

**Teachers' Pension Scheme Pension Board (TPSPB)
Service Delivery and Maintenance of Data Sub-Committee**

23 September 2020 - (by Teams teleconference)

Present:		
Jackie Wood	Employer Representative – Chair	JW
Susan Anyan	Independent Pension Specialist	SA
Simon Lowe	Employer Representative	SL
Heather McKenzie	Member Representative	HM
Julie Huckstep	Member Representative	JH
Richard Giles	Head of Teachers' Pensions (observer)	RG
Paul Faulkner	TP – Director of Operations	PF
Sue Crane	DfE Senior Contract Manager	SC
Andrew Sayer	DfE Contract Manager	AS
Kathryn Symms	DfE Policy Team Leader Casework & Correspondence & TPSPB (Secretariat)	KS
Helen Cowan	DfE TPSPB Secretariat designate (observer)	HC
Apologies		
None		

	Item	Action
Agenda Item 1	<p>Welcome and Apologies:</p> <ul style="list-style-type: none"> JW welcomed those in attendance, including Helen Cowan who will join the DfE's secretariat team on 12 October. 	
Agenda Item 2	<p>Actions from the previous meeting:</p> <ul style="list-style-type: none"> SD2/250919 – MCR pilot update - it was agreed to cover this action at agenda item 5. TPSPB AP3/170620 – JW noted the additional information about the non-payment of contributions within Paper 4. 	
Agenda item 3	<p>Discuss any issues raised from TPARG:</p> <ul style="list-style-type: none"> SC fed back that TPARG had requested that this sub-committee continues to closely monitor SLA4b – bereavements casework. TPARG employer representatives will contribute to the work on developing benefits calculators. Their knowledge and expertise will be of great value to this work. 	
Agenda Item 4	<p>Forward Work Plan – Transitional Protection:</p> <ul style="list-style-type: none"> PF led the sub-committee through Paper 7 which explained the background to Transitional Protection and provided more detail about the immediate detriment cases. The discrimination identified by the Court of Appeal judgments of the McCloud and Sargeant cases applies across all public sector schemes. HMT has launched a consultation – due to close on 11 October – asking for views on whether members should have an immediate or deferred choice as to which scheme should be applied to their benefit calculation for the 'remedy period' (1 April 2015 – 31 March 2022). PF explained that a third choice – where the government would decide on behalf of the member - had also been suggested. Whichever option is selected, TP will have to carry out two calculations on members' benefits for the remedy period, so that 	

<p>Agenda Item 4a</p>	<p>a choice of scheme (Final Salary or CARE) can be made.</p> <ul style="list-style-type: none"> • HM asked whether members were engaged with the consultation and Transitional Protection more generally. PF advised that whilst website hits were quite high, only 48 questions had been asked of TP during August. The Engagement team will monitor this closely to ensure website communications remain informative. PF's understanding was that the number of teachers responding to the consultation to date was relatively low. • SL asked whether solicitors were corresponding on the issue. PF was not aware of any interest, but that is likely to be because communications are clear that the remedy applies to all affected members. • Immediate Detriment Cases: PF explained that immediate detriment cases would need to be rectified more quickly. Staff will be recruited to carry out this work shortly, with training taking place in December/January and the work commencing in February 2021. • Immediate detriment cases are crystallised CARE ill-health retirements, death benefits, survivor benefits and retirement benefits. TP will need to reassess the cases under the relevant final salary scheme and allow the members to choose under which scheme they wish their benefits to be paid. • SA enquired about other case types, such as transfers, but PF explained that casework will need to be prioritised. For example, members whose ill health benefits had been refused under CARE scheme rules was a top priority, as benefits may be due under the members' final salary scheme rules. Transfers would be lower down the priority order. • Implementation: Some of the work will be carried out manually, but for age retirements, an automated IT solution is expected to be in place from October 2021. • SA queried how and where TP would recruit an additional 31 staff to carry out this work. PF agreed that the geographical limitation did not apply to the same extent because of the success of remote working. TP also hope to draw on fixed term staff from the summer retirement exercise and the Annual Allowance exercise, and staff from other schemes on site. TP plan to create two new teams, but the teams will be a mix of new and experienced staff. • JW enquired about training staff remotely. PF explained that TP were currently piloting a new approach for a 6-week training programme via Teams which will be adapted as necessary based on the trainees' feedback. • JW requested that Transitional Protection – Immediate Detriment is a standing agenda item. <p>Agree next topic</p> <ul style="list-style-type: none"> • It was agreed that the next topic will be TP staff training, learning and development. 	<p>SD1/230920</p> <p>SD2/230920</p>
<p>Agenda Item 5</p>	<p>Review of Papers 3, 4, 5, 8: Dashboard</p> <ul style="list-style-type: none"> • PF was asked to update the sub-committee on bereavements casework. PF explained that there was an influx of cases in Q2 – TP estimate that there were around 1500 more cases than in the same period last year. Five additional team members were introduced in April, but their training took time as expected due to 	

