

Teachers' Pension Scheme Pension Board (TPSPB)

Service Delivery and Maintenance of Data Sub-Committee

DATE: 25 September 2019

Present:		
Jackie Wood	Employer Representative - Acting Chair	JW
Simon Lowe	Employer Representative	SL
Julie Huckstep	Member Representative	JH
Neil Crombie	TP Head of Teachers' Pensions	NC
Kathryn Symms	DfE Policy Team Leader Casework & Correspondence & TPSPB	KS
Anna-Marie Alderson	DfE Contracts Manager	AMA
Richard Lees	DfE Finance Manager	RL
Helen Fisher	DfE TPSPB Secretariat	HF
Peter Springhall (observer)	DfE Head of Commercial, Contracts & Finance	PS
Apologies:		
Susan Anyan	Independent Pension Specialist	
Ian Payne	Employer Representative	
Dave Wilkinson	Member Representative	
Sue Crane	DfE Senior Contract Manager	

	Item	Action
Agenda item 1	<p>Introduction, attendance, apologies:</p> <p>Welcome and Apologies:</p> <ul style="list-style-type: none"> JW welcomed those in attendance, and accepted apologies from Susan Anyan, Ian Payne, Dave Wilkinson and Sue Crane. AMA introduced PS, DfE Head of Commercial, Contracts & Finance, attending as an observer. <p>Review of previous minutes:</p> <ul style="list-style-type: none"> The minutes from the sub-committee meeting of 25 June 2019 were agreed as an accurate record. However, JW noted one typo to be corrected by the secretariat. 	SD1/250919
Agenda item 2	<p>Review of Actions:</p> <ul style="list-style-type: none"> AMA explained that AP SD2/120619 regarding investigating complaints to the Pensions Regulator (TPR) about potential missing service data/contributions is still ongoing. NC updated that he had investigated each of the 17 cases and there was no cause for concern. TPR had accumulated these complaints over a long period, probably six-months, so many of the issues had been resolved before TPR had referred the case to TP. NC clarified that a range of employers were involved and that generally contributions had been paid, but service and salary details were incorrect. JW requested that TP report again to the December 2019 sub-committee to check on progress. 	SD2/120619

	<ul style="list-style-type: none"> • AMA updated that AP SD4/120619 - timescales for employer checklist data from the historic data cleanse - remains open and the board will be updated at the December sub-committee meeting, as expected. 	
Agenda item 3	<p>Forward work plan - Data Reporting Evolution</p> <ul style="list-style-type: none"> • NC talked the sub-committee through the Data Reporting Evolution presentation. He highlighted that the main focus is to identify employers who need most support to reduce the risk of missing contributions and/or missing service. • The risk assessment process is currently a one size fits all. The aim is to have a risk-based system which incorporates MCR outputs and allows different levels of scrutiny. TP want to drive better behaviour and better target their interventions. The aim is to reduce the burden on good employers and target their attention appropriately, achieving a balance of how TP measure errors to understand the escalations. • Using MCR data will enable TP to build better finance and risk measures and achieve core accountability. TP will no longer rely solely on EOYCs and will be able to support those employers who require it. • Traditionally the focus has been on financial performance, but TP aim to move towards measuring timeliness and completeness of data. TP will also consider best practice at other schemes, for example the USS. • JW enquired if employers miss the 90 day deadline for financial reasons. NC confirmed that this was generally not the case, and that lack of knowledge at smaller employers was often the cause. TP were asked to consider whether ESFA could assist. • NC acknowledged that TP needed to review the BAU escalation process taking into account the above developments, and communicate any changes to employers. • NC explained that experience in delivering MDC will help TP's understanding of the risks as we go through 2020, but that the MCR pilot in Q1 will enhance that understanding. • This will be closely monitored through this sub-committee who requested an update on the Q1 pilot in June 2020. 	SD2/250919
Agenda item 3a	<p>Agree next topic:</p> <ul style="list-style-type: none"> • It was agreed that the MDC full checklist would be the forward work plan item at December 2019 sub-committee. 	
Agenda item 4	<p>TPARG</p> <ul style="list-style-type: none"> • AMA advised that TPARG would like to maintain a watching brief on both the implementation of the increase in employer contributions from September 2019 (following Scheme Valuation) and McCloud, and the challenges and the impact on operations. • The sub-committee agreed that because they intend to closely monitor the potential impact on operations, TPARG will gain assurance from sub-committee minutes and reports, and SC's updates at TPARG meetings. 	

