

**TEACHERS' PENSION SCHEME PENSION BOARD (TPSPB)
EXTRAORDINARY MEETING
Wednesday 17 June 10:30 (By teleconference)**

Present:			
Board members:		DfE:	
Neville Mackay - Chair	NM	Kate Copley – DfE, Deputy Director Teacher Reward and Incentive Division	KC
Susan Anyan - Independent Pension Specialist and Chair of MR&IC sub-committee	SA	Sue Crane – DfE, Senior Contract Manager	SC
David Butcher - Employer Representative and Chair of Commercial sub-committee	DB	Jeff Rogerson – DfE, Head of Pensions - Governance, Assurance & Accounts	JR
Julie Huckstep – Member Representative and Chair of IM&C sub-committee	JH	Peter Springhall – DfE, Head of TPS Supplier Management	PS
Jackie Wood – Employer Representative and Chair of SD&MoD sub-committee	JW	Karen Cammack – TPSPB Secretariat	
TP:		Ann Ratcliffe – TPSPB Secretariat	
Paul Faulkner -TP, Director of Operations	PF	Kathryn Symms – Policy Team Leader Casework, Correspondence & TPSPB	
Amy Gibbs – TP, Analytics and Risk Manager		Anna Alderson – DfE PMO (observer)	
Richard Giles – TP, Client Director	AG	Val Cook - DfE PA to KC (observer)	

This is the fifth extraordinary TPSPB meeting, called to review business continuity planning resulting from the move to TPS homeworking as a result of the COVID-19 pandemic. The meeting took place by telephone conference and comprised the TPSPB Chair, the four sub-committee chairs and key TP and DfE representatives.

	Item	Action
Agenda item 1	<p>Introduction:</p> <ul style="list-style-type: none"> NM welcomed attendees for an update on COVID-19 Business Continuity and other issues, including consideration of the Quarterly Report, Risk Registers and Issues Log. He began by welcoming RG, who introduced himself as the new Head of Teachers' Pensions. He joins TP with 30 years' pensions experience and a background as an actuary. 	
Agenda item 2	<p>COVID-19 update (Papers 2 & 3):</p> <ul style="list-style-type: none"> AG updated attendees on progress in TP since the last meeting, confirming that both systems and infrastructure continue to work effectively. She advised that the staff survey recently circulated seeking feedback on remote working and any preferences for the future, has been concluded. The feedback indicated there had been no detriment to the service through working from home, although some anxiety had been expressed regarding returning to the office. PF noted that feedback from operational teams indicated that teams have settled well into the interim arrangements and felt well supported e.g. via daily contact and remote training. AG highlighted that a "soft-phone" option was being developed for the employer support team to allow them to open up the employer helpline. She confirmed that KPIs remain unaffected by the new working arrangements, and that focus continues on SLA3 (revisions) and 4b (Death/ill health benefit, continuing entitlement). 	

	<ul style="list-style-type: none"> • AG explained that whilst no return is anticipated before September, Capita will take a phased approach and factor in, for example, school and child-care arrangements. Any return will begin with critical and core functions and will need to take account of social distancing requirements. • NM queried whether TP had reflected on possible changes to the business model post COVID-19. AG advised that discussions are taking place at Capita group level, and the Group Internal Audit team is looking at the control processes. SA confirmed that this is a topical discussion in the pension industry as new resource models are considered alongside a review of how staff are deployed and wider staffing/resource issues. • RG noted that responses from the staff survey will inform Capita's thinking, as 60% of staff indicated a preference for more flexibility, so the expectation is for more of a split between office and home working in the future. • NM flagged the Board's interest in understanding any changes that might arise in the way TP deliver the service, to take assurance from a governance perspective. JR confirmed that under Project Management arrangements DfE are discussing these issues with TP, and he will ensure the Board is kept informed. <p><u>Paper 2:</u></p> <ul style="list-style-type: none"> • SC explained that there were no significant differences from the data presented at the 27 May meeting, and reiterated that Paper 2 was a key tool to help her take assurance regarding the flow of work into TP. She highlighted SLA3 and KPI5 (re-employment) indicating the large number of seasonal cases to be worked through. <p><u>Paper 3:</u></p> <ul style="list-style-type: none"> • PF explained that there is continued focus on SLA 4b, and that of the 625 cases in May, 85.92% were handled within 7 days - with most of the remainder being dealt with within 14 days. There were just a couple of outliers and TP is completing some analysis to better understand these and to identify ways to tighten controls (e.g. one of the aged cases had its handling date incorrectly backdated which skewed the figures). • NM agreed that the trend was positive, with an improved performance for May over April which is encouraging. He confirmed that the Board could take assurance that things are moving smoothly and in a positive direction. • SA queried SLA 8b (employer debt arrears); JR explained that the percentage figure is impacted by the low volume of cases, and that only four cases failed to meet the timescale. • NM asked whether there was a feeling for how the SLAs would look for the end of June. AG advised that she expects to see a similar picture. SC noted the positive trajectory of SLAs – noting SLA5 (transfers) in particular. • NM reminded attendees about the discussions that had been taking place regarding the layout of the TPSPB Dashboard to make it simpler. He asked whether it would be possible to create an example Dashboard containing key elements of the old Dashboard and incorporating the Paper 2 graph, in time for the July meeting. • JR highlighted that the Dashboard presents retrospective 	
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

