

**Teachers' Pension Scheme Pension Board (TPSPB)**  
**Information to Members and Communications Sub-Committee**

**13 March 2019**

**MINUTES**

<b>Present:</b>		
David Trace (Chair)	Member Representative	DT
Jerry Glazier	Member representative	JG
Julie Huckstep	Member representative	JH
Dave Wilkinson	Member representative	DW
Susan Anyan	Pension Specialist	SA
David Heslop	Teachers' Pensions	DH
Tony Watt	Teachers' Pensions	TW
Jo Cole	TP Engagement Team	JC
Sue Crane	DfE Senior Contract Manager	SC
Anna Alderson	DfE Contract Manager	AA
Kathryn Symms	DfE Secretariat (minutes)	KS
<b>Apologies:</b>		
David Butcher	Employer representative	DB
Neil Crombie	Teachers' Pensions	NC
Kerry Tate-King	TP Engagement Manager	KTK

	<b>Item</b>	<b>Action</b>
Agenda item 1	<p><b>Welcome and Apologies:</b></p> <ul style="list-style-type: none"> <li>DT welcomed all in attendance, and accepted apologies from David Butcher, Neil Crombie and Kerry Tate-King.</li> </ul>	
Agenda item 2	<p><b>Minutes:</b></p> <ul style="list-style-type: none"> <li>The minutes from the sub-committee meeting of 12 December 2018 were agreed as an accurate record.</li> </ul>	
Agenda item 3	<p><b>Forward Look Plan Topic: Digital Development Strategy</b></p> <p>TW talked the sub-committee through a series of slides which will be made available to all board members electronically. There were several points of note:</p> <ul style="list-style-type: none"> <li>JG expressed concerns that the employer bulletin engagement appeared low (18%) for academies. DH agreed that academies are a constant focus for TP. JC and TW suggested that more email alerts was one way of encouraging engagement, to ensure the message reached the appropriate audience within the academy. SC referenced that Outcome Measure 11 achievement gave assurance regarding Employer engagement and looking to the future, Employer Risk Based Assurance would give a more comprehensive set of indicators so TP can target resources to help employers who most need support. SC suggested that the sub-committee might find it helpful to have more information regarding</li> </ul>	IM1/130319

	<p>engagement with Academies, based on the Outcome 11 measures, TW agreed to provide this for the next sub-committee meeting.</p> <ul style="list-style-type: none"> <li>• The sub-committee noted the growth of website visits and the wide range of activities being undertaken by members. Social media engagement is also growing.</li> <li>• <b>MPO:</b> TW explained that he is keen to engage with more deferred members, and who will therefore be his focus. JG agreed this was important so that they maintained a continuing understanding of their benefits (for example, ill-health benefits).</li> <li>• The member dashboard has seen significant improvements, but TW explained that there were more to come as soon as re-testing with members is complete.</li> <li>• TW is also currently seeking feedback on the employer portal. Employers have already provided good steers to TP, (for example, gaps in service is a big issue for them). Employers will help TP to design an improved portal with simpler messages with links to relevant pages where their action is required. Employers have also expressed an interest in Webchat which it is intended will be released to them later this year.</li> <li>• Digital Personas: TP is undertaking a deep dive into certain age groups to understand more about each group. This will enable more relevant content to be written for them.</li> <li>• TW briefly described future plans, including Employer persona work. TW agreed to provide a timeline showing when each development is likely to be launched.</li> <li>• DT thanked TW for an interesting and thorough presentation.</li> </ul>	IM2/130319
Agenda item 3	<p><b>Review of actions – 12 December 2018 sub-committee (Paper 3): IM3/121218</b></p> <ul style="list-style-type: none"> <li>• JC provided an update on the success of Webchat. Since November, 12,247 chats had been offered. On average, the chats take 8 minutes and 16 seconds - a time that TP will seek to reduce by analysing resourcing, particularly when demand is higher, and ensuring staff have the right skill set so that downtime in chats is minimised.</li> <li>• The full launch is planned to take place in June, by which time the service will have been improved based on lessons learnt so far. TP is considering broadening the remit to include corresponding in this way about more personal information – which is what members appear to want.</li> </ul>	
Agenda item 4	<p><b>GMP Rectification:</b></p> <ul style="list-style-type: none"> <li>• Only 5% of the 17k letters sent so far have resulted in telephone calls (877). Some are checking the letter is genuine, 174 requested calculations and 265 referred for further investigation. This shows that there is generally a good understanding of what is happening to affected members. TP has received six complaints and DfE has received two ministerial cases.</li> <li>• The sub-committee agreed that this has been a successful and well-executed exercise.</li> </ul>	

