**TPSPB (Service Delivery & Maintenance of Data sub-committee) – November 2017 to January 2018**

**TP Administration Update**

The purpose of this document is to advise the Service Delivery and Maintenance of Data sub-committee, and the TPS Pension Board, of recent key events relating to the administration of the scheme so as to assist with its assurance role. See Annex 1 for a full briefing on this report.

**Teachers’ Pensions Contact Centre**

1. The Contact Centre (CC) has been a primary area of focus in this quarter. DfE continue to work with and challenge TP to address the issues involved. Discussions around the contact centre and service to members are being monitored through the monthly DfE/TP meetings, with a focus on identifying and addressing problem areas.
2. Since the discussions at QSB on 31 October, Capita has deployed further resource from outside TP into the contact centre to take calls during December and January. This extra resource has enabled answering 93% of the 42,213 calls offered in January with average wait times below 3.5 minutes. The prioritised bereavement and ill health calls were answered in the required standard of 85% in 30 seconds.
3. Performance during December was very good, but was based on a lower call level (as expected within the seasonal profile). This profile of resources and performance during January has been the equivalent of answering 9,000 calls per week.
4. Customer satisfaction results, and associated commentary indicated a review of the call flow and call routing programming would be beneficial. DfE worked with TP to analyse these details, streamline the process and reduce the number of telephony options required prior to connecting to an adviser. New programming has been introduced which reduces the initial option selection from seven to three options, with a secondary layer of options prior to connecting to an adviser.
5. Customer Satisfaction measure, OM6 YTD overall performance shows 65.08% achieved against 78% target reflecting a poor start to the contract year (56.04% satisfied or better with the contact centre in October), but this has improved (78.69% for the same element in January), reflecting the benefits of changes in the contact centre and approach. DfE are confident that this Outcome overall measure will continue to improve.
6. Complaints about the contact centre are showing a similar trend 740 complaints were received regarding the contact centre in October, 341 in January.
7. DfE are monitoring TP progress via the service delivery groups and monthly Service Delivery Board meeting, with the aim of achieving a state where the contact centre is fully delivering what is needed, issue TP.I.034 refers. It is noteworthy that TP’s progress in respect of the Contact Centre is being achieved against a backdrop of increased demand, with an increase in calls answered of almost 32% compared to the same period in 2017.
8. DfE and TP have provided regular updates to tPR about the telephony issues, following the interest sparked by the article in Pensions Expert in October 2017. The Regulator has acknowledged the improvements and progress made and is no longer monitoring this issue.
9. Operational forecasts show a projected peak in activity in April as members request information linked to their tax affairs. Preparations are underway to flex the resource to bring in some extra capacity. TP will monitor call volumes and where possible deploy overtime should wait times begin to build to unacceptably high levels. If members are frequently waiting above 30 minutes that will trigger TP management to further review processes/options. These measures may not be sufficient in isolation to handle what might be a peak demand of 15K callers per week, but other controls are in place to seek to minimise any inconvenience to members - including using member and employer bulletins to highlight the expected peak, address some common misconceptions about the need for P60s, and suggest alternative ways to get the information. Voice messages and the website will also carry similar messages.

