

**TEACHERS' PENSION SCHEME PENSION BOARD (TPSPB)  
EXTRAORDINARY MEETING  
Wednesday 25 March 2020 1100–1300 (By teleconference)**

<b>Present:</b>			
<b>Board members:</b>			
Neville Mackay - Chair	NM	Paul Faulkner - TP Director of Operations	PF
Susan Anyan - Independent Pension Specialist and Chair of IM&C sub-committee	SA	Amy Gibbs – TP, Analytics and Risk Manager	AG
David Butcher - Employer Representative and Chair of Commercial sub-committee	DB	John Brown – DfE, Head of Policy Projects	JB
Julie Huckstep – Member Representative and chair of IM&C sub-committee	JH	Sue Crane – DfE, Senior Contract Manager	SC
Jackie Wood – Employer Representative and Chair of SD&MoD sub-committee	JW	Jeff Rogerson – DfE, Head of Pensions - Governance, Assurance & Accounts	JR
Kate Copley – DfE, Deputy Director Teacher Reward and Incentive Division	KC	Peter Springhall – DfE, Head of TPS Supplier Management	PS
		Karen Cammack – TPSPB Secretariat	
		Ann Ratcliffe – TPSPB Secretariat	
		Kathryn Symms – Policy Team Leader Casework, Correspondence & TPSPB	

The sub-committee meetings scheduled for today were replaced by an extraordinary TPSPB meeting, due to government initiated travel restrictions resulting from the Coronavirus pandemic. This meeting took place by telephone conference and comprised the four sub-committee chairs alongside key TP and DfE representatives.

	<b>Item</b>	<b>Action</b>
Agenda item 1	<p><b>Introduction:</b></p> <p>NM extended thanks to those participating and set out the structure for the meeting.</p> <p>JR advised that Capita has appointed Richard Giles (RG) as Client Director; he will take up the post on 4 May. RG has previously worked at the Pensions Trust and PWC. JR and PS met RG as part of the appointment process and felt that his background, skills and knowledge will be a good fit for the position.</p> <p>GAD has agreed that Neil Crombie will support TP for 6-8 weeks to support the end of year accounts process and facilitate a handover to RG. Paul Faulkner has taken on the Director of Operations role.</p>	
Agenda item 2	<p><b>Covid-19 (papers 2&amp;3):</b></p> <p><u>Update on current position:</u> NM explained that Paper 3, a letter sent out by Capita on 12 March 2020, sets out TP's general approach to handle the Covid-19 crisis as seamlessly as possible.</p> <p>AG provided an update on progress since the letter was circulated. She confirmed that the methodology is under constant review to reflect changing government guidelines and updated business continuity planning. 96% of TP staff have been mobilised to work from home with laptops and PCs. Shift working will be introduced to help with demand on IT bandwidth. Bandwidth has been increased</p>	

<p>to deal with demand, and plans are in place to double this again. A small group of staff (contact centre and mailroom) remain at Lingfield Point but plans are in place to facilitate their working from home.</p> <p>NM confirmed that the provisions in place were welcome and reassuring, and asked about impact on transactional throughput. AG confirmed that daily meetings take place with SC to track workloads and any casework build up.</p> <p>In response to questions, she confirmed that remote access to Capita's systems is via a secure portal with additional authentication required to access the TP environment; USB ports have been disabled to enhance security. AG also confirmed that there would be additional reporting to identify any impacts, but that it was too soon to tell at the moment.</p> <p>NM recognised the significant activity that has taken place, noting, on behalf of the Board, the reassurance taken from this and the comprehensive business continuity planning document, which set out how TP have risen to the challenge.</p> <p>SC updated on behalf of DfE, confirming the regime of daily planning and update conversations. She also confirmed that the four key priorities as set out in Paper 2 have been/are jointly agreed and focus on service delivery.</p> <p><u>Reflection on Paper 2:</u></p> <p>NM noted that the net level of concern comes out as medium in most cases. JR confirmed that as a fair assessment but highlighted that a number of factors were outside our control (e.g. numbers of staff who may fall ill). This impacts the overall assessment, so is kept under constant review. SA advised that, based on her knowledge of the wider and private pension environments, the priorities, issues and level of risk captured were right, and that risks are being managed as well as possible. She noted that some factors are inter-linked and could impact the risks, so supported the planned regular monitoring.</p> <p>Board members agreed that Paper 2 was comprehensive, and noted that whilst the table would be regularly monitored, fluctuations were to be expected.</p> <p>It was felt that numbering the risks would aid future navigation, and an additional column regarding transactional impact would be useful. DfE/TP authors to action and consider how/if supporting information on SLAs/performance matrix could be provided alongside the plan as an additional tool.</p> <p>NM invited the sub-committee chairs to comment from each perspective.</p> <p>DB agreed that the report was very comprehensive, with sufficient granular detail.</p> <p>JH noted the good Covid-19 communications on TP's website.</p>	<p>AP1/250319</p>
--	-------------------

