

**Teachers' Pension Scheme Pension Board (TPSPB)
Service Delivery and Maintenance of Data Sub-committee meeting:
12 June 2019**

MINUTES

Present:	
Dave Wilkinson (member representative) Chair	DW
Jackie Wood (employer representative) Vice Chair	JW
Julie Huckstep (member representative)	JH
Susan Anyan (Independent Pension specialist)	SA
Simon Lowe (employer representative)	SL
Neil Crombie (Teachers' Pensions)	NC
Richard Lees (DfE Finance Contract manager)	RL
Anna Alderson (DfE Risk Contract Manager)	AA
Kathryn Symms (DfE Senior policy and casework manager)	KS
Helen Fisher (DfE, TPSPB Secretariat)	HF
Helen Dady (DfE, TPSPB Secretariat)	HD

	Item	Action
Agenda item 1	<p><u>Introduction, attendance, apologies:</u></p> <ul style="list-style-type: none"> • DW welcomed all attendees to the sub-committee meeting. • He welcomed Simon Lowe to his first sub-committee meeting. • Apologies were accepted from Ian Payne and Sue Crane. <p><u>Review of previous minutes</u></p> <ul style="list-style-type: none"> • The sub-committee agreed that the previous minutes were an accurate record of the meeting held on 13 March 2019. 	
Agenda item 2	<p><u>Review of Actions:</u></p> <ul style="list-style-type: none"> • All actions complete. 	
Agenda item 3	<p><u>Sub-committee vice chair</u></p> <ul style="list-style-type: none"> • DW advised that JW would be acting as vice-chair of this sub-committee. 	
Agenda item 4	<p><u>TPARG</u></p> <ul style="list-style-type: none"> • AA advised that TPARG asked that concerns around potential gaps in data be raised with this sub-committee. • AA informed the board that an education piece will be prepared in connection with the employer MDC checklists. • TPARG also had concerns about the valuation and McCloud, the challenges of implementation and the impact on operations. • The sub-committee agreed that the valuation and the McCloud judgment should be closely monitored by them. TPARG will gain assurance that everything is being considered, from sub-committee minutes and reports, and from SC at TPARG. • DW explained that some members who are due to draw their 	

	<p>pensions this September are confused about what to do in light of the McCloud judgement. It was agreed in the MR&IC sub-committee, that information will be put on TP's website to advise members not to delay claiming their pension until rectification is decided.</p> <ul style="list-style-type: none"> • DW requested that after the SAB meeting on 16 July, the secretariat should update the Board of any news and not wait until the sub-committees in September. • NC stated that TP has not had many enquiries from members about the McCloud judgment. 	SD1/120619
Agenda item 5	<p><u>Monthly Contribution Reconciliation</u></p> <ul style="list-style-type: none"> • AA referenced page 12 para 41-46 of the quarterly report, confirming that MCR had entered the development stage. The final TP-led MCR workshop has taken place, and TP has engaged with over 75% of employers that manage the TPS membership. • NC gave details of three guidance documents which are completed and approved by stakeholders. These are: <ol style="list-style-type: none"> 1. User Guidance and Technical Specification 2. On Boarding Guide 3. MDC Template Guide • In terms of the business requirements, TP were taking an agile approach in developing the IT functions to link together multiple developments and deliver efficiencies where possible. • An engagement plan is in place, and this is being supported by an MCR webpage which is attracting a high level of visits, demonstrating that employers are engaged in the development of solutions. • The initial plan to reject contribution payments from employers where the value of the payment failed to reconcile with the supporting service/salary data has been revisited. The revised proposal means that the payment will be retained in a suspense account until salary/service queries have been resolved with the employer. This revision may delay delivery of the project by up to three months. Process development was anticipated to be completed by the end of 2019, with a pilot being undertaken in the first quarter of 2020. The project is currently due to be completed by September 2021. • DW raised the issue of missing service and gaps in data, and concerns that it will increase complaints. DW stated he had seen a rising number of complaints in respect of Welsh schools and suggested the board invited the Welsh LGA to attend board meetings. JW stated that a workshop was held in Wales and this was well attended. • KS explained that Jeff Rogerson holds bi-monthly meetings with the Welsh Government officials and that the TPSPB minutes are shared with them. 	
Agenda item 6	<p><u>Data Improvement plan</u></p> <ul style="list-style-type: none"> • NC talked the sub-committee through his data strategy paper. He focussed on the objectives and measures; and went on to discuss next steps and what the initiatives and objectives are. He also talked about the challenges - for example, TP aim to cleanse data 	

	<p>going back to 2014 by using an employer checklist, giving TP sight of any gaps. TP will then design a plan to understand the issue and aim to mitigate the burden on employers. JW agreed that cleansing the data is a good idea, but that timing and good communications must be considered.</p> <ul style="list-style-type: none"> • NC reassured board members that before financial transactions take place eg transfers, pensions into payment, a cleanse of a member’s record automatically takes place. • The sub-committee agreed that forcing members to look at their service history though MPO when they log in was a good idea, but again felt that timing was key and this should be done after the cleanse through employers is complete. • SA enquired if TP had noticed any gaps in service around maternity/paternity leave. NC explained he had not seen any data to suggest this. • JW pointed out that not all gaps in service are a result of missing data, it simply is sometimes a gap in service. • DW queried if TPR could help. NC explained that TPR has had complaints about potential missing data, but is still waiting for member permission to share the information with TP. For any missing data that remains outstanding, TPR could write to employers – however, we don’t have any employers in this position at the moment. NC said it would be useful if TPR advised TP of enforcement actions, if any, they had taken in respect of the complaints noted above, and DW suggested this was flagged. • JH identified that in the past, events such as when an academy joins a Multi Academy Trust can lead to gaps in service. NC clarified that this is picked up now. DW proposed that ESFA are invited to a board meeting to discuss such issues. • NC explained that a lot of documents, including the data strategy, have been shared with TPR as part of the ongoing supervision agreement. DW indicated that it would be interesting to hear TPR’s views on TP when they provide their one-to-one supervision report, in particular how the complexity of the scheme compares with others. • JW questioned the timescales for the employer checklist data from the historic data cleanse. NC detailed that TP expect to have data to report on in about 3/4 months, possibly at the next sub-committee, but more likely the one after. • DW asked JW to raise with the chairs at the meeting in July, whether a separate Data sub-committee is required. JW suggested we would be in a better position to make a judgement on this once we have the data from the employer checklist on historic data. 	<p>SD2/120619</p> <p>SD3/120619</p> <p>SD4/120619</p>
<p>Agenda item 7</p>	<p><u>Forward work plan topic - Money & Pensions Service report:</u></p> <ul style="list-style-type: none"> • Members were pleased with this insight into questions received from TPS members, and it was agreed that this report should be presented to the board annually. • A discussion around how it was reassuring to see that the type of question M&PS were getting were mainly “the right ones”, because they were not queries TP could answer; and they are about areas of work that the board and TP focus on too. It was reassuring that there is a low volume of questions in comparison 	

