

Teachers' Pension Scheme Pension Board (TPSPB)
Service Delivery and Maintenance of Data Sub-committee meeting:
20 March 2018

MINUTES

Present:	
Dave Wilkinson (member representative) Chair	DW
Geoff Ashton (Independent Pension Specialist)	GA
Julie Huckstep (member representative)	JH
Trefor Llewellyn (employer representative) by telephone	TL
Jackie Wood (employer representative)	JW
Sue Crane (DfE Senior Contract Manager)	SC
Anna Alderson (DfE Contract Manager)	AA
Kathryn Symms (DfE Policy & Governance team leader) Secretariat	KS
David Heslop (Teachers' Pensions)	DH
Paula Graham (Teachers' Pensions)	PG
Apologies: None	

	Item	Action
Agenda item 1	<p><u>Introduction, attendance, apologies:</u></p> <ul style="list-style-type: none"> DW welcomed attendees to the sub-committee meeting. 	
Agenda item 2	<p><u>Review of Actions:</u></p> <ul style="list-style-type: none"> All actions complete. DW welcomed the news that the Pensions Regulator has been persuaded to contact the five employers who had not submitted their 2015/16 Annual Service Return. 	
Agenda item 3	<p><u>Overview of the current major projects:</u></p> <p>Second Bite PI – SC confirmed that all members' cases were complete. JW observed that letters being issued to employers as a result of this exercise were not clear. DH agreed to act on her feedback.</p> <p>MDC – SC was very pleased to report that only a small number of employers covering around 680 members were not on-board. It was agreed that this was very good news, and DW encouraged TP to use all methods open to them to bring those last few on-board, including writing to the members.</p> <ul style="list-style-type: none"> TL asked whether the remaining smaller employers could be offered an alternative method – a spreadsheet and supporting guidance - as an interim measure. DH confirmed that this was already the case. DH also confirmed to TL that the software providers were all able to comply with MDC (once one software update by Sage and Oracle was complete). MDC2 – SC drew the sub-committee's attention to her written report, and outlined the importance of the role of the Risk 	SD1/210318

	<p>sub-committee in this project, mainly due to the large number of employers.</p> <ul style="list-style-type: none"> • Migration from RMH – DH explained that the move to a modern Cloud environment will take place this year. Because it must not impact on the peak retirement exercise in August/September, it may take place after that, rather than before. DH explained that the new system is still secure, but that because Microsoft have a large number of UK data centres, the environment will be more resilient. The Steering Board is closely monitoring progress – for example, successful testing of connections to all other interfaces is essential before the move can take place. • The Chair requested that DH give a presentation at the next sub-committee meeting on progress of the project. • GMP – SC reported that the project is on track - HMRC has put back its deadline to March 2019, and will not now be sending letters to members as originally planned. However, HMRC and TP still have “stalemate” cases that need to be resolved. DW noted that HMT had agreed that overpayments will not be recovered from members. 	SD2/210318
Agenda item 4	<p><u>TP Performance:</u></p> <ul style="list-style-type: none"> • Death Benefits –SLA4 refers. PG explained that work to clear cases with an ongoing entitlement was progressing well. However, TP had prioritised the work on clearing other aged cases by focussing on cases pre-31 December 2017 in order that BAU (new cases) were dealt with in good time. • Employer Satisfaction – JW asked whether employer feedback through the portal was forthcoming. DH reported only six responses through the portal, but feedback through the normal channels after contact with TP continues to be submitted and analysed. OM9 and 10 were omitted in error from Paper 5. 	SD3/210318
Agenda item 5	<ul style="list-style-type: none"> • Telephony – PG presented the sub-committee with a set of slides which showed a much improved picture, largely due to the increase in staff. For example, average wait times are down to around 90 seconds, the percentage of dissatisfied customers has reduced, and a reduction in complaints – from a high of 167 down to 25. DW was pleased to note the improvement and that the additional resources had had a very positive effect. • The sub-committee discussed in detail the slide showing the anticipated peaks in call volumes where current staff resource is unlikely to maintain the good service levels. For example, in April TP anticipate many additional calls due to tax enquiries. PG described various methods of managing those peaks – IVR messages, “educational” website bulletins, more resources from elsewhere in Capita and timing other campaigns carefully to avoid creating calls at inopportune times. However, she acknowledged that there was still a risk of longer wait times, and therefore complaints. PG/ TP to contact the unions to send messages to retired members. 	SD4/210318

Agenda item 6	<p><u>TPARG</u></p> <ul style="list-style-type: none"> • SC has agreed a new ToR with TPARG (seen by the sub-committee). She has agreed with TPARG that at the end of the meetings, she will agree with them issues to be highlighted to this, Service Delivery, sub-committee. • SC sought and received approval to share with TPARG the sub-committee minutes, the dashboard and report. 	
Agenda item 7	<p><u>Issues Log</u></p> <ul style="list-style-type: none"> • The sub-committee noted and agreed SC's intention to close the issue about the contact centre/telephony. • Impact of Increased Membership: TP has submitted a paper to DfE requesting funding for more resource. The paper is being scrutinised by SC and the Commercial Team to ensure the case is justified and is compliant with government procurement practice. Negotiations are progressing, and a meeting between TP and DfE is scheduled for 10 April. SC noted that sub-committee members supported continuation of a good quality service to members, but she reiterated that the solution must be based on the case for additional resource being justified taking into account the commercial arrangements in place. JW queried the effect of the proposed increased cost on the levy, SC advised that no impact was anticipated. • It was agreed that an update should be provided to the Board on 18 April. DW requested that the CEM Benchmarking information be circulated to aid discussion. • Bereavement Cases: TL noted that aged cases were being tackled and that BAU was being prioritised, however, the situation was not improving as quickly as expected. He therefore requested illustrative examples, for example, a case where a member with mixed service has died, and what processes flow from that, to be provided for the next sub-committee meeting. 	<p>SD5/210318 SD6/210318</p> <p>SD7/210318</p>
Agenda item 8	<p><u>AOB</u></p> <ul style="list-style-type: none"> • The subcommittee agreed that the main Board should be made aware of: <ul style="list-style-type: none"> • MDC • Migration from RMH • GMP • Resource requirements, including bereavement cases • The secretariat was asked to rearrange the meeting to TPAS as only three Board members were available on the proposed date. 	<p>SD8/210318</p>
	<p>The next meeting will take place on 20 June 2018 at Teachers' Pensions, Lingfield Point, Darlington.</p>	

Minutes agreed (Chair):

Date: 27 March 2018

D. Wilkinson

Confirmed by circulation to sub-committee members on 27 March 2018