|  |  |
| --- | --- |
| **SLAs and KPIs**  |  |

1. The new telephony SLA measuring weekly performance with enhanced reporting was implemented, and performance in January 2018 indicates 100% compliance was achieved against both 12a customer contact (ill health / bereavement) and 12b customer contact (general calls) elements of the SLA.
2. Performance against the third element, 12c (emails) has not been as good but this is largely due to the impact from aged cases from KPI 2 that were moved into this SLA. Elements of case work in relation to e-mail contact from members were removed from KPI 2 Correspondence and re-assigned to the new SLA 12c - includes areas such as Transfers, Benefits (Retirements), Elections and Ill-health.
3. Recovery plans are in place for aged cases within SLA3, SLA4 and KPI 2. Work commenced in November 2017 with scheduled completion for the end of April 2018. Whilst these recovery plans are being worked through achievement against the SLAs and KPI will continue to look low. Progress against those recovery plans is reported in the Service Delivery Report with monitoring and issues notified via the Operations Service Delivery Group.
4. DfE continue to challenge TP and Service Delivery Group discussions have referenced improvements in all Ops SLAs with the exception of SLA4b & 4c. (continuing entitlement) & SLA4c Death Benefit Payments (no continuing entitlement).
5. Progress is being made against the recovery plans, which are on target to address the issues by April. DfE consider these are delivering the best solution available and are receiving monthly reporting against the plans via the Service Delivery Report, to enable close monitoring of progress in the monthly Operations Service Delivery Group and via the Service Delivery Board.
6. TP and DfE continue to monitor the flow of new work against current resources. Work is underway to determine what impact increased member numbers is having and whether there is a case for increased resources as a result, issues TP.1.037 and TP.1.038 refer.
7. tPR have been made aware of the backlog case work in SLA4 Death Benefits, however, at this time, there is no evidence of any material significant breaches therefore a formal tPR referral is not appropriate. This is being monitored by DfE and TP to ensure prompt action is taken if there is any change in this situation.
8. Complaints awaiting response, outside of SLA, have reduced by 55% in comparison with December month end. This will continue to decrease further now the problems with telephony and the build-up of case are being stabilised and are no longer generating further complaints. TP’s aspiration is to have no failed complaints carried over into March at February month end and they are on track to deliver this.
9. Overall, in this reporting period, service penalties amounted to £48,842.10.

|  |  |
| --- | --- |
| **Customer Satisfaction**  |  |

1. In the period, 16,985 items of feedback were received from members and 360 items of feedback were received from employers. The poor achievement regarding OM6 reflects the problems experienced by members who were trying to ring Teachers’ Pensions. As reported above those issues are being addressed and we expect the negative impact on this measure will reduce therefore?

**Achievement against targets are detailed below:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Outcome Measure** | **Description** | **Achievement Year 7 so far** | **Year 7 target** |
| 5 | Members regularly receive information about their pension and are satisfied with its quality | 71.86% | 78% |
| 6 | Members who contact the TPS about their pension are satisfied with the timeliness and quality of the response | 66.08% | 78% |
| 7 | Recently retired members are satisfied with the support they receive from Teachers’ Pensions as they planned retirement. | 65.45% | 80% |
| 9 | Employers are satisfied with the service they receive from the Teachers' Pension Scheme. | 96.74% | 80% |
| 10 | Employers receive timely and accurate responses from the Teachers' Pension Scheme. | 85.61% | 80% |

1. Complaint volumes received in January increased by 34.9% in comparison with December; attributed to the time of year. In comparison with November, complaints received in January continued on a downward trend and reduced by a total of 24%. The incoming volume was 11% lower than the average 2017 monthly volume. It is anticipated that the downward trend will continue due to the correct resourcing of the contact centre, and reductions being made in aged work within the bereavement and revision processes.

|  |  |
| --- | --- |
| **Significant Projects** |  |

**General Data Protection Regulation (GDPR)**

1. TP & DfE have a shared GDPR key theme project update published in monthly service delivery report for overall scheme governance and assurance; discussed at monthly Service Delivery Board. Annex 2 gives an update on activities against GDPR compliance.

