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

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

**09:15 till 10:45 on 18 September 2024 Via Teams**

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| **Present:** |  |
| Simon Lowe  | Employer Representative (Chair) |
| John McGill | Member Representative |
| Heather McKenzie | Member Representative |
| Peter Strike | Member Representative |
| Susan Anyan | Independent Pension Specialist |
| Yvonne Moult | Employer Representative (via Teams) |
| Alyson Collingwood | TP Head of Operations |
| Andrew Carter | TP Head of Governance and Risk |
| Anna-Marie Alderson | DfE Senior Contract Manager  |
| Zaheer Patel | DfE Contract Manager |
| Helen Cowan | DfE Secretariat Team Leader |
| Abbie Myles | DfE Secretariat  |
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| **Observers** |  |
| Alan Taylor | TPSPB Chair |
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| **Apologies** |  |
| Loraine Dodds | DfE Secretariat Team |
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|  | **Item** | **Action** |
| Agenda Item 1 | **Welcome and Apologies:*** All those in attendance were welcomed to the meeting.
* Apology was received from Loraine Dodds.
* The minutes from 19 June 2024 were ratified and Board members endorsed the new format.
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| Agenda Item 2 | **Review of actions from June’s meeting:*** **SD1/190624 – *Long Covid being primary reason for ill health*** *–* An update was provided in the Quarterly Report (QR). DfE explained the issue is held by the Scheme Advisory Board (SAB) and that the sub-committee would be kept updated. It was agreed to close this action.
* ***SD2/190624 – Information reported to the Financial Conduct Authority (FCA).*** *An* update was provided. It was explained that feedback from members suggests they are acting on the advice being given by the third party, however, members do not indicate from where the advice is being received, therefore DfE cannot report to the FCA but would monitor the situation closely.
* ***SD5/190624 –MCR/MDC*** *–* DfE explained employer onboarding on to MCR will be paused from 1 April 2025 to allow for a review period. Employers who have not onboarded on to MCR by this point, will continue to submit service and salary data via MDC. The website has been updated to inform employers of this. The sub-committee requested a deep dive on this at either the next sub-committee (December 2024) or the one thereafter (March 2025).
 | SD1/180924  |
| Agenda Item 3 | **Transitional Protection (TrP):*** The sub-committee were referred to Page 14, paras 75-78 of the QR.
* DfE explained that there are outstanding CETV cases, where further guidance is required regarding TrP, before the CETV can be issued to members. TP have been communicating with affected members, provided assurance that the cases will be worked as soon as possible.
* The sub-committee queried the type of advice that remains outstanding from HMT. DfE clarified the outstanding policy position.
* The sub-committee asked which members have retired and taken CETV. It was suggested these could be pension on divorce cases. An update will be provided for the next meeting.
* The sub-committee was assured that communication had been sent to affected members to explain why their cases remain outstanding. It was acknowledged that some members are experiencing financial stress due to the delays. These specific cases are being prioritised, where possible.
 | SD2/180924 |
| Agenda Item 4 | **Data Improvement Strategy (verbal update)*** DfE explained that this was a forward workplan item.
* An audit of the TPS dataset was commissioned by DfE and undertaken by Government Internal Audit Agency (GIAA) and

