**Teachers’ Pension Scheme Pension Board (TPSPB)**

**Information to Members and Communications Sub-Committee**

**19 March 2025 – In Person - Bishopsgate House Darlington**

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| **Present:** |  |
| Heather McKenzie | Member Representative (Chair) |
| Maria Chondrogianni | Member Representative |
| Yvonne Moult | Employer Representative |
| Susan Fielden | Employer Representative |
| Anna-Marie Alderson | DfE Senior Contract Manager |
| Zaheer Patel | DfE Contract Management Team |
| Judith Kirby | DfE Contract Management Team |
| Kerry Tate King | TP Head of Engagement and Marketing |
| Andrew Carter | TP Head of Governance and Risk |
| Charlotte Wilson | DfE Secretariat Team Leader |
| Abbie Myles | DfE Secretariat |
| Loraine Dodds | DfE Secretariat |
| **Observers:** |  |
| Alan Taylor | TPSPB Chair |
| Jo Maguire | New IPS |
| Peter Bryan | New TPSPB Board Member |
| Michael Collier | Current TPSPB Board Member |
| Frances McCarthy | DfE Contract Management Team |
| **Apologies:** |  |
| Jo Cole | TP Engagement Team |
| Jennie Connelly | TP Engagement Team |

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|  | **Item** | **Action** |
| Agenda Item 1 | **Welcome and Apologies:**   * HM welcomed observers, Alan Taylor as current TPSPB Chair, Jo Maguire as Independent Pension Specialist, Peter Bryan as Board Member Representative, Michael Collier as Current TPSPB board member and Frances McCarthy as DfE Contract Manager. * Apologies were received from Jo Cole and Jennie Connelly, TP Engagement Team * The minutes from 11 December 2024 were ratified. |  |
| Agenda Item 2 | **Actions from the previous meeting:**     * **IM1/111224** – Feedback from Board Member after attending TCS Employer workshop all agreed the workshop had a positive overall impact, with a well-structured format and valuable feedback. The online forms presented were more concise. Concerns raised earlier regarding the opt-out form and the potential for employers to incorrectly use it have been addressed by TCS. TCS have now implemented a paper version to prevent this issue. TCS are planning another workshop soon, which will cover topics such as contributions, processing services, salary prints, starter packs, pensions in divorce, and bereavements. |  |
| Agenda Item 3 | **Engagement Plan – Paper 8**  TP shared the 2025 Engagement Plan with the subcommittee which was circulated with the agenda.  ***Highlights include:***   * The "Retirement Explained" campaign has been integrated into the upcoming newsletter. * The "Relatives and Advisors" campaign will be part of a social media initiative, launching after stabilisation. * The "Pension Advocates" initiative is under ongoing discussion with the Department for Education and will be paused until later in the year. * The "Member Personalisation Stories" will be reviewed again in April. * Pinterest has been suggested as an advertising tool. DfE are considering the proposal. * RSS comms updates began in April and will be reassessed on an ongoing basis to ensure they are up to date. * Regarding the Blue-Sky platform, a survey conducted in November 2024 showed that 41% of teachers use it, another 41% do not, and the remaining users are considering joining. * The Employer training plan has seen strong engagement with event registration numbers steadily increasing. * The TPAF event for employers is scheduled for March 20, 2025. * lIMC expressed appreciation to TP for the summary. |  |
| Agenda Item 4 | **Transitional Protection (TrP)**   * ***Highlights include*:** * The RSS campaign has been launched, and FAQs have been added to the website. * A newsletter for the Benefit Statement campaign has been published. * New FAQ materials have been created to support members affected by transitional protection. * The current Benefit Guide has been updated. * Regular TrP signposting for members has been introduced. * Feedback from a recent TPARG meeting regarding understanding and modellers personalisation has been considered. * The board noted that due to the tax implications of roll back to the final salary Scheme, some teachers had to inform HMRC within 3 months and questioned whether all teachers had been informed of this. It was noted the information is currently shared on the TP website and the communication clearly states any tax implications. TP to confirm RSS letters also state this clearly. * The Family Scheme personalised calculator has received nearly 900,000 views, with 111,000 active users. * The Family Benefits calculator has been accessed nearly 22,000 times, with 15,500 active users. * The board inquired about the time period for these figures and whether the views were unique. It was agreed that Capita would provide feedback on this. * IMC thanked TP for their update and continued efforts. | **IM1/190325**  **IM2/190325** |
