

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

MINUTES

Present:	
Dave Wilkinson (member representative) Chair	DW
Julie Huckstep (member representative)	JH
Jackie Wood (employer representative)	JW
Susan Anyan (Independent Pension specialist)	SA
David Heslop (Teachers' Pensions)	DH
Paula Graham (Teachers' Pensions)	PG
Sue Crane (DfE Senior Contract manager)	SC
Anna Alderson (DfE Contract Manager)	AA
Kathryn Symms (DfE Senior policy and casework manager)	KS
Helen Fisher (DfE, Secretariat)	HF

	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 Susan Anyan to her first sub-committee meeting. 	
Agenda item 2	<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 12 December 2018. 	
Agenda item 3	<p><u>Review of Actions:</u></p> <ul style="list-style-type: none"> JH queried SD1/121218, and whether a member of TP's MCR project team would attend the sub-committee. SC explained that she would provide the update at agenda item 5. DW requested that the "Good Standard" definition be given more prominence on TPSPB documentation. 	SD1/130319
Agenda item 4	<p><u>Items raised at TPARG</u></p> <ul style="list-style-type: none"> SC advised that TPARG had asked that their concern about the valuation and the challenges of implementation and the impact on operations be raised with the sub-committee. 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, including the impact of service delivery, from sub-committee minutes and reports, and from SC attendance at TPARG. 	
Agenda item 5	<p><u>Monthly Contribution Reconciliation</u></p> <ul style="list-style-type: none"> SC explained that the MCR development project continues, and reminded the sub-committee that this will combine the current 	

	<p>monthly service and salary submission (known as MDC) with the Monthly Contributions Breakdown Slip. This streamlining of processes removes the requirement for employers to submit this information separately; and provides a framework to build a risk-based assurance model. This includes revising the End of Year Certificate (EOYC) process to give more scrutiny of employers that are shown to be higher risk and needing more support.</p> <ul style="list-style-type: none"> • SC reassured the sub-committee that TP is working closely with payroll and software providers, and the project is in a comfortable position. Workshops have been well-received, and geographically widespread and covering 75% of the membership. • JW shared that she had attended one of the workshops in London, explaining that the workshops were detailed and very informative. • The board agreed that this project was going well and is on track. • DW queried how the MCR project will streamline the EOYC process. SC confirmed that if employers are up to date with their MCR, the EOYC will be less onerous to complete as they will be assessed as lower risk. • JW asked if the board could have more detailed information of outstanding EOYCs. DW suggested checks on repeat offenders since 2015. DH agreed to collate this information, but reassured the members that cases have been appropriately escalated and are being closely monitored. The cases are discussed with tPR. 	SD2/130319
Agenda item 6	<p><u>Increase in volume of work</u></p> <ul style="list-style-type: none"> • SC stated that the contractual discussions between TP and the department are now complete. Additional funding is now in place to increase resource, which DH confirmed would be 18 staff. • SC reassured members that her focus is to ensure resource is being placed in the right areas, so that TP work on aged cases and seek to reduce the backlogs that have built up as part of the prioritisation of work.. • SC confirmed that she is closely monitoring progress against the recovery plan. • DW queried whether aged cases have built up because ensuring service was maintained on bereavement cases. SC confirmed that was the case, and that she now expects a significant improvement in backlog volumes, but stressed the build up of aged cases was in lower priority areas. • The sub-committee agreed that they will monitor the recovery plan and ensure aged casework is reducing. 	
Agenda item 7	<p><u>CEM Benchmarking report and next forward work plan topic</u></p> <ul style="list-style-type: none"> • Members were pleased with the report, in particular that the Scheme is a high quality service, low cost service compared to its peer group. They noted the telephony issue that they helped to resolve had affected the scores. However, agreed that next year's report should reflect all the good work TP has achieved in that area, including the increase in trained resources. • The next forward look topic was agreed: the TPAS annual report about complaints about the TPS to TPAS. This will be considered by the Service Delivery sub-committee in June, and on an 	SD3/130319

	ongoing annual basis.	
Agenda item 8	<p><u>Overseas payments</u></p> <ul style="list-style-type: none"> • DW had been asked at the January TPSPB for reassurance that Brexit would not affect overseas members' benefit payments. • DH explained that the risks around this are mitigated because TP use Deutsche bank, and also because it has been confirmed that the UK will remain a member of the Single European Payment Area (SEPA). In simple terms, this means, everything remains the same regardless of Brexit outcomes. • DW suggested that this be communicated via TP's website. DH agreed that it should, but that he would clarify that members moving payments out of UK bank accounts themselves may need to be aware of any possible implications of Brexit. • An email will be sent to all the board members to confirm the position on overseas payments before 29 March. 	<p>SD4/130319</p> <p>SD5/130319</p>
Agenda item 9	<p><u>Review of Board papers</u></p> <ul style="list-style-type: none"> • The performance measures were discussed, and were generally well-received. • DW noted that OM5 and 6 were likely to have been affected by the increase in volumes of work issues, but that as resourcing had been agreed, this should improve. PG agreed that aged casework had affected the measures, but that plans are in place to improve these areas and are working well. • JH observed that in her experience, one of main drivers for complaints around missing service was when a teacher's employer changed, but the place of work remained the same. PG agreed that she had seen complaints of this nature also. MDC and MCR will help these types of complaints reduce. • DW asked for details of the tPR sanctions for the non-submission of contributions. DW would also prefer that tPR write to schools to support TP. TP agreed to follow this up with their Finance team and provide more details about the institutions involved at the next meeting. • DW discussed with the board the service delivery complications that may occur by the cost-cap rectification remedy or the McCloud judgment. DH explained that TP is preparing for both scenarios. • SC explained the priority is to focus on communications and the managing the risks so that TP and the department will be as prepared as possible. • DW stated we must not underestimate the huge changes to policy and legislation that this might bring and therefore perhaps telephony was one area that must be prepared. • JW enquired how the deferred member project becomes BAU. PG explained that options were being considered, but it was not yet decided. SC confirmed that leavers' packs will assist in keeping contact details up-to-date and she has challenged TP to improve the number of MPO registrations for this group. . • DW complimented TP on the deferred exercise being positive for members. 	<p>SD6/130319</p>

Agenda item 10	<p><u>Agree areas to highlight at the next TPSPB in April 2019</u></p> <ul style="list-style-type: none"> • CEM benchmarking report update • Increase in volume of work, update on contractual discussion between the department and TP. 	
Agenda item 11	<p><u>AOB</u></p> <ul style="list-style-type: none"> • Nothing raised. 	
	The next meeting will take place on 12 June 2019, Lingfield Point, Darlington.	

Minutes agreed (Chair): *D. Wilkinson* 27 March 2019

Confirmed by circulation to sub-committee members on 27 March 2019

Ratified at the sub-committee meeting on 12 June 2019