	<p>quarterly data whilst the information produced for the extraordinary TPSPB meetings has been current data; he noted there may be some issues around marrying the two.</p> <ul style="list-style-type: none"> • SC noted that the Dashboard is usually prepared to support sub-committee meetings and so it should be possible to create a “dummy” version for discussion at the July TPSPB. This would allow feedback to be reflected in a subsequent version for the September sub-committee meetings. • JR asked about the future of these extraordinary meetings, noting the plans agreed at the 27 May meeting to revert to the standard (if virtual) sub-committee format for September. He suggested that Papers 2 and 3 could be updated and circulated each month, and the provision for the Chair to call an extraordinary or emergency meeting would remain should it be required. • The consensus of opinion was that this was a sensible suggestion with SA confirming that generally in the private sector meeting structures are beginning to “return to normal”. It was agreed that this would be the last of the extraordinary meetings, and the group would re-convene on an extraordinary basis only if required. 	<p>AP1/170620</p> <p>AP2/170620</p>
<p>Agenda item 3</p>	<p>Service Delivery & Maintenance of Data:</p> <p>JW highlighted key points from Papers 4,5 and 6.</p> <ul style="list-style-type: none"> • Paper 5 Issue 41 (aged cases) - The last update to the Board had been at the end of April; JW confirmed that the item was now cleared and closed. • Paper 5 Issue 45 (COVID-19 arrangements) – This issue has been closely monitored by the regime of regular extraordinary TPSPB meetings. • Paper 4, Page 6, para 31 – OM16 (partnership working) – JW noted the significant improvement in the score between the first half of the year when compared with the current time. • Paper 4, page 8 – the telephony performance table shows that performance has been maintained during the last few months even though volumes remain similar to pre-COVID-19. • Paper 4, page 10 para 47 – TPR engagement. JW noted the increase in numbers (academies, independent schools and function providers) reported for non-payment of contributions. She asked whether it would be possible to have more information for the next sub-committee meeting. • Paper 4, page 11 para 51 (service improvements) – JW felt that it was noteworthy how many projects had continued via remote working arrangements. She highlighted in particular work to improve the employer portal, MDC user testing that has been completed and the MDC checklist project that has been piloted. • Paper 4, page 14 para 65 – JW highlighted the number of accepted schools (143) and function providers (3) leaving the scheme. • NM raised a presentational point regarding the quarterly report. He asked if the report could capture some detail of where the Board had had discussions (e.g. via deep dives) and had put forward proposals or recommendations. Some referencing or signposting would help Board members track activity against its recommendations on priority areas – para 50 Service 	<p>AP3/170620</p> <p>AP4/170620</p>

	Improvements and para 57 Data Strategy, for example.	
Agenda item 4	<p>Information to Members & Communications:</p> <p>JH highlighted key points from Papers 4,5 and 6.</p> <ul style="list-style-type: none"> • JH drew attention to Paper 4 page 2 noting the successful implementation of remote working for staff. She further noted the low level of complaints received. PF confirmed there had been no adverse effects from having the call centre deal with issues remotely. • Paper 4 page 9 – JH queried why there is no mention of Facebook in the stats. AG advised that TP receive around 13,500 likes on Facebook each month. SC will would look to ensure this data is included in future reports. • Paper 4 page 10 – JH noted the reduction in the number of complaints over the past couple of months particularly in light of the closure of the employer helpline. • Paper 4 page 11 /Annex B – JH was pleased to note the range of information and resources now available to members whose employer is thinking of leaving the scheme. • Paper 4 page 4 (table) – JH felt that the figures vs target for OM5 are disappointing. JR reassured the Board that the issue had been discussed at the most recent QSB and that these OMs still reflect feedback from the backlog issue – in particular OM5/6/7 which are about timeliness. • NM noted the positive figures for webchat, which is a relatively new service, asked TP for their assessment of webchat as a tool. AG advised that the volume of contacts had far exceeded expectations. It is proving to be a very popular way for members to obtain information quickly although, as AG reminded the Board, TP cannot respond to secure questions via webchat. • SA confirmed that TP is “ahead of the game” as this tool is not seen very widely across other schemes. • NM referred to the Accepted Schools opt-out figures at the end of Paper 4, asking whether there was any merit in a separate discussion by the Board, particularly as independent schools comprise around 10% of the scheme. JR highlighted the role of the SAB in considering policy issues e.g. the current consultation around phased withdrawal, and felt this may be a more appropriate forum for discussion. • He explained that DfE are also working with GAD and HMT to review the impact that withdrawing schools may have on the valuation process. • JR advised that a report could be compiled for TPSPB and it was agreed that JR/NM would have an off-line conversation to discuss further. 	<p>AP5/170620</p> <p>AP6/170620</p>
Agenda item 5	<p>Managing Risk & Internal Controls:</p> <p>SA highlighted key points from Papers 4,5 and 6.</p> <ul style="list-style-type: none"> • Reconciliation within the debtor control account, resulting from a mismatch between the admin and accounts system is on-going. An update note had recently been circulated to the whole Board. • The note also explained that the accounts would now be laid in September, which is well within the required timeframe. The accounts are usually finalised by this point in the year and laid in 	