**MDC**

1. During November 2017 through to January 2018, Teachers’ Pensions continued to on board employers to the MDC solution. The project will ensure the vast majority of employers will be using MDC by April 2018. However, it is now clear there will be some that do not comply fully, despite TP’s best efforts. The escalation process that is in place is driving actions that seek to ensure they are helped to comply as quickly as possible.
2. The project continues to provide regular updates via the monthly MDC Steering Group as well as weekly checkpoint reports between the Project Manager and the Project Board. Updates are also provided via the Service Delivery Board.
3. A significant increase in on boarding took place in January 2018 to cater for the largest cohort of on boarders ever (circa 2,000 from the outstanding population). This process will continue to be managed through to April 2018. Teachers’ Pensions are now concentrating on ensuring the remaining employers who have yet to on board, meet their obligations by the deadline or as near as possible. This group of employers have deferred on boarding due to:
* Continued issues with their software solution or payroll provider. Support is offered by Teachers’ Pensions to ensure that this can be mitigated (a manual submission would be required in the short term).
* Employers’ identified issues with their data which needed correction prior to submitting.
1. As we approach the deadline of April 2018, activity through the escalation process is being ramped-up, to ensure those employers yet to join the on boarding phase of MDC do so. A total of 694 individual letters were issued to establishments on 16 February 2018. The majority of these employers fell within the academies and independent school sectors. Teachers’ Pensions are currently managing responses and ensuring employers on board prior to the April 2018 deadline. Teachers’ Pensions will repeat the escalation process within March 2018.
2. A number of stakeholder events have taken place including the TPARG event, to discuss progress with MDC. This provided the opportunity for employers to voice potential enhancements or amendments to the solution. This has enabled Teachers’ Pensions to improve the process further and a number of enhancements have been installed to improve the overall effectiveness and efficiencies of MDC. These include:-

* Completion of a Monthly Data Collection Enhancements project (January 2018) which includes improved validation within the MDC submission to advance data quality.
* Progression of the MDC Reminder and Checklist functionality to offer improved data assurance to Teachers’ Pensions and the DfE with regards to missing service and overall data quality.

**Guaranteed Minimum Pension Reconciliation**

1. Work by TP on the GMP reconciliation exercise continues to progress well project has been amended downwards to Amber, reflecting that the position on actions in respect of overpayments is clearer.
2. A full analysis of data has taken place following receipt of a data set from HMRC at the end of December and further data sets will be requested to monitor changes in the data.  The total number of members to reconcile will therefore continue to fluctuate as the data is reanalysed.
3. TP have analysed 436k Def/Pen (deferred/pensioner) and 269k Active cases to date, with 273k Def/Pen and 256k Active cases sent to HMRC for further consideration. All Def/Pen and 219k active queries have been returned to TP and are being analysed to understand follow up action required.
4. Difficulties are still being experienced with HMRC referrals and delays in responses. Auto solutions created by HMRC have provided further data which now requires secondary investigation and may be subject to further referral. Average response times are around 6 months and the deadline for TPS to log any further referrals is the end of October 2018.
5. TP continue to work closely with our HMRC colleagues to expedite queries where possible.  HMRC have now confirmed funding for running the auto solutions in 2018 and this was published at the end of January.
6. Policy outcomes are now being confirmed and work is underway to prepare for the handling of under/overpayments. Indexation/Equalisation decisions have been made and the current solution will continue until April ’21. Further discussions are required to confirm the future view beyond that date.

**Second Bite PI**

1. All historic Second Bite PI cases are now completed.
2. TP Operational team are now preparing for Second Bite PI 2018 cases as part of business as usual and processes are in place to ensure this happens every year in future. This is being monitored via the Operational Service Delivery Group and the operational event calendar, and via SDB.

**Employer Review**

1. Starter and Leaver Project continues to run as BAU for all employers. Where Teachers’ Pensions are informed of starters, leavers or member movements, relevant communications are issued automatically to ensure scheme information is cascaded effectively.
2. An improvement has been added to this process to notify employers of circumstances where Teachers’ Pensions have been unable to issue a pack via My Pension Online (MPO), therefore, cannot confirm that the information has been absorbed. This provides additional assurance and action for employers, to ensure members are informed.
3. The MPO employer report launched in mid July 2017 has continued to provide benefits on a weekly basis. MPO registrations increase by an average of 500 per week. Due to the simplicity of the extract and the ease for employers to provide their members with the registration process, the project is providing positive results.

