

**Information to Members and Communications Sub-Committee
22 June 2022 (by Teams teleconference)**

Present:		
Julie Huckstep	Member Representative – Chair	JH
Susan Anyan	Independent Pension Specialist	SA
Heather McKenzie	Member Representative	HM
Susan Fielden	Employer Representative	SF
Kerry Tate	TP Head of Marketing and Engagement	KT
Amy Gibbs	TP Head of Governance and Risk	AG
Jo Cole	TP Engagement Manager (Employer)	JC
Tony Watt	TP Engagement Manager	TW
Anna Alderson	DfE Senior Contract Manager and Programme Management Office	AA
Melanie Phillip	DfE Policy Team Leader Casework, Correspondence & TPSPB	MP
Mark Dutson	DfE Contract Management Team	MD
Helen Cowan	DfE TPSPB Secretariat Manager	HC
Kelly Elliott	DfE TPSPB Secretariat	KE
Ruby Kennedy	DfE TPSPB Secretariat	RK
Observers:-		
Neville Mackay	Chair of TPSPB	NM
Anna Leonard	DfE Head of Supplier Management	AL
Apologies:-		
John Pratten	Employer Representative	JP

	Item	Action
Agenda item 1	<p>Welcome and Apologies:</p> <ul style="list-style-type: none"> JH welcomed those in attendance. The minutes from 23 March 2022 were ratified. 	
Agenda item 2	<p>Actions from the previous meeting:</p> <ul style="list-style-type: none"> JH confirmed that all actions were closed. 	
Agenda Item 3	<p>Transitional Protection</p> <p>JC updated sub-committee members on work delivered between March and June 2022:</p> <ul style="list-style-type: none"> The deadline of 22 April was met to transition all members in the Final Salary Scheme (FSS) over to the Career Average Scheme (CAS) and the FSS closed. All disclosure communications were delivered either by email, MPO accounts or letter to all those in FSS. Members who had been through a tracing exercise and updated their contact details since January were also contacted. Communications were delivered to employers. There was a campaign to reassure members that they did not need to take action. Case studies were included on the website. The website and resources were updated in line with the changes including flexibilities. Three videos and social media messaging regarding the transition have been effective. 	

	<ul style="list-style-type: none"> • TP have monitored communications. For members, there have been 198,951 visits to the bespoke website pages, 62,907 to FAQs and 177,093 to news stories. For employers, there have been 6,371 bespoke website pages, 7,880 to FAQs and 13,271 to the news stories. Social media had seen the best performing posts relating to Transitional Protection and no negative conversations. Videos have also been a good resource with two being kept to only two minutes long to enable them to be utilised on social media and YouTube. • Communications in April generated lots of views and have proved promising for Transitional Protection. Calls to the contact centre have seen a decrease in the number of enquiries from 2,546 queries in February to 258 in May. However, these numbers may escalate in July when the next communication is delivered. • For next steps, messaging will focus on reinforcing and reassuring members that their previous FSS is safe. Messaging will also reassure members who are planning to retire in the summer that this will be done in the normal way. • Working with the Department, TP are commencing a replanning exercise looking at the whole timeline. October 2023 is the proposed start date for Deferred Choice Underpin (DCU) and communications. TP have been developing the original communications strategy which will be taken to the Transitional Protection Pension Board on 24 June. The strategy focuses on stage two which involves implementing the remedy and DCU and communications post April 2022. TP will issue communications in July to members regarding their benefit statement (in a bulletin format) which, this year, will include information on the October 2023 deadline. • As soon as the communication strategy has been approved, communications and digital work will commence. • JH thanked JC for the update. • HM confirmed that people are accessing the videos and discussing Transitional Protection. 	
Agenda Item 4	<p>Monthly Contributions Reconciliations (MCR)</p> <ul style="list-style-type: none"> • JC shared a presentation with the Board and explained that the rationale for MCR was to amalgamate MDC, MCR and enrolment into one robust process. This will provide reassurance that the information employers are sending is accurate. • MCR will provide higher quality information allowing members to plan better for their retirement. • The original proposed timeline of 1 April 2022 proved challenging so has been reviewed. • Employers have found it challenging to transition over and some are not fully engaged with the process and the timescales. The level of support required for employers has been greater than normal monthly data collection. • JC highlighted an issue that employers' payroll and software providers were not able to deliver software to the appropriate specification. This led to high volumes wanting to on-board between February and April 2022. • TP are working with the Department to replan the activity to deliver the right support for employers and ensure efficient onboarding. This includes ensuring effective communications and targeting escalations where required. 	

