**Teachers’ Pension Scheme Pension Board (TPSPB)**

**Information to Members and Communications Sub-Committee**

**20 March 2024 – @ DfE offices, Bishopsgate House, Darlington**

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| **Present:** |  |  |
| Heather McKenzie | Member Representative (Chair) | HM |
| Susan Fielden | Employer Representative | SF |
| John Pratten | Employer Representative | JP |
| Maria Chondrogianni | Member Representative | MC |
| Yvonne Moult | Employer Representative | YM |
| Susan Anyan | Independent Pension Specialist | SA |
| Anna-Marie Alderson | DfE Senior Contract Manager | AA |
| Jo Cole | TP Engagement Team | JC |
| Jennie Connelly | TP Engagement Team | JCon |
| Amy Gibbs | TP Head of Governance and Risk | AG |
| Helen Cowan | DfE Secretariat Team Leader | HC |
| Loraine Dodds | DfE Secretariat | LD |
| **Observers:** |  |  |
| Alan Taylor | New Chair TPSPB | AT |
| Amy Bulson | DfE Contract Manager | AB |
| **Apologies:** |  |  |
| Kerry Tate-King | TP Head of Engagement and Marketing | KTK |
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|  | **Item** | **Action** |
| Agenda Item 1 | **Welcome and Apologies:*** HM welcomed those in attendance including Alan Taylor as the new Chair of the TPSPB and Amy Bulson who observed the meeting.
* Apologies were received from Kerry Tate-King.
* The minutes from 13 December were ratified.
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| Agenda Item 2 | **Actions from the previous meeting:*** AA stated there were no open actions from the previous meeting.
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| Agenda Item 3 | **Executive Summary** * HC presented this report explaining that the document is provided by the Secretariat to highlight board activity on an annual basis. This report documents the period 1 April 2023 to 31 March 2024.
* *Highlights include:*
* Brief History of TP including the Board and sub-committee structure and why the board was set up.
* DfE participation is Peter Springhall as SRO in a non-voting participatory role.
* Board and sub-committee meetings are very well attended.
* The Terms of Reference was reviewed. After scrutiny from the Chair and DfE colleagues was updated and signed off by the Board.
* The Secretariat will arrange the annual Chairs’ meeting shortly where it usually reviews the ToR.
* The Transition sub-committee was newly formed to replace the Commercial sub-committee.
* TCS attended the Board meeting in January to share their vision.
* Cyber incident - an incident reporting protocol was published by the Department.
* SA requested rewording the paragraph surrounding incident reporting protocol.
* AT requested whether there was an update on the lessons learned report from Capita as the incident occurred in March 2023.
* AG explained an external organisation was tasked with looking at the incident, including lessons learned and are still awaiting this report. HM asked that this was shared with the sub-committee as soon as it has been published.
* AT asked if the lessons learned document will only be seen by the IMC members, HM explained it will be reviewed at the IMC sub-committee meeting and referred to the following Board meeting.
* HC explained that she would add the financials to the report for the April Board meeting
* Once the report is cleared by the Board, the document will be published on the TP website (minus the financials).
* Sub-committee members asked if the key activity paragraphs could be extended to include engagements and other activity. HC agreed and said she would amend the report and resend in advance of the April Board meeting.
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| Agenda item 4 | **Engagement Plan*** JCon shared the 2024 Engagement Plan update with the sub-committee.
* ***Highlights included;***
* Additional pieces of communications added around pensions increase, web based and social information to provide more understanding to members.
* New Pension modeller campaign not delivered due to development delay.
* Delivered “buy out campaign” in line with BAU and transitional protection.
* Nominations campaign is delayed due to high send with newsletter and high contact centre volumes.
* New system regarding engagement with members who have an account but not ever logged in.
* “Ask the expert” which is usually popular has been delayed.
* Pension advocates campaign has been pushed back as awaiting results from a trial period.
* Lifestyle campaign has been pushed back as transitional protection feedback took priority.
* Employer engagement campaigns introduced and a direct email campaign to employers considering the contribution rate.
* Work undertaken around improvements on the Monthly Contribution Reconciliation (MCR) template.
* Work ongoing with Multi Academy Trust (MAT) and academies understanding and the routes they are taking.
* Employer secure messaging campaign is ongoing before full launch can go ahead.
* HM thanked JCon for a helpful update.
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| Agenda Item 5 | **Transitional Protection (TrPr)****Highlights include: -*** JC explained there are some bespoke areas in which members require more information.
* Delivery of the member newsletter, and specific information required around getting ready for retirement and checking contact details.
* Checking flexibilities and referring to the buyout deadline and a need for members to complete their transfer forms to ensure calculations are worked out correctly.
* Campaign on faster accrual and highlighted members regarding TrPr.
* Annual allowance and TrPr with over 54,000 members receiving a bespoke email including information on new deadlines to the pension savings statements.
* AT asked if the annual allowance is the normal pension contributions. JC agreed this was the case.
* Continual increase of member videos and webinar, member webinar has over 200’000 views. Retirement process has 121,000 views.
* Social media is providing good feedback.
* Work underway on the benefit statement with design and review and work ongoing with DfE colleagues.
* Webinar has been produced for employers to understand their role for them to provide information and verification in assisting Members with excess service.
* Updated web pages have been created for any key pieces of work in enable to deliver on projects and a continued engagement at stakeholder events.
* HM queried employer engagement feedback volumes, JC stated there are minimal queries and limited feedback. Any work ongoing is referenced in the Employer portal.
* HM thanked JC for the update.