	<p>JW noted the risk around data from employers, advising that LAs are working to the best of their ability and are also experiencing “new ways of working” during the current crisis. NM queried variability between employers; AG advised that TP already have different ways to communicate with different types of employers. Whilst most seem to be set up remotely and are working well, TP will provide the usual level of support but have no plans, for example, to relax timescales.</p> <p>JR noted the advantage that MDC brings but highlighted the commitment to the key priorities. Non-key work such as revisions might build up - and that will be monitored and may only be actioned when things are back to normal. SC noted a potential future spike in revisions, but advised progress will be kept under daily review.</p> <p>In response to NM’s query, PF advised that it was too soon to see whether any additional backlogs are being created, although he recognised that access via remote systems may impact non-key transactions. JR agreed that the aim is to keep all activity progressing, but that there may be an increased risk to those that rely on paper transactions.</p> <p>SA asked whether debt and receipt of contributions from independent schools was affected. JR advised that for the current FY he was not expecting a problem. He acknowledged that some employers in the independent sector may not be able to afford to pay and that some might temporarily opt out of the TPS. He, along with DfE and TP finance colleagues, review cash-flow weekly, and are able to access HMT funding in the early part of the new FY if required.</p> <p>The accounts and audit process continue to be managed via the Accounts Programme Board. Work continues with Deloitte and the NAO to complete the final audit remotely, by providing information via screenshots. JR advised that DfE have six audits taking place and there is a chance that some will be prioritised over others. Since the TPS accounts have an excellent record it is likely it will be accorded lower priority, however the hope is still to have the accounts laid in the House as usual before the July recess.</p> <p>There was some discussion as to whether the risks and mitigations relating to finance should have a separate section on the business planning table, for assurance purposes. DfE to reflect and discuss off-line with SA/NM.</p> <p>KS reassured JW that Optima Health (the medical advisors) have arrangements in place to deal with ill health applications. They already deal with these on-line, so no changes were necessary.</p> <p>NM suggested this group convenes, by teleconference, in two weeks for a 30-60 minute update. Secretariat to arrange (1400-1500 on Wednesday 8 April). At that time the group will decide on how to approach the April TPSPB and subsequent update meetings. SA confirmed that this approach is consistent with what is happening in other schemes.</p> <p>NM will also prepare an update note for remaining Board members,</p>	<p>AP2/250320</p> <p>AP3/250320</p> <p>AP4/250320</p>
--	--	---

	<p>to ensure they are all kept in the picture. Secretariat will circulate the supporting papers from this meeting by egress.</p> <p>NM summarised, on behalf of the Board, that during these unusual circumstances it is right that the focus is on operational delivery. This may mean that timetables and SLAs may slip and there may be an impact on governance processes, but the Board understand this and supports the approach.</p>	AP5/250320
Agenda item 3	<p><b>Transitional Protection (Paper 4):</b></p> <p>JB provided an update to Paper 4, explaining that he and his team are in regular contact with Capita's programme manager, the Project Board and workstream lead. However, given the uncertain times resources may be re-deployed with the focus (rightly) being on operational delivery.</p> <p>Priority is being given to 'immediate detriment' cases, and it is hoped that work can begin on those cases in six months' time. This may be pushed back further depending upon resources due to Covid-19.</p> <p>A ministerial statement is due to be issued today regarding the 12 week consultation, due to be launched in May.</p> <p>86 teacher cases have been lodged with the employment tribunal, with the hearing scheduled to take place later this year (this may slide to 2021). The tribunal will need to determine a remedy that can be delivered whilst taking account of other issues, such as the current Covid-19 crisis.</p> <p>NM queried whether the Courts and HMT appear to be sticking to unreasonable timelines and how much of a risk this might pose with schemes focusing on operational delivery. JB advised that the schemes continue to work together and with HMT via MOCOP. HMT are aware that schemes are focusing on service delivery and understand the implication that this will impact Transitional Protection rectification work.</p> <p>JB confirmed that there is also push-back to HMT regarding other issues such as GMP, annual allowance and Pension Dashboard development. NM advised JB that he had the full support of the TPSPB in pushing back to HMT, and that, should he need to do so, he could cite this support.</p>	
Agenda item 4	<p><b>Managing Risk and Internal Controls sub-committee chair topics:</b></p> <p>SA highlighted key issues from the MR&amp;IC papers circulated last week.</p> <p>Progress on the end of year accounts is going well, with a joint TP/DfE action plan in place to support the debtor control account.</p> <p>SA commented that the debtor control issue arose because of a mismatch between the database and the accounts system. The root</p>	

