

**TEACHERS' PENSION SCHEME PENSION BOARD (TPSPB)  
EXTRAORDINARY MEETING  
Wednesday 27 May 2020 11:00 (By teleconference)**

<b>Present:</b>			
<b>Board members:</b>		<b>DfE:</b>	
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	
<b>TP:</b>		Ann Ratcliffe – TPSPB Secretariat	
Amy Gibbs – TP, Analytics and Risk Manager	AG	Kathryn Symms – Policy Team Leader Casework, Correspondence & TPSPB	
<b>Apologies:</b>		Anna Alderson – DfE PMO (observer)	
Paul Faulkner (TP)			

This is the fourth extraordinary TPSPB meeting, called to review business continuity planning resulting from the move to TPS homeworking 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.

	<b>Item</b>	<b>Action</b>
Agenda item 1	<b>Introduction:</b> NM welcomed attendees for an update on COVID-19 Business Continuity and other issues.	
Agenda item 2	<b>COVID-19 update (Papers 2 &amp; 3):</b> <ul style="list-style-type: none"> <li>• AG updated attendees on progress in TP since the last meeting, confirming that performance is progressing well and continues to be monitored. Last week was mental health awareness week so the focus on staff wellbeing continues. TP issued a questionnaire to staff regarding attitudes to returning to work, which indicates some apprehension, although there were no plans to expediate a return to the office as current arrangements are working well.</li> <li>• AG highlighted a data breach had recently occurred. Some 290 members who had requested hard copies of their P60s had received a double-sided document containing theirs and another individual's data, including name, address and NINO. The error had arisen via mail-merge; usually physical checks of documents are completed prior to despatch - but with the COVID-19 working arrangements this had not happened.</li> <li>• Steps have been taken to ensure this does not happen again. TP has written to all concerned, rectified the printing problem and re-introduced the physical check of white mail prior to despatch. TP's internal audit team has reviewed steps taken and the Business Continuity Plan to determine if further improvements are required.</li> <li>• Although not a notifiable event, the incident had been reported to TPR via a regular TP/DfE/TPR update telephone conference.</li> </ul>	

TPR was content with the actions taken and posed no further questions.

- KC advised there is a set process for officials to follow and JR confirmed that all appropriate bodies had been notified; DfE reported the incident to the Information Commissioner's Office (ICO) and to senior officials. Ministers had not been advised.
- NM remarked that often data breaches attract media attention, but JR did not anticipate any interest because of the small numbers and limited impact.

Paper 2:

- SC talked through Paper 2, reminding attendees that this provided her with the tools to determine whether TP is keeping up with the work coming in. She highlighted that the number of cases in and cases handled remain in line, and in some areas there were more cases processed than received.
- She noted KPI5 (re-employment) reflected the anticipated seasonal peak, as information is received in the new tax year and worked through.
- SC reminded attendees that in April, 3,100 bereavement notifications had been received, compared with the usual seasonal peak in February of 3,500. She advised that as at 26 May, 2,200 bereavement notifications had been received, which was higher than usual, but is decreasing. TP has been cross-skilling staff so that more staff are available to deal with bereavement cases.
- SC and AG continue their regular discussions about performance. SC noted that staff sickness absences are at normal levels.
- NM noted that it was reassuring that things are progressing well and that cases in/out are balanced so that a backlog is not building up. SC reiterated that the level of data available to her this year provided a powerful tool that allowed DfE to be a more intelligent customer.

Paper 3:

- AG advised that some SLAs have fallen behind slightly but explained that these were expected to pick up by month-end.
- In relation to SLA4b (death benefits, continuing entitlement) additional staff are being upskilled to increase the resource available. She noted that the average case age is 13.8 days, so the target is only just being missed.
- NM asked about team strength; SC confirmed there are 19 members of the bereavement team with 2/3 additional staff being upskilled. SC noted that the increased and more detailed level of information allowed for closer monitoring of casework.
- Regarding SLA6a (transfers out), AG advised that there had been only four failed cases; but because there were small numbers involved in this SLA, it has a high impact on performance results. NM queried why an area with so few cases featured at SLA level, and asked whether there was an associated legislative requirement. AG explained that transfers carry a legislative target of three months and because TP has a tighter internal deadline, very few queries are raised. SA noted that TP is completing well within the statutory timeline and that TP focus on cases that lead to payments, so she agreed that TP would not want to sacrifice

