

Teachers' Pension Scheme Pension Board (TPSPB)
24 April 2024

MINUTES

Present: Board Members	Also Attending:
Alan Taylor (Chair)	Anna Leonard (DfE Head of Supplier Management)
Lisa Sproats (Employer Representative by Teams)	John Brown (DfE Head of Supplier Management and Secretariat)
Susan Anyan (Independent Pension Specialist)	Alistair Dennis (Head of Teachers' Pensions at Capita)
Maria Chondrogianni (Member representative by Teams)	Amy Gibbs (TP Head of Governance and Risk)
Susan Fielden (Employer representative)	Alyson Collingwood (TP Head of Operations)
John Pratten (Employer representative)	Loraine Dodds (DfE Secretariat)
Peter Strike (Member representative)	
John McGill (Member representative by Teams)	
Yvonne Moulton (Employer representative)	
Heather McKenzie (Member representative)	
Simon Lowe (Employer representative)	
Michael Collier (Member representative)	
Peter Springhall (Deputy Director)	
Apologies:	
Helen Cowan	

	Item	Action
Agenda item 1	<p>Introduction, attendance and apologies:</p> <ul style="list-style-type: none"> AT welcomed everyone to the meeting, especially Mike Collier, the newest member of the Board. Apologies were received from Helen Cowan (Secretariat). <p>Register of Interests:</p> <p>AT reported that there were 3 new items on the list, including his own, and that in his opinion there were no conflicts that would prevent participation in the meeting. John Brown confirmed that there were no conflicts that would prevent AT's participation.</p> <p>Minutes of the previous meeting (Paper 2):</p> <ul style="list-style-type: none"> Acronyms are to be made clearer, for example, Health Management to be referred to as HML. 	AP1/240424

<p>Agenda item 2</p>	<p>Actions Update (Paper 3) The following actions were discussed: -</p> <ul style="list-style-type: none"> • AP3/240124 and AP4/240124 – The Highlight report update was provided during the Transition sub-committee agenda item (9) • AP10/240124, AP11/240124 and AP12/240124 – A paper on MCR was circulated before the meeting, explaining the rationale for ceasing proactive onboarding to MCR, while allowing employers to continue if desired. The decision to "hard stop" onboarding in March 2025 was confirmed, ensuring sufficient time for data quality assurance before transition in October 2025. It was noted that large programmes of work like MCR are often discussed in all sub-committees and the board was asked to consider ways to monitor these workstreams more efficiently. Agreed that the Portfolio Executive Summary covers large programmes of work. • AP16/240124 Pensions Specialist Update – Agenda items for the next MOCOP have been provided; the meeting is expected in May but not yet scheduled. The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting. • A recent article in the Guardian published a member of the TPS wrongly declared deceased. The purpose of the annual process is to minimise overpayments, preventing distress to beneficiaries. In this specific case the member was removed from the Disclosure of Death Registration process and will not appear in future searches. Concerns arose about the gap between TP contacting the member and stopping the pension, particularly during holiday periods and confirmed that the 28-day period is considered sufficient. • TP18/240124 – Progress on resourcing to mitigate the volume increases. Casework volumes from January 2022 to March 2024 were presented. TP has invested additional resources to manage increased volumes and is working with the department to reallocate resource from TrP project. 	
<p>Agenda Item 3</p>	<p>Pension Specialist Update</p> <p>Spring Budget</p> <ul style="list-style-type: none"> • A significant financial event, but there was no mention of pensions. <p>Defined Benefit Funding regime</p> <ul style="list-style-type: none"> • Relevant for wider pensions context but does not impact the TPS. <p>Carers' leave</p> <ul style="list-style-type: none"> • The Careers' Leave Regulations 2024 have been incorporated into TPS regulations. New legislation will include neo-natal leave entitlement. <p>Work and Pensions Committee report</p> <ul style="list-style-type: none"> • This report does not apply to TPSPB; however, the secretariat will consider areas of best practice. <p>Organisational change at the TPR</p>	