	<ul style="list-style-type: none"> • The Communications Delivery Plan from April 2022 will comprise two phases: <p>Stage One is aimed at those employers who still need to on-board to MCR – either because their date has been pushed back, cancelled or because they haven’t engaged. Multiple direct methods will be used – email, telephone, letter - to ensure they meet their on-boarding date, looking at individual needs and where they are on their MCR journey. A monthly programme of stakeholder communications will be utilised to inform them of challenges and training webinars.</p> <p>Stage Two is aimed at employers who are actively providing their MCR submission. As they have already on-boarded, the communications will be more generic to ensure they have the correct resources and engagement tools to help and support them in delivering their submissions. Methods used will include the monthly employer bulletin and information from workshops to provide advice and tips on challenges. The employer portal will signpost key news features and resources. Updates will be made to the website and social media literature and content. There is also a full training programme.</p> • TP acknowledged there were a number of audiences to communicate with including payroll and software providers, and with unions to ensure they understand how MCR works on behalf of their members. TP are also considering escalation routes, including utilising DfE comms, should action be required. • JH asked if there was a preferred deadline. JC indicated that Stage One communications need to be delivered continually over the next 12 months. Stage Two will be continual as employers have moved into MCR and are therefore part of BAU. • HM expressed concern that the 22% of employers who were not engaged may continue to be unengaged meaning that members will not be given crucial information about the importance of MCR. JC confirmed that letters go out to schools, Headteachers and School Governors, and contact is also made by telephone if they have contact numbers on the system, which employers are responsible for keeping up to date. • There is also a challenge if a group of employers are using one of the big payroll providers who are not yet ready to transition. • SF advised that she felt stage one and stage two were the wrong way round and queried what sorts of messages were received from those that had on-boarded about their experience and what they were telling their colleagues through their networks. Would those employers experiencing difficulties be sending out different messages? JC clarified that stage one and two were only internal references. Their priority is to get everyone on board and both elements are being looked at collectively. • NM queried whether there was a role for the Department in respect of those employers who had not on-boarded. He suggested an escalation procedure whereby the Department targets those employers who are not receptive to remind them of their legal obligations and encouraging them to work closely with the pension provider. JC agreed to take this back to the MCR meetings with the Department. • SA acknowledged the value in phoning people rather than relying purely on written communications and highlighted that every school has a website with the Headteacher name and the telephone number. JC reassured that TP would both write and call the employers. 	<p>IM1/22062 2</p> <p>IM2/22062 2</p>
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	<ul style="list-style-type: none"> • JH asked about those who simply refuse to engage. JC said she would look at the escalation process and involve the Department if needed to manage the challenge. • SF wondered if TP treat MATs as one employer or the individual academies within a Trust. JC confirmed this differs and depends on how they present their submission on the system. 	
Agenda Item 5	<p>Multi-Factor Authentication (MFA)</p> <ul style="list-style-type: none"> • TW presented slides and explained that MFA is part of the Continuous Improvement Programme (CIP). MFA went live on 10 May and is mandated for all new members and employers. • There are different options for members and employers and it relies on two forms of authentication for security: something you know ie password and something you have with you ie mobile device. • The benefits include increased security, simpler log in, longer session time, easier resets of passwords and no PIN to remember • All members must use MFA and have three options - SMS, App or email with the App being most secure. • Other changes include – new FAQs, new supporting content on public web and portals, new and updated completion pages, revised and updated email content and new processes for web chat and contract centre teams • TW presented a live demonstration of the App to Board members. • JH thanked TW for the presentation. • SF asked what the process was if the individual who had set up the code leaves. TW advised that members would need to contact TP to go through security and reset the account. 	
Agenda Item 6	<p>Review of Papers</p> <ul style="list-style-type: none"> • JH noted that outcome measures OM2 and OM3 of the Quarterly Report are doing well with OM2 (members planning for retirement) being very close to target at 99%. • JH queried if TP had received any feedback on resources and literature from the focus member group held with deferred members in April (referenced at para 55 of the Quarterly Report). JC confirmed there had been feedback and this was being compared to feedback received three years previously. The feedback was positive whilst also providing possible improvements for the future. JC agreed to circulate the high-level feedback report to Board members. • JH queried the high number of independent schools undertaking phased withdrawal. AA confirmed that phased withdrawal was happening, and schools are leaving or plan to leave the scheme, but this is being monitored. There were two instances of schools leaving and then asking to rejoin the scheme. • SF highlighted that OM9 and OM10 employer satisfaction results continue to be below target and questioned what this meant as a proportion of responses. AA explained that there had been a period of time when no feedback facility was available. However, when the functionality came back on-line, the results were much better. For May, OM9 had achieved 100% and OM10 achieved 94% against target. • SF asked how the level of employer feedback compared to the number of employers engaging. AG acknowledged the challenge in obtaining 	IM3/22062 2

	<p>feedback from employers and TP were considering different mechanisms to obtain feedback, ie link on an email. JC highlighted that a communications strategy group meeting held with employer groups, members and unions last month reported very low feedback too and recognised it was a challenge to get people to complete the surveys.</p> <ul style="list-style-type: none"> • HM indicated it would be useful to understand the reasons why schools who had left the scheme would subsequently apply to re-join it. AA said she would check and include details in the Quarterly report for September. 	IM4/22022 2
Agenda Item 8	<p>Agree top 3 issues from the meeting/report to highlight to the next TPSPB</p> <ul style="list-style-type: none"> • Monthly Contributions Reconciliation (MCR) • Multi-factor Authentication (MFA) • Transitional Protection Update 	
Agenda Item 9	<p>Agree whether any papers or presentations should be shared with the rest of the Board for information</p> <ul style="list-style-type: none"> • Board members agreed that all presentations would be shared with the rest of the Board. 	IM5/22062 2
Agenda item 10	<p>AOB:</p> <ul style="list-style-type: none"> • SF enquired if Board members could have sight of an updated engagement plan. JC agreed to share an updated version. AA confirmed the plan was constantly reviewed in monthly meetings with TP. 	IM6/22062 2
Next meeting	21 September 2022 (Darlington)	

Minutes agreed by Chair: *Julie Huckstep*

Date: 28 June 2022

Circulated to sub-committee members on 29 June 2022

Ratified at the 21 September 2022 sub-committee meeting.