* YM commented that employer engagement could increase with excess service after LGPS queries go out which could create missing service queries. Employers may not have records due to changes in payroll providers.
* JC agreed the employers have been informed of the process and it is available on the website. Feedback has been received on initial communications.
* HM agreed engagement was very important and acknowledged the work Capita have completed so far and the challenges in engagement.
* SA queried lifetime allowance and it affects a small number of employers; however, the lifetime allowance still applies to back dated payments and corrections. If a back payment is made, this still gets captured. what work is underway regarding communication on this.
* AG agreed this was correct and discussions are ongoing with the Department’s policy team regarding statements going back several years and a remedy period. Awaiting update on this information.
* SA noted this and stated members will be responsible for declaring additional use of their lifetime allowance and any impact on the tax position. SA stated this was complicated however we can only plan for what we currently are aware of.
* HM thanked JC for her update.
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| Agenda item 6 | **Social media 2023 review*** JC presented the Social Media review slideshow.
* ***Highlights;***
* Encouraging two-way engagement
* Followers increased by 518% to 77,000.
* Post impressions increased by 593% to over 4.3 million.
* Engagement metrics has increased by 162%.
* Most followed pension account on ‘X’ with over 30,000 followers.
* JC stated it was not just about followers it was about maintaining strong engagement.
* Monthly and Annual reporting captures quality, quantity, and performance.
* 2023 concentrated on transitional protection and pension awareness week.
* Ensure flexibility and adapting to opportunities and changes in the market is important.
* A close relationship with the web team and work is shared through monthly meetings to discuss any issues. Prepopulated responses have been implemented and this has enhanced engagement with members.
* Social media is used for campaigns such as benefit statement and P60 however other campaigns such as approaching retirement with transitional protection using highlights and data on Facebook and on ‘X’ flourishing families which is aimed at a younger audience.
* Advocate marketing campaign happened in December to promote the scheme to the newly qualified audience, a budget was set aside of £500 for resources and the chosen advocate was Andy Taylor who works at the University of Worcester and supports NQT provision.
* ***Lessons learned;***
* Transitional Protection (TrP) has a huge volume of engagement.
* Audience member presentations in high demand, numbers increased from 200 to 500.
* Real life member stories worked well in terms of engagement.
* JC agreed to share the presentations for future projects.
* HM thanks JC for her input.
* AT agreed it was a very impressive update. He asked why they believed it has been so successful.
* JC stated employing a dedicated social media executive helped greatly and research has produced good results.
* AA reiterated the engagement team are excellent in what they do with experience and knowledge, they research constantly and bring a level of expertise in understanding the scheme.
* SF asked in terms of the Executive review which was discussed earlier the success of the social media successes and wondered if it is possible to add more information.
* AA explained the executive summary was a representation of the overview of the sub-committees.
* SA did query whether social media and comms could be added to the executive review.
* HM agreed a sentence to be added to include reference to social media.
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| Agenda Item 7 | **Training Plan*** JCon presented the training plan for 2024 and what will be provided to members and employers – Highlights include: -
* Achievements in member presentations, registrations up from 1,300 to 8,000.
* The number of available webinars has reduced however this has increased registration.
* Key points from 2023 – outcome measures are 98.4%, video views are over 5,000. One to one training sessions for members who need assistance. Increase in social media messaging.
* Feedback has produced a good Outcome Measure performance.
* Time specific webinars are beneficial at certain times of year, e.g. end of year certificate in April, May and June.
* Removal of MAT and academy stakeholders, unfortunately numbers did not improve.
* Drop-in sessions have been increased; this has generated registration.
* Member presentation programme has been successful.
* In 2024 themed presentations will continue
* Increasing MCR walk through videos.
* Supporting session for MDC ongoing.
* HM thanked JCon for her update.
* SF asked about connecting with academies. HM stated that members need to be encouraging their management committees to engage in what is available.
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| Agenda Item 8 | **Review of Papers** **Dashboard:*** AA stated this had been covered in previous agenda items.
* AG confirmed volumes of engagement has been discussed previously so nothing further to add.
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| Agenda Items 9 & 10 | **Highlights to report to the Board:*** Transition protection update.
* Engagement Plan update
* Social Media and Training Plan

**Agree whether any individual papers or presentations should be shared with the rest of the Board for information:*** It was agreed the presentations from agenda items 4 and 7, would be shared with the board.
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| Agenda Item 11 | **AOB** * HM thanked Capita and DfE staff for their contributions to work already carried out and ongoing in the future.

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| **TP colleagues to leave the meeting** |
| Agenda Item 12 | **Transition sub-committee update** **TP colleagues left the conference call.**  The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full set of minutes (and actions) will be produced from the sub-committee meeting, which took place on the morning of 20 March 2024 and will be shared with the Board Members |  |
| Next meeting |  19 June 2024 in Bishopsgate House Darlington |  |

Minutes agreed by Chair: Heather McKenzie Date: 10 April 2024

Confirmed by circulation to sub-committee members on: 10 April 2024

To be ratified at sub-committee meeting on 19 June 2024