Teachers' Pension Scheme Pension Board (TPSPB)

Service Delivery and Maintenance of Data Sub-Committee

11 December 2019

Present:		
Dave Wilkinson	Member Representative - Chair	DW
Jackie Wood	Employer Representative – Vice Chair	JW
Susan Anyan	Independent Pension Specialist	SA
Simon Lowe	Employer Representative	SL
Ian Payne	Employer Representative (by phone)	IP
Julie Huckstep	Member Representative	JH
Neil Crombie	TP Head of Teachers' Pensions	NC
Peter Springhall	DfE Head of TPS Supplier Management	PS
Sue Crane	DfE Senior Contract Manager	SC
Kathryn Symms	DfE Policy Team Leader Casework & Correspondence & TPSPB	KS
Anna-Marie Alderson	DfE Contracts Manager	AMA
Richard Lees	DfE Finance Manager	RL
Helen Fisher	DfE TPSPB Secretariat	HF

	Item	Action
Agenda Item 1	**Welcome and Apologies:** • DW welcomed those in attendance **Review of previous minutes:** • The minutes from the sub-committee meeting of 25 September 2019 were agreed as an accurate record.	
Agenda Item 2	**Actions from the previous meeting:** • SD2/250919 - MCR pilot update should remain open as a proposed agenda item in June 2020. • All other actions are closed.	
Agenda item 3	**Discuss any issues raised from TPARG:** • SC explained TPARG discussed the proposal to implement payment of contributions by direct debit. Good links were made for sharing information, and employer representatives were able to help TP to identify some of their employers that already pay into the NHS scheme by direct debit to learn from their experience. • TPARG requested that this sub-committee closely monitor backlog cases, which is an agenda item at this meeting. • TPARG discussed recent restrictions to employer portal access to member information, to protect the privacy member data, flagging operational concerns from some employers . Subsequently a new search for member information has been introduced, restricting the data returned to the employer to view but helpful to the employer, addressing the concerns raised. • NC provided an update that 102 accepted schools intend to/have left the scheme, just under 3,200 members are affected. It was discussed that the results from the department's public	

	consultation on phased withdrawal for the independent sector may change the behaviour of the remaining accepted schools in the scheme.	

Agenda Item 4	**Forward Work Plan – Employer checklist data (historic data cleanse):**
	• NC led the sub-committee through the MDC non-submitted service analysis presentation.
	• Sub-committee members discussed the TPR whistle-blowing cases about missing service. Whilst those cases are now resolved, there was discussion about members being confused about whether missing service meant that contributions had not been paid over to TP, rather than it being a data issue.
	• DW suggested that this was a comms issue. SC clarified this was an action from the comms sub-committee so will be considered. JW suggested that a good follow up with members would be to advise them that TP had cleansed their records, and ask that members re-check benefit statement themselves.
	• NC reassured sub-committee members that a full data cleanse is always carried out on retirement, so members' pensions are correct.
	• NC gave an overview of member self-service functionality; it is not currently live and scheduled to go live once a data cleanse is complete. All agreed that managing member access to this is very important so as not to create issues for employers' and TP's contact centres.
	• NC set out the different categories of cases - potential non-submitted service cases and missing withdrawal indicators cases. NC explained how the cases would be prioritised and the challenges of narrowing down the cases to be investigated as far as possible.
	• NC highlighted the next steps:
	  o Remedial IT development, to enhance the solution to automatically provide the MDC Full Checklist and issue the template to employers via the Employer Portal; and to issue automatic reminders where it is not returned.
	  o Identifying a pilot group of employers and ascertaining the length of time they estimate it will take to correct their data.
	  o TP will engage with pilot employers and agree, and implement, a governance framework surrounding MDC Full Checklist.
	• The sub-committee discussed and agreed to share MDC non-submitted service analysis presentation with TPARG.
		SD1/111219

Agenda Item 4a	**Agree next topic** • It was agreed that the next topic will be TP staff training and development.	SD2/111219
Agenda Item 5	**Review of Papers 4,5,6,7:** • SC led the sub-committee through papers 4,5,6 and 7. • The outcome measures on page six of the quarterly report were discussed. It was noted that targets were not being achieved with regard to member satisfaction (OM5, 6 and 7). • DW noted that telephony has vastly improved, stating this is a great result of the work been done.	

	• JW referred to the complaints dashboard and asked for greater clarity about the topics members complained about. NC agreed to clarify the categories to the sub-committee.	SD3/111219
	• The sub-committee discussed the annual allowance project, around 64 cases were completed outside of the expected timescale. The delay did not constitute a material breach that needs to be reported to the Pensions Regulator, though TP/DfE did take the opportunity to mention the issue as part of a scheduled one-to-one meeting with the Regulator.	
	• JW queried a lower number of retirements. NC explained there has been a gradual decrease over the last five years. The sub-committee requested sight of the data that is shared with WLR to get an insight into retirement behaviour.	SD4/111219
Agenda item 6	**Aged cases recovery plan:** • SC gave an overview of Issues 39 and 41 from the Issues Log. Collectively there is currently an aged cases backlog of around 35k cases, which was created across operational teams due to increased volumes, and the necessary staff not being in place. The lack of staff was initially a result of delays in agreeing the appropriate level of funding (issue 39), but latterly is a result of delays in recruiting additional personnel (issue 41). • Clearance of backlogs, and DfE's concerns about this issue has been raised to senior Capita management. The department has received assurances that these backlog cases will be cleared by 31 March 2020. SC explained that progress on backlog cases is being closely monitored by the contract management team and is so far on track. However, DfE remains very concerned because staff with fixed term contracts (ending 31 March) may start to leave during the first quarter of 2020, meaning targets may be missed. • NC explained how he intends to manage this by closely monitoring workloads and moving people around to deal with peaks of work. NC reported that TPR is aware of the issue. • SC reported that she has just received the staff TUPE list and is aware TP is short-staffed. She will request this list bi-annually rather than annually to scrutinise the position more regularly. • The sub-committee requested to closely monitor these two tranches of backlog cases, and asked that TP create a combined report about both tranches, rather than just the first backlog to be presented to the full board in January.	SD5/111219
Agenda Item 7	**Agree Key Issues from the Meeting / Report to highlight at the next TPSPB meeting:** • Data Cleanse • NC's presentation • The two different casework backlogs (Issues 39 and 41) – to be supported by TP's data table showing volumes and case types.	SD6/111219
Agenda Item 8	**Agree whether any individual papers or presentation should be shared with remaining Board members:** • It was agreed that Paper 9 MDC Non-Submitted Service Analysis should be shared with all Board members.	SD7/111219

| Agenda Item 9 | **AOB:**

 • As it was DW's last meeting, JW thanked him for his time as chair; DW thanked everybody for their contributions at sub-committee meetings. | |
| Next meeting | 25 March 2020, DfE, Bishopsgate House, Darlington. | |

Minutes agreed by Chair: *D Wilkinson*   Date: 17 December 2019

Confirmed by circulation to sub-committee members on: 18 December 2019

Ratified at sub-committee meeting on: 25 March 2020