:</p> <ul style="list-style-type: none"> • JH welcomed those in attendance. There were no apologies. <p>Minutes:</p> <ul style="list-style-type: none"> • Members agreed the minutes of 23 September 2020 as an accurate record. • Agenda Item 2 – Webchat - clarifying information regarding missing service. This item is closed, however due to its importance there is a possibility that this will re-surface as a standing agenda item or forward workplan topic. • Secretariat note: a discussion on forward work plans will be an agenda item at the 14 January sub-committee chairs meeting. • There were no other matters arising. 	
Agenda item 2	<p>Review of Actions arising from 23 September 2020 meeting:</p> <ul style="list-style-type: none"> • IM1/230920 – Update on Webchat (abandonment data) – KTK advised that this information is published in the Service Delivery Board papers every month and also discussed at KIT meetings. The abandonment data is generated from Puzzel, the webchat solution provider. Over the next 4 weeks colleagues in Operations are going to be working with Puzzel to look into a facility where they can download richer abandonment data. KTK will present update at next sub-committee meeting. • IM5/230920 – Monitor OM11 alongside OM2 and 3 – SC confirmed that this outcome measure would continue to be monitored in the quarterly report. The action to be closed. • IM6/230920 – Employer Engagement (Webinars) – KTK mentioned in terms of data on historic attendance at webinars her team would need to go through every single event to manually 	IM1/091220

	<p>check the data. However, they have implemented a new facility and added an option when employers join webinars to record an 'establishment type' indicator. Her team will start reporting on this from 1 December. KTK confirmed that members will be strongly encouraged to complete this indicator.</p>	
Agenda Item 3	<p>Transitional Protection/Immediate Detriment – Comms Strategy</p> <ul style="list-style-type: none"> ● JC talked the sub-committee through Paper 9. Key points include:- <ul style="list-style-type: none"> ○ Assumptions have been made when creating the plan, due to awaiting the government response to the consultation. ○ The team have been working very closely with DfE to generate a plan and timeline to 2022 which dovetails member and employer communications. ○ The communications plan incorporates stakeholder views including members, employers and other stakeholders. It was noted that terminology can be a challenge to members which will require careful explanation in communication materials. ○ The document highlights what month the work is currently planned, the subject, key messages, audience delivery and method of communications. ○ TP is planning to get information out on Immediate Detriment first. ○ TP recognises it will be important to inform everyone about the changes, which will also help mitigate subsequent additional calls into the contact centre ○ As well as the usual comms media, TP has also identified other stakeholder groups that they meet throughout the year, who are important when communicating the changes ○ Members will naturally contact their employer with questions therefore it is key that employers are informed and can advise as appropriate. ○ Business As Usual is also built-in to ensure that Transitional Protection and Immediate Detriment are not working in silo but very much part of business as usual. Consideration is being given to a Virtual Member Forum which would assign members' support to help us sense check comms and wording, mitigating unnecessary calls to TP. ● HM suggested a glossary in plain English would be a useful tool. JC agreed and undertook to ensure a glossary would be compiled. 	IM2/091220
Agenda Item 4	<p>Forward work-plan topic – Review of the Engagement Plan:</p> <ul style="list-style-type: none"> ● JC led the sub-committee through the Engagement Plan for 2021 noting that TP has worked with colleagues in other areas of the business and DfE to develop the plan for next year. ● JC explained the background to developing the plan and highlighted successful campaigns and key achievements in 2020 and how these had been used to develop the plan for 2021, alongside lessons learned from campaigns and activities. ● She highlighted, as an example, the webinar programme which had delivered 2,500 sessions and was a popular employer choice especially due to COVID-19. The programme had been expanded to include additional topics such as dealing with scams. ● JC explained that in developing the 2021 plan, consideration had 	