Government Actuary’s Department (GAD), ahead of the transition in 2025. DfE confirmed that the findings highlighted no significant concerns. They are being worked through with Capita. * There is a Data Strategy Working group between DfE and TP, which is in the process of agreeing the next steps following this audit. An update will be provided to this sub-committee.
* The sub-committee queried whether non-digital data had been in scope of the audit. DfE confirmed they are having ongoing conversations with Capita as whether the non-digital data (primarily paper documents) is required to be kept at all, and if so, how it will be transferred to TCS.
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| Agenda Item 5 | **Staff Learning and Development and Knowledge Management – (Paper 8)*** TP presented Paper 8 to the sub-committee, which focused on Learning and Development, and Knowledge Management within TP. The key highlights were: -
* Training in the first week of a new starter onboarding at Capita. TP have a suite of training programmes, which include a test of knowledge (pass rate 85%) and systems training on Hartlink and calculations.
* Staff joining the contact centre complete a 6-8 week training programme, which includes shadowing/team buddying, talking to members, undertaking knowledge tests, monthly performance reviews, and also opportunities for apprenticeships.
* New Team Managers can undertake leadership apprenticeships, pension apprenticeships, making use of HR hubs and academies for people to join to enrich their learning.
* Mandatory training is completed by everyone in the business and there are continued professional and personal development tools for staff to utilise.
* Several initiatives are in place to enable staff to cross skill, transfer knowledge, giving the business flexibility to deliver. Reverse roadshows have been introduced in 2023 where two successful initiatives were implemented, including a new TrP knowledge hub.
* TP assured the sub-committee that the training and knowledge it provides allows staff to be as competent as possible and that they have an array of material to progress and develop knowledge across the business.
* The sub-committee queried how the level of involvement from Capita in the transfer of staff to the new supplier in 2025. Capita confirmed that they are working closely DfE and new supplier on what can be shared i.e. educational pieces around pensions etc. An exit team has been deployed to develop a training plan incorporating TCS systems.
* Capita reported staff turnover has fluctuated, and some fixed term members of staff now have permanent positions.
* The sub-committee thanked Capita for an impressive presentation and felt assured by the discussion.
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| Agenda Item 6 | **TPARG  - 17 September 2024*** DfE reported that two points were raised at TPARG (held on 17/09/2024) for this sub-committee:
	1. Ill health backlog of cases had reduced from 121 to 53 in July. The sub-committee acknowledged the good work of Health Management DfE and Capita colleagues.
	2. The position regarding outstanding CETVs, and the impact on member experience position (discussed above).
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| Agenda Item 7 | **Review Dashboard and supporting papers:****Quarterly Report (Paper 5)*** Recognition was given to TP on successfully delivering the Summer Retirement Exercise. There were 11,207 applications received, All BAU cases were completed on time.
* Annual Allowance cases are being worked in accordance with the deadline of 6 October. The Regulator is being kept up to date with progress.
* SLA performance is generally good, and areas of challenge are being actioned. Colleagues are undertaking detailed trend analysis around transactions for members and potential impacts on workload. An update will be provided at the next meeting.
* Performance under SLA3 (change of entitlement, which covers revisions and reemployments) indicates members are retiring and very quickly returning to work. Analysis is ongoing around cost of living to establish the change in behaviour.
* SLA4c (death benefit payments) reported a performance increase to 100% following a dip in the last quarter due to an administrative error.
* Page 6 reports the number of optouts received during January to July 2024, with a notable peak in April.
* The sub-committee acknowledged the hard work of DfE, Health Management (HM) and TP on reducing the backlog ill health retirement cases.
* DfE advised Outcome Measures (OM) are low due to changes to the feedback mechanism, which hasn’t driven the performance anticipated. DfE and TP will continue to review the OM feedback.
* OM11b, which relates to employers engaging with the Scheme, shows a dip in performance due to the way the google analytics work. Google have changed their policy earlier this year where members can opt out of using cookies which severely impacts the reporting under OM11b. DfE and TP will be reviewing the related target at the next review meeting and an updated will be provided in the next QR.
* There is currently a dual process for employers to send service and salary data for TP via both Monthly Data Collection (MDC) and (MCR). Onboarding on to MCR will stop from 31 March 2025 to allow for a review period.
* The development and delivery of the Pensions Dashboard will fall into the new contract from 2025.
* Independent schools leaving the scheme - TP and DfE continuing to monitor the impact of 20% VAT being applied to independent school fees from January 2025. It was acknowledged that this has led to additional schools either leaving the Scheme or taking phased withdrawal.
* The sub-committee challenged why performance under some OMs linked to service delivery were below 80% and why retirement applications were taking six months to process. The Board was given assurance that this was not the case - members affected by TrP are being encouraged to send their retirement applications earlier to give TP additional time to progress their applications.
* There were some confusions relating to the acronyms in Table 79, relating to ACA and MAT. The sub-committee agreed an action to clarify the acronyms and their differences at the next meeting.
* The sub-committee asked for more historical data to be provided to some of the tables showing only three months data.
* The sub-committee queried if para 15 relating to average service level performance decreasing in the last six months was due to capacity. DfE confirmed TP are conducting analysis as to why the workload is increasing. The sub-committee noted that previous CEM benchmarking exercises had rated the Scheme as “high quality, low cost” in comparison with other public sector pension schemes, over several years. The sub-committee requested assurance that the “low cost” element wasn’t driving workloads to increase.
* It was agreed there would be a deep dive at the next sub-committee to provide more contextual information around workload pressures.

**Dashboard (paper 4)*** TP reported that there had been some failed Pension on Divorce cases due to the embargo and TrP.
* TP also reported that its finance teams are working with employers to reduce the amount of monies held in suspense.

**Issues Log (Paper 6)*** DfE reported that there is one active issue on the Issues Log, which relates to the backlog of ill health cases. DfE reported that the backlog has been cleared, service has been maintained for the last four weeks and it is anticipated this will continue.

**Complaints Dashboard (Paper 7)**This paper was read by the sub-committee and no further comments made. | SD3/180924SD4/180924SD5/180924SD6/180924SD7/180924SD8/180924 |
| Agenda Item 8 | **Agree items to be discussed at TPSPB:-** * Update on the ill health casework position
* Recognise the achievement of delivering the SRE
* Update on position re CETVs and
* Opt outs

The sub-committee thanked TP for their continued hard work. |  |
| Agenda Item 9 | **Agree whether any individual papers should be shared with the Board:-**Paper 8 – Learning and Development |  |
| **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 the morning of 18 September 2024 and will be shared with the Board Members
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| Agenda Item 11 | **AOB** None raised. |  |
| Next meeting | 11 December 2024 – to be held face via Teams |  |

Minutes agreed by Chair:  Date: 2 October 2024

Confirmed by circulation to sub-committee members on: 2 October 2024

To be ratified at sub-committee meeting on 11 December, 2024