Agenda item 5	<p><b>MCR Engagement :</b></p> <ul style="list-style-type: none"> <li>• SC updated on the success of the workshops with employers and payroll providers. The webinars were also well-received. TP is confident that the messages are reaching the right people, there is good engagement and the impetus to carry this project through is evident amongst all stakeholders.</li> </ul>	
Agenda item 6	<p><b>CEM Benchmarking</b></p> <ul style="list-style-type: none"> <li>• SC talked the sub-committee through the summary of the CEM Benchmarking results for year ending March 2018. She noted that the scheme remained a high quality, low cost service on the CEM cost-effectiveness graph.</li> <li>• The TPS scored well on serving members digitally, benefits statements, the website, newsletters and campaigns.</li> <li>• SC noted that the telephony issues of late 2017 had affected the scores, but that she was confident that following the improvements, next year's CEM report would be even more positive.</li> <li>• All board members will receive a copy of CEM's executive summary.</li> <li>• DT congratulated DH on TP's achievement.</li> </ul>	IM3/130319
Agenda item 7	<p><b>Review of Papers (4,5,6,7):</b></p> <ul style="list-style-type: none"> <li>• The quarterly report was well-received as being helpful and informative to members.</li> <li>• Valuation: DW raised concerns that incorrect assumptions were being made about the reason for increasing the employer contributions. He asked that TP consider further messages clarifying the reason for the increase.</li> <li>• DW also raised concerns that Service Providers who may be considering leaving the TPS, and who had staff who had transferred from the public sector workforce ought to be targeted to ensure they understood Fair Deal.</li> <li>• TP agreed to include a follow-up story in their employer bulletin to cover the points raised.</li> </ul>	IM4/130319
Agenda item 8	<p><b>TPSPB Annual Executive Review:</b></p> <ul style="list-style-type: none"> <li>• It was agreed that the paper produced by DfE reflected the activities and achievements of the TPSPB and could be shared with ministers.</li> <li>• It was agreed that DfE would produce an abridged version for publication.</li> </ul>	IM5/130319
Agenda item 9	<p><b>Issues to report to TPSPB</b></p> <ul style="list-style-type: none"> <li>• The TPSPB Annual Executive Summary</li> <li>• Academy Engagement – see AOB – There are concerns about how academies are engaging with TP</li> <li>• GMP exercise</li> </ul>	

<p>Agenda item 10</p>	<p><b>AOB (paper 9):</b></p> <ul style="list-style-type: none"> <li>• Concerns were once again raised about the level of academy engagement. The information TW has agreed to provide will assist the next meeting to try to quantify the problem, and where it might lie. For example, smaller schools or new schools might be less engaged than larger schools and MATs.</li> <li>• It was agreed that paper 9 should be re-drafted to reflect that academy engagement would be the next topic for discussion (rather than Plain English)</li> <li>• Paper 9 should remain on the agenda so that DT can agree at each meeting what the sub-committee will discuss at the next meeting.</li> </ul>	<p>IM6/130319</p>
<p>The next meeting will take place on 12 June 2019, at Lingfield Point, Darlington.</p>		

Minutes agreed (Chair): *David Trace* Date: 15 March 2019

Confirmed by circulation to sub-committee members on 15 March 2019  
Ratified at sub-committee meeting on 12 June 2019