	<p>this to improve the handling time of SLA6a. SC confirmed that this was exactly TP’s approach as there is no financial detriment to members awaiting transfer action.</p> <ul style="list-style-type: none"> <li>• In relation to SLA9a (member debt/arrears), AG explained that as at 26 May the figure was up to 99.68%, indicating it is picking up towards the end of the month.</li> <li>• NM indicated that the TPSPB is particularly interested where TP is missing targets by 10% or more. He noted that as this was a mid-month snapshot, he expected performance would improve by month-end. AG confirmed that TP is confident that the shortfalls would be improved.</li> <li>• NM asked why there was no monthly return for May on SLA10 (contributions reconciliation). AG explained that this data was collected only at month-end so would be presented next month. She was confident the target would be met as there are not generally any concerns with this SLA.</li> </ul>	
<p>Agenda item 3</p>	<p><b>Planning:</b></p> <ul style="list-style-type: none"> <li>• NM explained that there is an annual meeting of sub-committee chairs with himself to look at how the sub-committees are working. They consider ways to improve their operation, review Terms of Reference, and discuss secretariat support and co-ordination between sub-committees. This usually takes place in July and a provisional slot is in the calendar (22 July). As the COVID-19 arrangements had resulted in a different approach for sub-committee meetings in March and June, and since the sub-committee chairs had not yet had the opportunity to conduct meetings, he wondered whether this should be postponed.</li> <li>• It was agreed that sub-committee chairs need to conduct at least one meeting, and so the consensus was to defer until another time (to be determined).</li> <li>• NM recapped that the arrangements for the June meeting is that key papers will be prepared and circulated to sub-committee members, providing them the opportunity to feed thoughts and observations through to the sub-committee chairs to raise via the June agenda.</li> <li>• It was felt that the need for extraordinary meetings was diminishing and the consensus was that there should be individual (virtual) sub-committee meetings in September in an attempt to get back to normal.</li> <li>• NM observed that by September, the new Board members would be allocated to sub-committees and any residual membership issues should have been resolved.</li> <li>• DB advised that there had been some discussion regarding the timing of the commercial sub-committee meeting to determine whether there was any merit to moving it. Options included running it concurrently with one of the other sub-committees to avoid an over-long sub-committee day. On balance it was felt there were no overriding reasons to move it and so it had been agreed to keep the meeting on the morning of the TPSPB.</li> </ul>	<p>AP1/270520</p> <p>AP2/270520</p>
<p>Agenda item 4</p>	<p><b>Accounts Update:</b></p> <ul style="list-style-type: none"> <li>• JR explained that the final stages of the audit are underway (4 May to 5 June), and that no issues have been raised so far. All is</li> </ul>	

	<p>on track for the audit to complete successfully and to time. The final element is a report from GAD which will be incorporated into the Annual Accounts.</p> <ul style="list-style-type: none"> <li>• The Governance Statement will be shared shortly for final review by the Board. JR advised that at this stage we are only looking for Board members to highlight significant issues, as it has previously been shared for comment and review.</li> <li>• He also confirmed that work is almost complete on the Debtors' Control account and the report will be presented to the auditors shortly. (This is the issue where problems were identified in that TP's Hartlink system was not interacting correctly with the Acclink system, which handles the accounting side of TPS business, which meant that some transactions were sitting in a holding account waiting to be reconciled. Work has been undertaken to address the IT issues and action the transactions to ensure they are recorded in the correct accounts. A monthly reconciliation is being introduced to ensure the controls work properly in the future). The report will be shared with the MR&amp;IC sub-committee ahead of the meeting on 17 June.</li> <li>• All is on track to lay the accounts before recess. SA asked JR whether the debtor controls and COVID-19 issues would be covered, he said consideration was being given as to how/if they needed to be covered in the report. NM asked whether DfE is confident the accounts will get a clean bill of health noting that they can be "qualified" by auditors. JR explained that the accounts are supported by a "Management Letter" which sets out any issues raised by audit and TP's/DfE's response to those, and at this stage nothing has been raised that would result in the accounts being qualified.</li> </ul>	<p>AP3/220420</p> <p>AP3/270520</p>
Agenda item 5	<p><b>AOB:</b></p> <p>There were no items of other business raised.</p>	
	<p>NM thanked all attendees for participating in the meeting. The next extraordinary TPSPB will be on 17 June 2020.</p>	

Minutes agreed:

*Neville Pacey*

Date: 29 May 2020

Minutes circulated TPSPB members on 29 May 2020.

The minutes will be uploaded to the Governance area of TP's website (being redacted where required) and a copy securely stored.