| Agenda item 5 | **TPSPB Executive Review – Paper 7**   * Secretariat team leader presented the Executive Review to the board members. * Key highlights include; * Annual events of the TPSPB, including Board and Subcommittee meetings. * The TPSPB Terms of Reference (ToR) has been updated and will be presented to the board in April. * A cyber incident that occurred in 2023 and was dealt with in 2024 was acknowledged. * Risk management framework was confirmed as being robust. Board members see this in action through the risk registers. * Key activities and challenges, such as transitional protection and customer satisfaction, remain a priority. * Information on Board and Subcommittee attendance, as well as board expenditures, will be included after the financial year-end to ensure the document is up to date for the TPSPB presentation in April. * The document was recognised as useful for new TPSPB members. * The board inquired about the intended audience, it was clarified that the document is aimed at board members as a summary of annual activities. It is also shared on the TP website for the benefit of members and employers. Additionally, meeting minutes are published on the TP website for general interest. No feedback has yet been received from members or employers regarding this information. It was noted that this document is not shared with the Secretary of State. |  |
| Agenda Item 7 | **Review of Papers**  **Quarterly Report (Paper 5)**   * The winter retirement exercise has been successfully completed. * Members unaffected by transitional protection received their payments on January 1, 2025. * Congratulations to Capita on the successful execution of this work. * SLAs remain strong overall, though some challenges persist. * Positive feedback has been received from both members and employers. * Outcome 11 – the employer engagement measure was adjusted due to Google Analytics. A slight performance dip occurred on November 1, 2024, but has since recovered to 100%. * Customer satisfaction remains high. * Despite some challenges with social media, member engagement remains strong.   **Dashboard (Paper 4)**   * The TP Head of Governance and Risk mentioned that Capita is providing a wrap-around service for the health and bereavement call line. However, the general call line is facing the most impact, struggling to keep up with the volume of incoming correspondence. This has led to a significant increase in complaints, highlighting the importance of properly addressing complaints calls at the first point of contact. While call volumes surged towards the end of 2024 due to CETV requests, this has now decreased, and the backlog is being managed. * The board inquired whether the proportion of complaints remained consistent. It was noted that the proportion was higher, but the board agreed that it is important to consider the ratio of complaints to the overall number of members. * The board also asked about email complaints, inquiring whether responses were as prompt and what happens if members do not receive a response and resort to calling. They wanted to know the typical wait time for an email response. * Capita acknowledged issues with mapping out the customer journey and stated that they are working to address this, with ongoing discussions with the DfE. It was agreed that Capita would take this point away to gather data on the average response times. Additionally, it was confirmed that all emails and calls are logged and tracked, ensuring only one response is sent. The board asked if there was an automatic email response, to which Capita confirmed there is not. However, in line with SLAs, a response is expected within 10 days. | **IM3/190325** |
| Agenda Items 8 | **Highlights to report to the Board:**   * Engagement Plan 2025 * Transitional Protection update * TPSPB Executive Review |  |
| Agenda  Item 9 | * **Agree whether any individual papers or presentations should be shared with the rest of the Board for information.**   It was agreed the papers 4,5,6 and 7 be shared with the board. |  |
| Agenda Item 10 | **AOB**   * Capita and DfE staff were thanked for their contributions to work already being conducted and ongoing in the future. |  |
| **TP COLLEAGUES LEFT THE MEETING** | | | |
| Agenda Item 11 | **Transition sub-committee update from 11 June 2025**  **The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full set of minutes (and actions) will be produced from the sub-committee meeting, which took place on 11 June 2025 and will be shared with the Board Members.** |  |
| Next meeting | 18 June 2025 via teams |  |

* Minutes agreed by Chair: Heather McKenzie            Date: 31 March 2025

* Confirmed by circulation to sub-committee members on: 1 April 2025
* To be ratified at sub-committee meeting on 18 June 2025