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

**Service Delivery and Maintenance of Data Sub-committee meeting:**

**12 December 2018**

**MINUTES**

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| **Present:** |  |
| Dave Wilkinson (member representative) Chair | DW |
| Trefor Llewellyn(employer representative) | TL |
| Julie Huckstep (member representative) | JH |
| Jackie Wood (employer representative) | JW |
| Neil Crombie (Teachers’ Pensions) | NC |
| Sue Crane (DfE Senior Contract manager) | SC |
| Anna Alderson (DfE Contract Manager) | AA |
| Helen Fisher (DfE, Secretariat) | HF |
| Fiona Laundy (DfE Secretariat) | FL |
| Mark Dutson (DfE Contract management team) (observer) | MD |
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|  | **Item** | **Action** |
| Agenda item 1 | **Introduction, attendance, apologies:*** DW welcomed attendees to the sub-committee meeting.
* DW accepted apologies for Kathryn Symms.
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| Agenda item 2 | **Review of previous minutes** * Minutes from 26/09/2018 were agreed.
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| Agenda item 3 | **Review of Actions:** * All actions were closed with the exception of GMP which was included in this meeting’s agenda.
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| Agenda item 4 | **Items raised at TPARG*** SC advised that TPARG were concerned about the valuation and the challenges of implementation. The report for this round of sub-committees will provide an update for them regarding the risk management in place.
* The sub-committee observed they would follow the implementation closely.
* TL raised a concern that independent schools might leave the scheme due to budget pressures. DW acknowledged that independent schools are important to the scheme and queried the leaving/re-joining process. NC confirmed that the process to leave and re-join the scheme is straightforward.
* SC stated that one of the concerns to come out of the communication sub-committee was the timing of any communications to employers, particularly independent schools – consideration will be given to the issue.
* DW updated that SAB discussions were ongoing and they were close to reaching agreement on member benefits. DW was pleased to note that TP is alert to the need to engage with SAB. NC stated that SAB is also having conversations to understand the complications of implementation.
* SC stated that she has offered the opportunity for two TPARG members to observe the sub-committee meeting in March 2019.
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| Agenda item 5 | **Monthly Contribution Reconciliation*** SC provided an update of the current pilot exercise.
* NC reassured the sub-committee that TP is working closely with payroll and software providers.
* SC stated that there are more workshops planned for January 2019, to continue the research into implementing MCR smoothly.
* JH asked whether MCR would reduce the errors in pension calculations, in particular when there has not been a break in service but it is recorded as such because of missing data from the employers. NC confirmed that he expects that to be the case, once MCR is fully implemented.
* SC suggested that a member of TP’s project management team could attend March’s sub-committee to give an overview of the MCR project. This was welcomed by all.
 | SD1/121218  |
| Agenda item 6 | **Increase in volume of work*** SC stated that the contractual discussions between TP and the department are still ongoing and were unlikely to be resolved by the Quarterly Strategy Board 18 December.
* DW asked would it be possible to have information available to update the main board in January 2019.
* JW sought clarification on what action is being taken on the current lower priority areas.
* AA gave an overview of which areas of the service were running on lower than expected resources. AA reassured the sub-committee that bereavement casework is still the priority due to the sensitive nature of it.

SC confirmed that actions to manage the issue were as described in the Issues Log and the subcommittee agreed that the issue had been shared with them through this and the TPSPB reports whilst the matter has been ongoing.  |  |
| Agenda item 7 | **Good standard of service definition*** The sub-committee was presented with three possible definitions of what a good standard of service looks like. The suggestions were considered, and option B was selected (with the last sentenced removed). This will be reported back to the TPSPB.

  | SD2/121218 |
| Agenda item 8 | **Forward work plan** **GMP Rectification*** NC gave a thorough overview, talking the subcommittee through the information provided in the report.
* The subcommittee was reassured by the information provided.

**Future work items*** DW suggested that the sub-committee revisit the forward work plan topics in March 2019 to ensure timing of discussion sits well with implementation dates. The following topics were agreed:
* Valuation (Impact on service delivery) – March 2019
* Handling Backlogs
* Transition to Azure – advantages it has brought
* Reviewing TP’s service
 | SD3/121218  |
| Agenda item 9 | **tPR engagement*** SC and NC provided an overview of how the Pension Regulator’s engagement and support pilot is expected to work.
* DW stated that it was useful to have a breakdown by sector of the establishments reported to tPR for non-compliance in the report.
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| Agenda item 10 | **Sub-committee papers*** The performance measures were discussed, and were generally well-received.
* The sub-committee found the report showing the change in retirement behaviour interesting, and thanked those involved in providing the information.
* The department’s overview of the dashboard was equally well-received.
* DW noted the great improvements around telephony, and that the resource and measures that are in place are working well. The sub-committee agreed that good progress has been made. DW stated that this should be recognised and reported back to the main board.
* TL observed that one of main drivers for complaints could be because employers are not submitting the opt-out forms in a timely fashion. AA agreed but explained that the members now submit their opt-out request online, so that should eliminate these types of complaints.
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| Agenda item 11 | **Agree areas to highlight at the next TPSPB in January 19*** GMP rectification update
* Good standard of service definition choices
* Update on the improvements made around telephony
* Increase in volume of work, issue TP.1.037
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| Agenda item 12 | **AOB*** TL suggested that CEM benchmarking should be an agenda item at the board meeting in January 2019.
* SC explained that this might not be possible because one of the participants has not yet provided their data. SC agreed to investigate this further.
* The sub-committee Terms of Reference (ToR) have been refreshed to reflect the points raised at the sub-committee chairs’ meeting in July. The revised ToR have been circulated to all members and will be formally agreed at the next TPSPB in January 2019.
* This was TL’s last meeting, and so DW thanked TL for his contribution to the sub-committee and all wished him well.
 | SD4/121218  |
|  | The next meeting will take place on 13 March 2019 at Teachers’ Pensions, Lingfield Point, Darlington. |  |

Minutes agreed (Chair): D. Wilkinson 29 December 2018

Confirmed by circulation to sub-committee members on 2 January 2019

To be ratified at sub-committee meeting on 13 March 2019