	<p>July, but a legal case has been raised which require GAD to quantify possible costs, which will then be added to the accounts. Although the case has yet to be concluded the department is required to calculate a provision or contingent liability as appropriate. This process is not expected to delay laying the accounts beyond September, and the department will update the Board on progress in due course.</p> <ul style="list-style-type: none"> • NM wondered, should the case be lost, how big an operational issue it would be for TP. JR explained that it was too early to comment in detail until after the case conference with lawyers at the end of June. SA considered that it should then be added to the Risk Register as there would be an associated range of communications and service delivery implications. JR advised that the issue is currently included on the Departmental Risk Register but had not yet been included on the TP Risk Register due to sensitivities around the case. • The arrangements put in place to address COVID-19 is mentioned in the accounts; SA recently shared new guidance from the audit profession with TP/DfE finance colleagues but noted that as the TPS is unfunded, many of the regulations do not apply, but the guidance is a useful tool to help demonstrate the robustness of the scheme. • SA highlighted that the Risk Register includes risks related to contract management and noted that the appointment of RG would address these eg HR01. • She drew attention to FI06 (debtor control issue), noting that all is progressing well with risks managed and mitigated. JR added that TP are liaising with the NAO and Deloitte to ensure they are content with the improved control environment. • SC mentioned CO06, where there has been a focus in light of the recent P60 data breach resulting in improved scrutiny and controls. JR confirmed that the Information Commissioners Office had responded to indicate they are satisfied with the actions taken to avoid a similar occurrence in the future. • NM asked whether there would be any merit in a review of the Risk Register to determine whether it had proved to be a useful planning document, and to consider any lessons learned and potential impact on the way the Risk Register is structured and organised. SA felt this might be a useful exercise and suggested it was added to the next sub-committee agenda to allow the opportunity to review and reflect. NM added that it would provide the opportunity for some “blue sky thinking” around unforeseen risks and how TP/DfE might react and cope. • SC mentioned that TP/DfE had created, and use, a document to look at risks through the “COVID lens”– this could prove a useful document to support the discussion. 	<p>AP7/170620</p>
<p>Agenda item 6</p>	<p>AOB:</p> <ul style="list-style-type: none"> • PS confirmed there would be a full meeting of the commercial sub-committee on the morning of 15 July. <p>SAB update:</p> <ul style="list-style-type: none"> • JR advised that a meeting of the SAB had taken place on 20 May. Key issues of note were: • Concern that access to clinicians during the current times, is having an impact on the ability of members to submit ill health 	

	<p>applications. JR confirmed that a sympathetic view has been taken to flex the timelines.</p> <ul style="list-style-type: none"> • There are concerns that some independent school employers are not consulting staff properly when they are considering leaving the scheme. JR confirmed that there is a checklist reminding employers of their responsibilities to support the process. However, TP/DfE have limited influence as this is essentially an employment matter. • There are two options under discussion regarding the HMT consultation on preferred rectification options for McCloud. <ul style="list-style-type: none"> 1) members to make an immediate choice of scheme for the period 2015-2022, or 2) members defer the choice until retirement. • There will be an administrative impact for either option. On balance DfE support option 2 as providing members with the better opportunity for a considered choice based on their actual career. It would also negate the possibility of further legal action where a member subsequently felt they had made the “wrong” choice under option 1. • NM asked what dialogue was taking place to consider the different administrative impacts and provide a clear understanding regarding administrative and cost difference. JR confirmed that departments do not normally respond to such consultations but provide input through the cross-government policy group (MOCOP), with which the department has been fully and actively involved. It might be valid for the Board to express a view via the consultation route regarding operational delivery impacts. 	
	<p>NM thanked all attendees for participating in the meeting. The next meeting will be a full (virtual) TPSPB meeting on 15 July 2020.</p>	

Minutes agreed: *Neville Jacky*

Date: 19 June 2020

<p>Minutes circulated to TPSPB members on 19 June 2020.</p>
<p>The minutes will be uploaded to the Governance area of TP's website (being redacted where required) and a copy securely stored.</p>