	<ul style="list-style-type: none"> The restructuring is unlikely to change how we interact. Recent changes to the lifetime allowance were communicated through regular channels. Regarding pension dashboards, the department is considering an extension request and will update the Board in July. 	AP2/240424
Agenda Item 4	<p>Policy Update</p> <ul style="list-style-type: none"> There was discussion at the Scheme Advisory Board (SAB) regarding Long Covid and its impact on members' ability to stay in the profession. The department continues to monitor ill health applications citing long Covid. Transitional Protection implementation, and specifically the policy discussions with HMT about unauthorised payments, was discussed at the last meeting. The Employer Contribution Rate changed from 23.6% to 28.6% in April 2024. SAB is assessing the impact on employer budgets and members. The Working Longer Review ceased, however SAB still reviews the effects of increased normal pension ages on members. SAB is reviewing the policy on remarriage/civil partnership benefits cessation for those whose spouse/civil partner left service before 2007. Opt-Out Data is regularly discussed at SAB. Collecting data on protected characteristics is limited by GDPR, but opt-out reasons are collected voluntarily. The board emphasised the importance of understanding opt-out rates and reasons, particularly higher rates in London and Southeast. TP will explore data collection options and update in July. Transitional Protection Project: Policy on unauthorised payments has been confirmed and IT developments can proceed. The project is on track to issue all RSS documents within 18 months of the October 2023 launch. 	AP3/240424
Agenda Item 5	<p>Managing Risk and Internal Controls sub-committee update:</p> <ul style="list-style-type: none"> Annual report and accounts – there are no issues at this point. Transitional Protection - A recent deep dive revealed some RSS statements were paused awaiting clarity from Treasury. Some RSS statements already issued are under review. The overall project is challenging but manageable. Internal Audits - A rolling programme is in place, with the TrP audit report due soon. MRIC sub-committee will report back to the board. The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting. 	AP4/240424
Agenda item 6	<p>Information to Members and Communications sub-committee update:</p> <ul style="list-style-type: none"> Transitional Protection Update – An overview was provided of the current project, along with bespoke member communications and a review of benefit statement design. Engagement Plan Update - The 2024 plan includes details on pension increases and is clear in its objectives. 	

	<ul style="list-style-type: none"> • Social media and Training Plan – The sub-committee received a presentation on using social media for communicating benefit statements and transitional protection. The Board acknowledged the excellent work done by colleagues on the social media campaign. • Executive Review – The annual review was shared with the board; pending changes to be circulated via email. It was agreed to rename the report to "Summary of Activity During the Year" to better reflect its purpose. The renamed report will be published on the TP website, with a separate report for the Secretary of State including the Board's governance report. 	AP5/240424
Agenda item 7	<p>Service Delivery & Maintenance of Data sub-committee update:</p> <ul style="list-style-type: none"> • Money and Pensions Report – There was no cause for concern identified. The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting. • Outcome Measures (OM) – The sub-committee focussed on OM 5 and 6, recognising the difficulty in measuring satisfaction when contact typically occurs where there is an issue. • Ill Health - Collaboration with Health Management Limited (HML) noted increased case volumes, particularly regarding long Covid. A deep dive into ill health application data is planned for next sub-committee meeting. <p>CETV and Missing Service:</p> <ul style="list-style-type: none"> • 400 outstanding divorce CETV cases due to TrP work. Policy for CETV calculations confirmed; backlog managed manually until IT development completion. Concerns raised about delays and replication in future years due to scheme changes. • HML expected to clear backlog by the date of this board; there are 62 cases remaining, showing improvement. Discussion on potential value of TPS ill health data to central government and comparisons with other public service schemes. • TPS do not routinely share specific ill health data due to diverse scheme demographics. It was confirmed data is shared through other channels, utilised across the department. 	
Agenda item 8	<p>TP Update</p> <ul style="list-style-type: none"> • Member volume increases is causing some difficulty with delivery, specifically in relation to in SLAs 5, 6, and 13. TP is addressing cases, but SLA 13 is below target. The regulator has been informed. • Significant volume increases in contact centre and digital channels. TP is exploring short-term solutions but is currently under-resourced. • TP excels in employer engagement SLAs and finance targets. • Data quality and accuracy remain critical risks. Focus on retaining personnel and knowledge amid upcoming scheme transitions. TrP and scheme exit are ongoing risks for the contract duration. 	

	<ul style="list-style-type: none"> • In March 2023, it was reported that Citrix was unaffected and only 1 member was impacted. Kroll's forensic analysis later found data for an additional 1709 members in the exfiltrated records. • Concerns were raised about the delay in informing the board and the accuracy of the reported numbers. • The board was unaware of the ongoing investigation and expected a 'lessons learned' report sooner. • The confirmed total affected is 1776 members, excluding the initial case. • The board requested a timeline for the 'lessons learned' report and expressed dissatisfaction with the management of the incident and communication. 	AP6/240424
	TP COLLEAGUES LEFT THE MEETING	
Agenda Item 9	Transition sub-committee Update and Progress Report The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting.	
Agenda Item 10	Portfolio Executive Summary The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting.	
Agenda Item 11	Any Other Business The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting.	
Agenda Item 12	Board's reflection on the meeting The remainder of this section has been removed to ensure commercial sensitivities are maintained. A full version of the minutes will be prepared and shared with Board members, and at the next TPSPB meeting.	
	<p>Alan concluded by thanking everyone for their attendance and contributions to a very productive meeting.</p> <p>The next meeting will take place on 10 July 2024 in London.</p>	

Minutes agreed:



Date: 4 July 2024

Minutes circulated to Board members for review on 4 July 2024. The following changes were made following Board member review. No amendments were requested/made.

Minutes ratified at subsequent TPSPB –