**MDC2/Risk Based Assurance**

1. This project addresses the risk around the proliferation of employers and how that affects data quality.  The project is in the initiation stage, with a formal Project Brief and Project Plan in development. Monthly Steering Groups are also held to update progress to the Project Board. This is a significant project and consideration is being made regarding whether all aspects should be delivered at the same time.
2. Key activities regarding MDC Phase 2 are:
* Agreement from the Project Board as to delivery dates.
* The introduction and functionality of an optional Direct Debit Process.
* The ‘new’ MDC template and how that incorporates additional data fields (contributions data, refunds, back dated pay values etc.)
* Payment deadline extended to the 15th of the month (a key relaxation gained from HMT).
* Reducing the burden on employers to meet the objective of the Employer Model Review.
1. Teachers’ Pensions have also completed the first stage of a contributions reconciliation activity. This includes performing analysis to gage an understanding of how contributions data and service data currently reconciles. This information is then to be used by a Business Analyst to formulate detailed Business Requirements to mitigate any variances from occurring in the future.

**RMH Replacement**

1. A project has started to move from the current environment to a modern Cloud environment, Microsoft Azure. This change is expected to deliver better system availability and resilience by moving away from the specialised arrangement in place to support the current environment. IT Security aspects are key and the Security Working Group is fully sighted of the project. Delivery is being managed via a specific project board reporting through the normal governance structure, including SDB. Progress is on track against current plans, which are ambitious and aim to deliver the change before the expected summer retirements peak. Should this not be possible the implementation will be delayed to avoid this peak time.

**Data Strategy**

1. MDC continues to progress well with almost 9,000 employers now live or onboarding. This means that data is now updated monthly for over 650,000 members. TP remain on track for this to be the only means of submission of data by employers before the end of the scheme year, March 2018 – though some employers are likely to require support thereafter to enable them to comply. A pilot exercise is now underway to automate routines to identify gaps in information and contact the employer to highlight any data issues. Once tested, this will be rolled out for all employers.
2. The focus on self-serve data checking via My Pension Online (MPO) continues with over 690,000 members with an MPO account. TP have focussed specifically on Active members during the period and continue to send a monthly report to employers, outlining their employees who do not have an MPO account and the benefits to both the employer and the member of having an account. This has generated over 13,000 member registrations since it has been running.
3. Member Welcome/Leaver packs (again supporting self-serve data checking) are now distributed by TP with over 80,000 issued since implementation in September
4. The project to trace deferred members continues (as at January 2018, the project is at month 31 of 48). Over 95,000 members have been successfully traced as at the end of January.
5. A project is underway to ensure compliance with the General Data Protection Regulation (GDPR). This legislation becomes effective from 25 May 2018.

|  |  |
| --- | --- |
| **Reporting Breaches**  |  |

|  |  |
| --- | --- |
| Subject Area | Typical Breaches |
| Access to Data Occurrences in the 3 months to 31st January 2018  |  Unauthorised access to data;  Security/IS breaches. 1 instance of a potential external security issue  |
| Disclosure of Data Occurrences in the 3 months to 31st January 2018 | 0 Unauthorised/inappropriate disclosure of data; 2 Disclosures of personal data to incorrect Data Subject; 0 Failure to verify identity before releasing information; 0 Medical/sensitive information inappropriately disclosed; 0 Selling personal data. Included in the above are: 1 instance where incorrect information was enclosed with correspondence to a member.1 instance where details of 54 members were issued to the incorrect employer.Both instances were as a result of human error. Feedback has been delivered/improved controls implemented as appropriate. |
| Processing of Data Occurrences in the 3 months to 31st January 2018 |  Misuse of data;  Removal of data without permission;  Failure to rectify incorrect personal data. nil |

1. In all cases the breach is resolved with the member/employer and action is taken to reinforce processes that have failed.
2. A Pensions Act breach was recorded and reported to the Pensions Regulator in January, whereby 62 divorce cases exceeded the regulatory timeframes. This was a technical breach in that there was a delay in formally recording the implementation of the pension sharing order on the Hartlink systems. Previous practice was to record this when a pension event subsequently occurred (e.g. when either the pension credit or debit member applied for benefits) but there is now a time limit for doing so which was missed in these cases. There was no detriment to members and the accuracy of pensions or payments was not affected. A review of the process has been undertaken to ensure that corrected procedures are now in place.