<p>Agenda Item 4a</p>	<p>also been given to DfE requirements, TP objectives and operational requirements, alongside a range of other factors.</p> <ul style="list-style-type: none"> • She also noted the range of internal and external influences that needed to be taken into consideration such as COVID-19, impacts on lifestyles, job losses and a potential increase in opt-outs. • In addition, there were a range of opportunities that could be embraced and, as an example, she described a new persona that had been developed to illustrate “secondary profession” teachers who tend to be older with fewer years’ service. Other opportunities included website and social media development in particular to correspond with newly qualified teachers. • HM asked about the possibility of data trawls (e.g. gender, age group). JC advised that it is difficult to determine this data from the public facing website. However, TP can complete analysis, such as by gender, for those who have logged onto the website and social media. • KTK noted the high level of internal engagement and the link between internal engagement and providing a good service to members and stakeholders. • JH thanked JC for a comprehensive and informative presentation and requested that the slide deck be shared with sub-committee members. <p>Development of a Strategic Dovetailed FWP</p> <ul style="list-style-type: none"> • KS explained that at the next Chairs’ meeting in January, the Board Chair would like to discuss a strategic plan of work for 2021 for the Board and its sub-committees. It was therefore agreed that March’s topic would be decided after that meeting. • Secretariat to circulate the document and any comments to be fed in through the secretariat ahead of the January sub-committee chairs meeting. 	<p>IM3/091220</p> <p>IM4/091220</p> <p>IM5/091220</p>
<p>Agenda Item 5</p>	<p>Review of Papers 4, 5 and 6:</p> <ul style="list-style-type: none"> • JH referred to the Quarterly Report (Paper 5). • She queried OM2, which, whilst still above target, has declined since August. KTK confirmed that different members submit responses each month. SC suggested OM2 could be looked at in more detail at the next sub-committee meeting, as it would be useful to know the % of returns received. This is not currently fed into the quarterly report and it would be useful to give a sense of the overall position. • SC reflected on OM 2&3 (page 5) suggesting that the sub-committee should keep a close eye on the statistics. She felt it was reassuring in the current circumstances that the figures were broadly similar to February. She also noted OM11 (pages 6-7) where similarly, unique page views have gone down. She felt it was worth monitoring as there could be a potential risk to the scheme in how employers engage with the scheme and understand their responsibilities. • Regarding page 10, webchat and social media, JH queried what would happen where an employer had closed down, making it difficult for members to provide information on gaps in service. SC noted that the topic had arisen at the recent TPARG meeting. • KTK confirmed that the ERM (Employer Relationship Managers) or 	<p>IM6/091220</p> <p>IM7/091220</p> <p>IM8/091220</p>

	<p>the Employee Support Team would be able to help process the query if raised through formal routes (as opposed to social media). KTK said she would investigate further, in particular the “lines to take” used within the contact centre, and update at the next meeting.</p> <ul style="list-style-type: none"> • IP advised that employers might not be able to access their employees’ historical information from previous employment in the future due to GDPR regulations. • advised that access to historical information by employers may not be available in the future due to GDPR regulations. • SC suggested in the short-term members could log onto My Pension Online (MPO) to raise a query. She advised that whilst TP is GDPR-compliant it is currently strengthening its control regime. • JH queried whether members could provide consent for employers to access their data, in much the same way they do for occupational health requests. SC felt that the most appropriate route was for employers to encourage members to use MPO to engage with TP. • JH drew attention to page 16 of the quarterly report and the requirement for the accessibility compliance statement to be reviewed every six months. • She also highlighted page 20 - noting that whilst the increase in schools/function providers withdrawing from the scheme was a concern, no new function providers have notified their intention to leave in the period covered. JP advised that, whilst phased withdrawal was welcome, for most withdrawing schools the decision was a financial one. • KS advised that Neville is interested in cutting down on duplication, for example, within Annex B, which contains a good deal of technical financial information. This will be discussed at the sub-committee chairs meeting on 14 January Ahead of this comments and feedback can be sent via the Secretariat by 5 January. 	<p>IM9/091220</p> <p>IM10/091220</p>
<p>Agenda Item 6</p>	<p>Agree Key Issues from the Meeting / Report to highlight at the January TPSPB meeting: The sub-committee agreed that the top issues to take to the next TPSPB would be:</p> <ul style="list-style-type: none"> • Engagement Plan presentation • Transitional Protection communications (Key messages Comms Plan) 	
<p>Agenda Item 7</p>	<p>Consultation on Independent Schools – New Regulations</p> <ul style="list-style-type: none"> • KTK advised that the new regulations come into force next Spring. TP is developing a communications plan in consultation with DfE which will set out how to communicate with all stakeholders. Stakeholders such as ISBA, TPAF and TPARG will also be consulted and communications will be tailored for members, employers and other stakeholders and will include a factsheet. Details will also be added to the independent schools’ checklist. • KTK noted HM’s point about ensuring members and employers are kept abreast of how communications are shared with each group. She advised that it is generally the role of TPAF/TPARG to disseminate information, but that TP would note the comment for future planning. 	

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Agenda Item 8	<p>Agree whether any individual papers or presentations should be shared with the rest of the Board for information.</p> <p>The forward work plan presentation on the engagement plan to be shared. As per agenda item 4.</p>	IM3/091220
Agenda Item 9	<p>AOB:</p> <ul style="list-style-type: none"> • There were no items of other business raised. 	
Next meeting	24 March 2021 (likely to be via Teams)	

Minutes agreed by Chair: *Julie Huckstep*

Date: 16 December 2020

Circulated to sub-committee members on 16 December 2020

Ratified at sub-committee meeting: 24 March 2021