

AP	Action	Progress	Further Update
Actions from 26 April 2017			
11/260417 and 7/120717	<u>Prudential</u> : Following discussion, it was agreed to invite Prudential to give a presentation on AVC's, and the issues involved, to the TPSPB.	An update on the progress of the TAVC fund review, as outlined at the July 17 MAG, was provided to the 18 October TPSPB meeting.	Prudential will be invited to provide a further update to the TPSPB on proposed /agreed funding changes, probably following the annual MAG meeting in July 2018. JR to update on progress on 18 July under AOB. ON-GOING
Actions from 18 October 2017			
1/181017	<u>Telephony</u> : The Board asked for a full written telephony update at each TPSPB meeting whilst this remained an important current issue.	Secretariat noted for future requirements and Service Delivery report author(s) notified.	18 April 18 - TPSPB agreed to keep this on the agenda for the foreseeable. Agenda item 8 on 18 July 2018. ON-GOING
2/181017	<u>Scheme Valuation</u> : The TPSPB asked for an update on the valuation process for the meeting in January 2018, to ensure they do not lose sight of progress.	Verbal update under agenda item 11 on 17 January 2018. Further verbal update under agenda item 8 on 18 April 2018.	Still awaiting details from HMT. Further update via SAB update (agenda item 4) on 18 July TPSPB. ON-GOING
Actions from 18 April 2018			
1/180418	<u>MDC2</u> : SC and DH confirmed that "lessons learned" are informing MDC2 development and that these, and best practices, are to be shared with Cabinet Office. It was agreed that details will be shared with the Board.		The business requirements are being developed and will be made available for TPSPB review before finalising them. SC/DH will provide a verbal update on 18 July at agenda item 7. ON-GOING
2/180418	<u>GMP reconciliation</u> : Next steps include the development of letters to members to explain write-offs and adjustments to their	GMP rectification processes are still under development. Action on cases is being deferred until	Review progress ahead of the September sub-committee meetings and add to the IM&C agenda at that point.

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	pension, as well as to refine the communications programme. It was agreed that the IM&C sub-committee should be sighted to ensure they are content on the overall approach to messaging and disseminating information.	we can be sure that other schemes' reconciliations will not cause re-working. Communications will be shared before the next sub-committee meeting.	ON-GOING
AP3/180418	<u>Resource bidding process</u> : The Board felt that the discussion on resources was a good reflection of their concern about the quality of delivery, and that further debate would likely take place at future Board meetings. The Department will keep the Board apprised of progress.	DfE are currently recruiting three additional members to the team who will help with BAU activities.	Two of the three posts have been filled and appointment to the third will be completed shortly. The overall situation will be kept under review at future meetings. CLOSED
AP4/180418	<u>Bereavement complaints</u> : The Board agreed that it would be useful to see some further data on the level of bereavement complaints, along with some trend data, at the next meeting.		To be covered under agenda item 8 on 18 July 2018. CLOSED
AP5/180418	<u>Telephony update</u> : The Board felt it would be useful to agree and articulate what the Board considered "normal" telephony service should look like and to clarify what determines a good standard of service (in the context of telephony). It was agreed that sub-committees and the Board would reflect on this, and so it should be included on the next agendas for all.	Added to the three sub-committee agendas for 20 June, with a supporting paper for discussion.	Sub-committees will feedback regarding their discussions under the sub-committee updates on 18 July 2018 (Agenda items 7, 9 and 10). CLOSED
AP6/180418	<u>Capita's financial viability</u> : JR advised that he is due to speak to the CEO of Capita Employee Solutions on the day of their		Update note provided to the TPSPB on 23 April 2018, immediately following Capita's early announcement.

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	scheduled financial announcement (26 April) and will feed back to Board members on the outcome of this.		The meeting between JR and Capita Employee Benefits' CEO was re-scheduled to 25 April 2018. CLOSED
AP7/80418	<u>MDC2</u> : Regular updates on the progress of MDC2 to be provided to the MR&IC sub-committee.	Noted for future MR&IC sub-committee agendas.	Added to MR&IC agenda for 20 June 2018. CLOSED
AP8/180418	<u>MDC2</u> : The final proposal document should be reviewed by the TPSPB.		The business requirements are being developed and will be made available for TPSPB review before finalising them. DH and SC to provide a verbal update on 18 July under agenda item 7. ON-GOING
AP9/180418 AP10/180418	<u>Risk Register</u> : The MR&IC sub-committee to review the operational risk register at its next meeting and consider whether the range of operational risks was adequately reflected in the strategic risk register. The MR&IC sub-committee was also asked to consider whether the operational risk register should be reviewed on an annual basis by the Board.	Added to MR&IC agenda for 20 June 2018 for discussion.	It was agreed at the MR&IC sub-committee that they will report back to the Board that operational risk controls are in place and handled appropriately. It was also agreed that the operational risk register will be presented to the MR&IC sub-committee on a quarterly basis. Secretariat to note for future agendas. CLOSED
AP11/180418	<u>Annual Report and Accounts</u> : Deloitte's final Management letter to be shared with the MR&IC sub-committee.		Letter will be circulated as soon as it is available. ON-GOING

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AP12/180418	<p><u>Annual Report - Governance statement:</u> The Board confirmed they were content with the wording of the TPSPB element of the governance section of the report. A link to the TPSPB’s Annual Executive Review to be included to add value to the report, and enhance the reputation of the Board. NB to take this forward.</p>		<p>DfE to note approval for completion of the Governance Statement element of the Annual Report & Accounts, and will ensure a link to the Executive Summary 2017 is included in the narrative. A link to the Annual Report & Accounts will be circulated to Board members in due course.</p> <p>CLOSED</p>