**Employers reported to The Pensions Regulator (tPR)**

1. In November, 2 employers were reported for outstanding contributions over 90 days old. December saw 28 employers reported for outstanding contributions over 90 days old and January saw 16 employers reported.
2. In the period, 6 employers with outstanding 2015-16 End of Year Certificate (EoYC) returns were reported for failing to submit. The next stage is to contact tPR to request their assistance in contacting these establishments. One employer has subsequently submitted their return and tPR have agreed to contact the remaining 5.
3. In respect of the 2016-17 exercise, 93.6% of returns have been received, with 497 returns outstanding. The first reminder was issued in December with a second reminder issued in early January. The third escalated reminder is due to be issued in early February.
4. DfE have continued to challenge TP to review late payments and ensure insolvency processes are robust to ensure that all action is taken as soon as there is a suggestion of non-compliance by an employer. This is being managed via the DfE led finance meetings.

**Summary**

1. DfE consider TP performance is good in most areas and acknowledge an improvement in the contact centre area. DfE are maintaining a challenge with TP to deliver a more robust digitalised customer contact service and this is being worked through with TP.
2. Continued action is needed to improve performance in some areas, specifically SLA4 – death benefits. DfE continue to challenge and work with TP to address the issues identified and discussions are going including commercial colleagues regarding the effect of the increase in membership and challenge to capita regarding what they have done to minimise the impact of the increase.
3. Annex 3 shows the governance meetings that are held between DfE and TP over the period, which details the challenges made and activities involved. TP are also making good progress on key projects such as GMP and Valuation, but where service challenges remain, DfE are working with TP to resolve the issues involved.

 Acronyms used within this report:

|  |  |  |  |
| --- | --- | --- | --- |
| GMP | Guaranteed Minimum Pension | SLA | Service Level Agreement |
| MDC | Monthly Data Collection | GDPR | General Data Protection Regulation |
| MPO | My Pension On-line | CC | Contacat Centre |
| KPI | Key Performance Indicator(s) | OM | Outcome Measure |
| QSB | Quarterly Strategy Board | tPR | The Pensions Regulator |
| HMRC | Her Majesty’s Revenue & Customs | HMT | Her Majesty’s Treasury |
| BAU | Business as Usual | YTD | Year to Date |

**Annex 1**

**TP Administration Update**

The purpose of this document is to advise the Service Delivery and Maintenance of Data sub-committee, and the TPS Pension Board, of recent key events relating to the administration of the scheme so as to assist with its assurance role. In particular in the areas of maintaining the quality of member data and record keeping (in line with the requirements of the Pensions Regulator), and reporting certain breaches of the law. The report also aims to assist the Board (via the sub-committee) in its strategic role by providing information on specific actions and projects that aim to ensure the administration continues to improve and best serve all stakeholders’ needs.

Within the above, Teachers’ Pensions primary role is to pay the right pensions to the right people at the right time. The Department seeks to ensure that happens through: having the right contract arrangements in place; monitoring TP’s (and other contractors), performance against expected outcomes; and working with TP and others to continuously improve the service/keep up to date with wider developments. The Board’s role is to assess and offer a view on whether these are the right arrangements and whether they are working effectively.

This report therefore covers details on performance and activity in the following areas:

* delivery against performance and outcome standards (e.g. service delivery, annual service returns) ; and
* Steps to improve the service and to adapt to/adopt change in over-riding pension arrangements, education or best practice elsewhere (e.g. monthly data collection, the employer review, deferred member project, etc.