<p>Agenda item 5</p>	<p>Review of papers 4,5,6,7:</p> <ul style="list-style-type: none"> • AMA referenced page 2 of the Quarterly Report, explaining the key activities service update. Excellent results were achieved with Easter retirement exercise, and throughout this quarter the operational focus has been on the successful summer retirement exercise. JW queried why 1/9 premature retirement awards were referenced - PG clarified that due to the complexity of these cases, they had been prioritised to ensure members were paid on time. • JW referenced page 4 of the Quarterly Report, drawing the board members attention to bereavement casework. JW enquired whether the number of outstanding cases included backlog cases or just BAU. PG clarified that these are all BAU cases and assured JW that all these cases have been looked at by the Operations team, but are not currently closed. • JW opened up a discussion on SLAs and KPIs and asked if anyone had any concerns or questions on this. The board was satisfied with the information provided via the report, no questions were raised. • AMA talked the sub-committee through the outcome measure, drawing attention to OM 6. Members who contact TP about their pension are satisfied with the timeliness and quality of the response - currently it is at 69.64% against a year-end target of 78%. AMA explained that research shows members who have not been happy with their experience are more likely to leave feedback than a contented member. But all in all the outcome measures look very positive. Board members agreed and said it was reassuring how positive performance appears to be. • PG brought the sub-committee's attention to digital contact via web chat, explaining this has been positively received and the soft launch for general enquiries has been a success. JW queried if there was a timeline for a full launch, offering the facility for members to use web chat for enquiries directly linked to their accounts. PG stated currently there is not a fixed timeline on this, but while it is on the agenda, it is not likely to be in the near future as there are other priorities scheduled first. The sub-committee agreed that on page eight of the Quarterly Report the performance measure on telephony contact looked very positive. • JW talked through the data strategy, and the sub-committee agreed that this was positive. • JW highlighted that it was important that this sub-committee continues to monitor the behaviour of independent schools and what effect this may be having on membership and contributions received. AMA assured the board that a close eye is being kept on this by TP and the Department. • JW enquired if the deferred project is now BAU. NC confirmed that it was. • JW opened up for questions on the Quarterly Report. The sub-committee raised no more questions on this paper and complimented the useful content and thanked the Department for this paper. • AMA talked the sub-committee through the issues log, stating that TP.I.039 is on track and scheduled to be completed in March 	
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	<p>2020. TP.I.040 implementation is on track, a close eye is being kept on this through SDB.</p> <ul style="list-style-type: none"> • JH mentioned that she is aware of independent schools consulting members on leaving the scheme in 2020. A report on accepted employers leaving the scheme was requested for the December 2019 sub-committee. • NC explained that the complaints dashboard shows that complaints are dealt with effectively, with very few going to the Ombudsman. He noted the positive trend in cases being upheld. 	SD3/250919
Agenda item 6	<p>Aged cases recovery plan</p> <ul style="list-style-type: none"> • AMA explained that the 21,500 aged cases remaining are complex cases so clearance rate will slow down, but is still on track for completion on 31 March 2020. • AMA stated that the 23 staff for the ring-fenced aged case work backlog - due to start in October 2019 - will help in this respect. • JW requested that this sub-committee be updated at the December 2019 meeting on the progress of the aged cases. • SL queried how forecasting of the backlog recover volumes was done, to which PG explained it was a continual re-forecasting process. NC explained that as new staff are trained, he would expect the clearance rate to pick up. • PG explained that training for new staff is between 6 to 16 weeks, and new staff will be used to release experienced staff to clear complex casework. 	SD4/250919
Agenda item 7	<p>Increase in employer contributions</p> <ul style="list-style-type: none"> • NC explained that the implementation of the increase in employer contributions has gone smoothly - systems are in place to provide assurance that the correct level of contributions is being received from employers and communications have been effective. 	
Agenda item 8	<p>Agree Top Key Issues from the Meeting / Report to highlight at the next TPSPB meeting:</p> <ul style="list-style-type: none"> • TP is prepared for increased employer contributions • The recovery plan is successfully reducing the casework backlog • 1/9 retirements have been actioned on time • Data Reporting Evolution. KS agreed to provide JW a briefing on this presentation. 	SD5/250919
Agenda item 9	<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 by the sub-committee that the Data Evolution presentation should be shared with all Board members. 	
Agenda item 10	<p>AOB</p> <ul style="list-style-type: none"> • There were no items of other business. 	
Next meeting	11 December 2019, TP, Lingfield Point, Darlington.	

Minutes agreed by Acting Chair: *Jackie Wood* Date: 30 September 2019

Confirmed by circulation to sub-committee members on 01 October 2019

Ratified at sub-committee meeting on 11 December 2019