

**TEACHERS' PENSION SCHEME PENSION BOARD (TPSPB)
EXTRAORDINARY MEETING
Wednesday 6 May 2020 13:30 (By teleconference)**

Present:			
Board members:		DfE:	
Neville Mackay - Chair	NM	Kate Copley – DfE, Deputy Director Teacher Reward and Incentive Division	KC
Susan Anyan - Independent Pension Specialist and Chair of MR&IC sub-committee	SA	Sue Crane – DfE, Senior Contract Manager	SC
David Butcher - Employer Representative and Chair of Commercial sub-committee	DB	Jeff Rogerson – DfE, Head of Pensions - Governance, Assurance & Accounts	JR
Julie Huckstep – Member Representative and Chair of IM&C sub-committee	JH	Peter Springhall – DfE, Head of TPS Supplier Management	PS
Jackie Wood – Employer Representative and Chair of SD&MoD sub-committee	JW	Karen Cammack – TPSPB Secretariat	
TP:		Ann Ratcliffe – TPSPB Secretariat	
Paul Faulkner - TP Director of Operations	PF	Kathryn Symms – Policy Team Leader Casework, Correspondence & TPSPB	KS
Amy Gibbs – TP, Analytics and Risk Manager	AG	Anna Alderson – DfE PMO (observer)	

This is the third extraordinary TPSPB meeting, called to review business continuity planning resulting from the move to TPS home-working as a result of the COVID-19 pandemic. The meeting took place by telephone conference and comprised the TPSPB Chair, the four sub-committee chairs, and key TP and DfE representatives.

	Item	Action
Agenda item 1	Introduction: NM welcomed attendees for an update on COVID-19 Business Continuity and other issues.	
Agenda item 2	COVID-19 update (Papers 2 & 3): <ul style="list-style-type: none"> • AG indicated that there were no major updates since the last meeting. Remote working continues to work well, progress is continuing against SLAs and KPIs, and performance continues to be monitored via daily business continuity meetings both within TP and between DfE/TP. The focus remains on planning for the future and staff wellbeing. As an example, there is some job rotation underway to acknowledge the challenges associated with working permanently on the bereavements contact centre. • Some consideration is being given to planning for the next phase, when lockdown begins to be lifted. An office assessment is underway to understand how a return to the office might work with social distancing. It is likely that TP will apply a phased return and discussion is taking place regarding prioritisation. It is likely the Contact Centre will return first, followed by teams whose productivity is lower than when they are in the office. Personal preferences will be taken into consideration and TP is circulating a questionnaire to determine these, and where additional resources might be required. • NM asked about staff turnover during lockdown, noting that TP's staffing complement was below requirements when lockdown began, and asked whether there had been any impact on future recruitment plans. AG advised that capacity planning was continuing as normal, via a dedicated team within Capita HR. 	

She highlighted that staff employed on fixed term contracts to work on the backlog(s) had been extended and moved into vacant roles as they were already fully trained.

Paper 2:

- SC confirmed that the main focus remains on ensuring TP is keeping up with incoming work. She highlighted SLA 4c where more cases had been received than processed; and SLA 3 where more had been processed than received. She advised that she was content with the progress of work. At the end of January there had been 19k outstanding cases, which had reduced to 15k at the end of March. Current figures stand at 15.7k at the end of April, which is in line with expectations at the beginning of a new financial year.
- She noted the continuing focus on bereavement work and that volumes of new notifications are in line with expectations and well within the seasonal peak.
- NM asked SC to explain the rationale behind the proposals to restructure SLA4, whereby ill health benefits would be reported separately under SLA1. SC explained that it was more logical to monitor retirement types together under SLA1, but would still be closely monitored and casework would still be sensitively handled
- The consensus was that Paper 2 continues to be informative; NM noted that this was useful feedback for when the discussion on the layout of the TPSPB main Dashboard continues.

Paper 3:

- SC highlighted that paper 3 had been updated since the last meeting and now showed the position for all of April. The Board had previously focussed on SLA3 and 4b. Some improvement had been made to SLA3 by month-end, with the reduction being due to clearance of old cases along with some procedural changes in entitlements. SC and PF are focusing on SLA3 because of the range of reasons that lead to revision of benefit entitlements. Whilst there had been a slight dip in performance against SLA4b, monitoring and scrutiny will continue. However, the main focus is on ensuring another backlog does not occur in the future across any of the SLAs.
- PF noted that TP is mindful of the workload in the bereavements team and that additional staff are currently undergoing training via MS Teams.
- SC also highlighted SLA12 noting that the longest wait to get through to the bereavements team last week has been 33 seconds, whilst the longest wait to be connected to the call centre was two minutes.
- In response to JW's query on whether the employer support helpline was being monitored, AG confirmed that one of the SLAs relates to monitoring email to the call centre and that scrutiny of this, as well as feedback received, is on-going.
- NM thanked both Capita for maintaining service standards and the DfE Contract team for the regime of monitoring and feeding back to the Board.

<p>Agenda item 3</p>	<p>Arrangements for future meetings (Paper 4):</p> <ul style="list-style-type: none"> • NM explained that following the TPSPB meeting on 22 April he and DfE had reflected further on comments regarding the structure of the next round of sub-committee meetings. He observed that sub-committees play an important role in the governance of the scheme. Paper 4 set out some suggestions for discussion. • Attendees recognised the logistical and preparation challenges associated with arranging meetings at this time and noted a concern regarding possible subject overlap should there be three separate sub-committee meetings. • Discussions resulted in a consensus that key papers such as the quarterly report and operational and strategic risk registers will be circulated to all sub-committee members ahead of a further extraordinary TPSPB. This will enable opportunity for members to feedback observations and questions to the chairs. • NM reminded attendees that plans regarding the composition of sub-committees was ongoing. A number of issues were being considered such as the agreement to limit membership to two sub-committees and the possibility of changing the commercial sub-committee meeting date. This, along with the fact that the newest Board members have yet to join sub-committees, means that the current sub-committee composition will remain for the meeting in June and the other issues will be progressed separately. NM highlighted that a (virtual) familiarisation day was currently being arranged for the three new Board members and this might present an opportunity to discuss sub-committee membership with them. • As before, the minutes and papers from this meeting will be circulated to all Board members, alongside an update note from NM, to ensure they are updated on progress and remain engaged 	<p>EAP1/060520</p> <p>EAP2/060520</p>
<p>Agenda items 4&5</p>	<p>General Discussion/AOB:</p> <p>Agenda for 15 July TPSPB</p> <ul style="list-style-type: none"> • NM advised that it is likely the July TPSPB will not focus so much on the COVID-19 response in TP or on performance, as the arrangements are currently working well and service standards are being maintained. He would therefore like to include some items on the agenda such as: an update on progress against the six strategic objectives; review of any outstanding actions; an update on accounts (as the process should have concluded by the July meeting); and an update on Transitional Protection (McCloud). He would like to aim for a more rounded meeting, although not too many papers. There would also be the opportunity for sub-committee chairs to feedback on the June meeting. • Attendees agreed that so long as the measures in TP are still working it seems the right time to consider other things. 	<p>EAP2/056520</p>
	<p>NM thanked all attendees for participating in the meeting. The next extraordinary TPSPB will be on 27 May 2020.</p>	

Minutes agreed: *Neville Pacey*

Date: 12 May 2020

Minutes circulated TPSPB members on 13 May 2020.
The minutes will be uploaded to the Governance area of TP's website (being redacted where required) and a copy securely stored.