- the complexity of the casework, and relatively low productivity affected clearance rates.
- PF advised that although aged cases are being cleared more quickly now, this perversely affects the SLA because although they are being cleared, they have failed the SLA.
 - SC noted that in January, there were 485 cases outstanding and there are now 620, despite the high volume of cases.
 - PF advised the sub-committee that the spike in revisions casework (SLA3) is normal during and after the summer retirement exercise. It will continue to be high for the next month or so.
 - JW pressed PF on when the bereavements SLA would be on track. PF expected that the SLA would be better by the end of September, with only around 100 failed cases outstanding due to TP awaiting third party information. As we are anticipating another spike in bereavements due to the pandemic, TP is already looking at further contingencies to deal with that.
 - SC clarified SL's enquiry about the link between SLA 12, which measures whether those calling TP to report a bereavement receive a good service, and SLA4, which measures the progress of the application for survivor benefits.
 - JW remarked that overall, the tracker showed a very positive picture.

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- JW focused on OM 9 and 10 which showed a dip in employer satisfaction. PF reassured the sub-committee that this was because of the loss of the employer support line, leaving employers having to email rather than to talk to TP.
- PF explained that the TP contact centre had been moved onto a Capita multi-client contact centre arrangement around 18 months ago. This arrangement was set up on a totally different contact centre infrastructure. This infrastructure was incompatible with the infrastructure used locally for the employer support helpline, and therefore when the contact centre moved to a remote solution, it was not possible to use this solution for the employer support helpline. Other Capita contracts based at Lingfield Point had trialled the remote use of mobile phones, but had abandoned this approach due to a lack of recording and messaging facilities.
- PF accepted that it had taken a long time to resolve, but was pleased to report that a new soft phone solution will be piloted with 12 employers during w/c 29 September, with a view to a full roll-out w/c 5 October.
- JW was pleased to note the successful Summer Retirements exercise. PF noted that the exercise had run very smoothly remotely with benefits in payment on time for all members who applied before the cut-off date (14 August).
- PF also reported that the Annual Allowance exercise is nearing completion, with most pension saving statements already issued. TP is on track to meet the 6 October deadline.
- PF explained that the member contact centre had had a high volume of calls in July and August due to, for example, the retirement exercise and members' service being adjusted to more accurately show part-time service on the MPO website. Although this was an expected peak, higher than normal sickness absences in July had caused a slight dip in service

	<p>levels.</p> <ul style="list-style-type: none"> • JW was assured that referrals to the Pension Regulator were being handled appropriately by TP, with support being provided to all institutions to help with cash flow issues that might be being experienced. • PF explained that the Current Added Years debt recovery was underway – with 15 complaints so far received. The issue had arisen because an indexation had been incorrectly applied historically leading to c140 members being overpaid. Those with higher debts to the scheme are being dealt with very sensitively by telephone. • PF explained that TP is currently formulating plans as to how up to 14,000 pensioners affected by the Goodwin case will be dealt with, and how soon the plans can be implemented. TP is intending to implement this work in parallel with Transitional Protection, and the analysis of how that will be achieved is still ongoing. • PF reported that the MCR pilot that began in early August went well. Some small amendments to guidance were identified but otherwise, TP is pleased with the results. JW commented that she was aware employers appreciated all the preparation TP had done on communication and guidance – which was very helpful and ensured a successful pilot. • SC reflected on how the quality of data is massively improved as a result of the member-level reconciliation. <p>Issues Log</p> <ul style="list-style-type: none"> • SC drew the sub-committee’s attention to the issue of the pandemic. SC reported that she continues to be happy that TP is equipped to deal with the impact of that. <p>Complaints Dashboard</p> <ul style="list-style-type: none"> • PF explained in more detail the categories of complaints that TP receive and how those are grouped, and data presented. • PF noted a slight increase in complaints in August but an overall stable position of around 800 complaints per quarter. 	
Agenda Item 6	<p>Agree Key Issues from the Meeting / Report to highlight at the next TPSPB meeting:</p> <ul style="list-style-type: none"> • Bereavements • Employer Support Line • Immediate detriment • Summer Retirements exercise 	
Agenda Item 8	<p>Agree whether any individual papers or presentation should be shared with remaining Board members:</p> <ul style="list-style-type: none"> • It was agreed that Paper 7 – Transitional Protection – Immediate Detriment should be shared with all Board members. 	SD3/230920
Agenda Item 9	<p>AOB:</p> <ul style="list-style-type: none"> • SA updated the sub-committee on an earlier discussion at the MR&IC sub-committee regarding the risk to BAU due to the large number of ongoing projects. JW agreed that her SD&MD sub-committee should monitor closely. 	
Next meeting	9 December 2020 (by Teams)	

Minutes agreed by Chair: *Jackie Wood*

Date: 28 September 2020

Confirmed by circulation to sub-committee members on: 1 October 2020

Ratified; subcommittee meeting on 9 December 2020