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

**Service Delivery and Maintenance of Data Sub-Committee**

**19 March 2025 - In person at Bishopsgate House, Darlington**

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| **Present:** |  |
| Simon Lowe  | Employer Representative (Chair) |
| John McGill | Member Representative (via Teams) |
| Heather McKenzie | Member Representative |
| Peter Strike | Member Representative |
| Yvonne Moult | Employer Representative  |
| Alyson Fox | TP Head of Operations |
| Andrew Carter | TP Head of Governance and Risk |
| Anna-Marie Alderson | DfE Senior Contract Manager  |
| Zaheer Patel | DfE Contract Manager |
| Abbie Myles | DfE Secretariat  |
| Loraine Dodds | DfE Secretariat Team |
| Charlotte Wilson | DfE Secretariat Team Leader |
| **Observers** |  |
| Alan Taylor | TPSPB Chair |
| Jo Maguire | Independent Pension Specialist |
| Judith Kirby | DfE Contract Manager |
| Frances McCarthy | DfE Contracts Management Team (via Teams) |
| Peter Bryan | Employer Representative |
| **Apologies** |  |
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|  | **Item** | **Action** |
| Agenda Item 1 | **Welcome and Apologies:*** All those in attendance were welcomed to the meeting.
* The minutes from 11 December 2024 were ratified.
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| Agenda Item 2 | **Review of actions from September’s meeting:*** **SD1/111224 – LGPS members with less than 2 years’ service being transferred into TPS –**
* Any member of LGPS with under 2 years’ service must be transferred back into TPS
* McCloud rectification must be applied to all transferred members
* Communications have gone out to all members
* DfE are working with TP colleagues to ensure this runs smoothly
* Confirmation of the number of members who need rectification will be given in June’s sub-committee
* Agreed to close this action, with the QR providing an update moving forward
* **SD2/111224 – split of members on both MDC and MCR (Paper 8)**
* Paper 8 provided a graphic on the current split of employers on MCR and MDC
* 31March 2025 will be a hard stop to onboarding any new employers, and no new employers will be actively looked for
* MCR delivery is under consideration with the extension of the Go Live date however no decisions have been made yet
* Agreed to close this action, with the QR providing an update moving forward
* **SD3/111224 – grading process for complex flexibility cases**
* An update will be provided in the QR regarding the progress of CETV cases
* Flexibility cases are very complex and are needing significant intervention
* 620 CETV cases are left to complete, with 80% having been successfully processed**,** of these cases
* 172 are non flexibility cases, to be completed by end of May 2025
* 142 flexibility cases, to be completed by October 2025
* 306 are retired cases, awaiting GAD guidance
* Communication is being issued to members to keep them informed on the work being undertaken on the remaining cases
* A reforecast of the burndown date is currently being undertaken
* For any specific cases needing escalation, there is a dedicated member of TP staff to complete this
* Around 200 cases may take longer to complete than October, due to awaiting information for a third party
* The GAD guidance will be specific to each public sector pension scheme
* The intention is that all CETV cases will be completed before the transition to TCS, there will always be CETV cases however, but it will be back to a BAU state
* Agreed to close this action, with the QR providing an update moving forward
* **SD4/111224 – low number of upheld complaints**
* TP and DfE have undertaken analysis on complaints
* Any complaint that is regarding a regulatory issue, can be accepted but it cannot be upheld
* Agreed to close this action
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| Agenda Item 3 | **SD8/180924 – Workload Pressures Deep Dive:**An update was provided on the current workload pressures within Capita, key items to note;* The amount of casework in operation has increased, including the amount of calculations that have to take place per transaction
* Incoming calls to the contact centre has increased, this is a priority area for increase of resources
* There are no specific areas where the increase is most felt, there has been an increase in activity across the board
* Social Media platforms and misinformation is having an impact on member behaviour
* Commercially Sensitive – TP and DfE have been in discussions to explore offshoring certain administrative tasks to Capita India. This is being considered, and resource planning is underway
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| Agenda Item 4 | **Transitional Protection*** DfE provided an update on the Transitional Protection (TrP) project in the QR.
* QR page 5 RSS have started to be issued to members
* Vast majority of members are opting to stay with the benefits they currently receive
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| Agenda Item 5 | **Issues raised from TPARG**Teachers’ Pensions Administration Review Group (TPARG) met on 17 March 2025* The two main points raised were the contact centre challenges and CETV position
* It was also noted the impact of the member experience for outstanding CETV cases
* Social Media and its impact on members was also raised
* The sub-committee asked if social media impacts member behaviour beyond just opting in and out of the scheme
* TP are asking from feedback from member when they opt out
* It is having an impact on member behaviour, for example understanding Career Average Schemes and then TP receiving complaints on financial detriment
* TP website has a range of calculators and modellers that members can use and these are sent out as part of communications
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| Agenda Item 6 | **Review Dashboard and supporting papers:****Quarterly Report (Paper 5)*** Winter retirement exercise was successfully completed
* All members, not affected by Transitional Protection, were paid on tim**e**
* The sub-committee congratulation TP for their excellent work on this
* Easter retirement exercise has started
* P14’s – some members are receiving unexpected tax demands. This was caused by a system error at HMRC and remedial action is being taken, with DfE working alongside HMRC
* Outcome measure 5 and 6 are below target as per usual, but overall member experience continues to be good
* Pensions Dashboard – current legal connection date is 21October 2026, however a deferral for 12 months has been requested due to the active transition period
* The sub-committee asked for clarification regarding an academy that are not paying into the pension scheme. It was believed that they had gone into liquidation, but an action as taken to check this and TP to provide an update at the next meeting

**Dashboard (paper 4)*** TP are reviewing performance and workload resourcing
* SLA 3a and 3b – CETV cases are going to be impacted for a significant period of time

**Issues Log (Paper 6)*** Currently 2 active issues, and will be kept as active until back in a BAU state
* Transitional Protection Casework
* CETV Delivery

**Complaints Dashboard (Paper 7)*** The volume of complaint cases remained consistent with the

previous quarter, with 1,353 completed, the same as theprevious quarter of 1,435; with a 4% increase in upheldcomplaints. | **SD1/190325** |
| Agenda Item 7 | **Agree items to be discussed at TPSPB*** CETV
* Workload Pressures
* MCR/MDC plus supporting paper
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| Agenda Item 8 | **Agree whether any individual papers should be shared with the Boar*** Paper 7 – split of MCR/MDC
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| Agenda Item 9 | **AOB*** None raised
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| **TP colleagues left the meeting** |
|  Agenda Item 10 | **Transition Sub-Committee Update – highlights:-**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 19 March 2025 and will be shared with the Board Members. |  |
| Agenda Item 11 | Next Meeting : 18 June 2025 via Teams |  |

Minutes agreed by Chair:  Date: 31 March 2025

Confirmed by circulation to sub-committee members on: 31 March 2025

To be ratified at sub-committee meeting on 18 June 2025.