**Annex 2**

**12 steps to prepare for the General Data Protection Regulation (GDPR)**

Awareness: You should make sure that decision makers and key people in your organisation are aware that the law is changing to the GDPR. They need to appreciate the impact this is likely to have

There are two GDPR project leads for DfE & Capita. A GDPR action log owned by the project leads captures all GDPR related actions and are reviewed in regular KiT meetings.

Information you hold: You should document what personal data you hold, where it came from and who you share it with. You may need to organise an information audit.

TP & DfE have a shared GDPR key theme project update published in monthly service delivery report for overall scheme governance and assurance; discussed at monthly Service Delivery Board. An audit of all data functions has been commissioned to confirm compliance with ISO regulations to support GDPR implementation.

Communicating privacy information: You should review your current privacy notices (PN) and put a plan in place for making any necessary changes in time for GDPR implementation.

DfE have reviewed all PNs within the Teachers’ Pensions contract and draft PNs are now in place. DfE are working internal legal teams to ensure the draft PNs are GDPR compliant prior to notification to TP and publication on the TP website. Formal communications to both members and employers have commenced, and engagement with stakeholders is in place. The TPS contract is being reviewed against GDPR with a draft contract amendment notice being reviewed by DfE legal teams.

Individuals’ rights: You should check your procedures to ensure they cover all the rights individuals have, including how you would delete personal data or provide data electronically and in a commonly used format.

DfE & TP are reviewing all procedures within the Teachers’ Pensions contract and are working with TP and DfE legal teams to ensure all are updated to reflect GDPR.

Subject Access Requests (SAR): You should update your procedures and plan how you will handle requests within the new timescales and provide any additional information

TP are informed of the new GDPR guidance for SAR requests, and are working with DfE GDPR lead and DfE legal teams to ensure all processes are updated to reflect GDPR.

Lawful basis for processing personal data: You should identify the lawful basis for your processing activity in the GDPR, document it and update your privacy notice to explain it.

DfE have reviewed all PNs within the Teachers’ Pensions contract and draft PNs are now in place. DfE are working internal legal teams to ensure the draft PNs are GDPR compliant prior to notification to TP and publication on the TP website.

Consent: You should review how you seek, record and manage consent and whether you need to make any changes. Refresh existing consents now if they don’t meet the GDPR standard.

DfE & TP are reviewing the ‘opt-out ‘policies within the Teachers’ Pensions contract and are working with TP and DfE legal teams to ensure policies are updated (where necessary) to reflect GDPR.

Children: You should start thinking now about whether you need to put systems in place to verify individuals’ ages and to obtain parental or guardian consent for any data processing activity.

DfE & TP are reviewing all policies within the Teachers’ Pensions contract and are working with TP and DfE legal teams to ensure policies are updated (where necessary) to reflect GDPR.

Data breaches: You should make sure you have the right procedures in place to detect, report and investigate a personal data breach.

DfE are the GDPR Data Controller; TP are informed of the data breach process, DfE are informed of the escalation process.

Data Protection by Design and Data Protection Impact Assessments: You should familiarise yourself now with the ICO’s code of practice on Privacy Impact Assessments as well as the latest guidance from the Article 29 Working Party, and work out how and when to implement them in your organisation.

DfE and TP are informed of the GDPR policies and guidance and follow the ICO website closely.

Data Protection Officers (DPO): You should designate someone to take responsibility for data protection compliance and assess where this role will sit within your organisation’s structure and governance arrangements. You should consider whether you are required to formally designate a Data Protection Officer.

DfE will appoint a GDPR DPO; this will be notified to TP for publication on the TP website.

International: If your organisation operates in more than one EU member state (i.e. you carry out cross-border processing), you should determine your lead data protection supervisory authority. Article 29 Working Party guidelines will help you do this: Not applicable to Teachers’ Pensions Scheme.