	<p>cause had been identified but she sought assurance that a similar issue would not arise with any future IT roll-outs. JR confirmed that the testing and monitoring regime has been improved, and that the audit report and action plan would be shared.</p> <p>The draft governance statement has been shared with Board members for comment, whilst this is a standard format, feedback is welcomed.</p> <p>NM queried whether the internal audit process was being hampered by the requirement for dialogue with operational staff who may not be available. JR advised that the audit is currently on track, acknowledging that the timetable may be impacted by remote-working related issues. AG confirmed some slight delays are anticipated, but should be resolved when full IT functionality is rolled out.</p> <p>SA noted that the employer portal issue related to privacy rather than data security; SC advised that whilst it has been confirmed that TP are GDPR compliant, the project was likely to take on a higher priority, in light of increased home working. SA confirmed that the sub-committee were assured that this was not a data security issue.</p> <p>NM noted that the risk registers had been sent out with the sub-committee papers and sought comments on how to best capture the covid 19 related risks. The consensus was to maintain the BAU Risk Register (which SC confirmed is updated monthly) and to maintain Paper 2 to reflect business continuity. NM asked about sharing performance data and SC suggested circulating this alongside the business continuity update. JR confirmed this would then provide fortnightly information.</p>	<p>AP6/250320</p> <p>AP7/250320</p>
<p>Agenda item 5</p>	<p><b>Service Delivery and Maintenance of Data sub-committee chair topics:</b></p> <p>JW noted the backlog of aged cases had occurred as a result of increased workload in TP; the quarterly report indicated that 5,000 of the 70,000 cases remain to be resolved – most of these required data from third parties. AG advised that progress to resolve was continuing and as at 23 March 420 cases remain from batch 1 and 844 from batch 2. As at 16 March, TP had been on track to clear all cases by the end of the month, but this will be impacted as a result of the time taken to set people up to work from home. TP fully expect the backlog to be cleared over the next few days. SC assured the Board that the remaining cases required small revisions and were of low member impact. An update to be provided at the next meeting.</p> <p>JR noted that Covid-19 issues are likely to create a further backlog, but that TP are currently well placed to deal with this. AG confirmed that the additional staff taken on have had their contracts extended to 30 April and work is on-going with Capita’s HR department to extend them further as an additional resource. JR confirmed the issue is being discussed at QSB level.</p>	<p>AP8/250320</p>

<p>Agenda item 6</p>	<p><b>Information to members and Communications Sub-committee chair topics:</b></p> <p>JH commented on the good Covid-19 related communication on TP's website.</p> <p>She advised, however, that some teaching staff do not understand the issue of "missing service" (i.e. that it is the supporting data that is missing not the contributions/service). JR confirmed that the message can be re-visited by TP to ensure that communications are clear.</p> <p>NM queried how the contact centre, is functioning at TP's premises. AG confirmed that social distancing is in operation, but that work is underway to support remote working. Call centre numbers will be diverted to staff, who will take calls from members whilst working from home and use a script to explain this. Employers are being asked to contact TP using email or the portal as it is not possible to respond by phone.</p> <p>JR confirmed there will be messaging asking people to keep their queries to essential ones.</p>	<p>AP9/250320</p>
	<p>NM thanked TP for participating in the meeting and asked for colleagues to pass along the Board's thanks to TP staff for all the work they are doing to keep the business operating.</p> <p>TP staff left the meeting as the next item was commercially sensitive.</p>	
<p>Agenda item 7</p>	<p><b>Impact of Covid-19 on Commercial activity:</b></p> <p>This section has been removed as it contains commercially sensitive information. A full copy of the minutes and actions are held by the TPSPB secretariat, stored electronically and in hard copy format.</p>	
<p>Agenda item 8</p>	<p><b>AOB:</b></p> <p>NM summarised agreed arrangements for the next meeting. A further (30-60) minute telephone conference will take place on Wednesday 8 April 1400-1500), to provide an update for this group.</p> <p>A reduced TPSPB meeting (no more than 2 hours), will take place by telephone conference on 22 April, for all TPSPB members, focusing on the current situation. NM and JR will agree the agenda off-line.</p> <p>NM extended on behalf of the Board, thanks to the pensions team.</p>	<p>see AP3/250320</p>

Minutes agreed: 

Date: 1 April 2020

Minutes circulated to Board attendees for review on 1 April 2020.  
The minutes will be uploaded to the Governance area of TP's website (being redacted where required) and a copy securely stored.