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

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

**11:00 – 12:30 on 11 December 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  |
| Alyson Fox | TP Head of Operations |
| Andrew Carter | TP Head of Governance and Risk |
| Barry Bailie | TP Head of Employer Portfolio |
| Anna-Marie Alderson | DfE Senior Contract Manager  |
| Zaheer Patel | DfE Contract Manager |
| Abbie Myles | DfE Secretariat  |
| Loraine Dodds | DfE Secretariat Team |
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| **Observers** |  |
| Alan Taylor | TPSPB Chair |
| Charlotte Wilson | DfE Secretariat Team Leader |
| Judith Kirby | DfE Contract Management Team |
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| **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 18 September 2024 were ratified.
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| Agenda Item 2 | **Review of actions from September’s meeting:*** **SD2/180924 – Transitional Protection (TrP) –**

 An update was provided in the Quarterly Report (QR) on TrP and CETV cases. It was agreed to close this action.* **SD3/180924 – SLA performance around trend analysis –**

An update was provided in the QR. It was agreed to close this action.* **SD4/180924 – Outcome measure 11B –**

An update was provided in the QR. DfE have taken the action to remove outcome measure 11b. It was agreed to close this action. * **SD5/180924 – Review of dashboard supporting papers around acronyms. –**

An update was provided in the QR to explain the use of previously used acronyms, such as ACA and MAT. It was agreed to close this action.* **SD6/180924 –Sub-Committee requested historical data to show trends over 3 months.**

The Performance Dashboard paper has been updated to include performance data over a longer timeframe. This is referenced in the QR. It was agreed to close this action.* **SD7/180924- CEM Benchmarking** –

This was covered as a separate agenda item. It was agreed to close this action.* **SD8-180924 – Deep dive requested to provide more information on workload and pressures.** -

It was agreed that this would be added as the Forward Planning agenda item for the March 2025 sub-committee. |  |
| Agenda Item 3 | **SD8/180924 – Contextual information on workload pressures:*** TP workload has been identified as a factor in SLA targets being missed. The sub-committee requested assurances on actions being taken to address this.
* DfE gave assurances that they are working with TP colleagues around the volume of transactions that are being seen.
* DfE are working with TP on a proposal around increasing volume.
* Have received a draft impact assessment that is being worked through and actions are being identified where DfE can support TP.
* A deep dive will be provided at the March 2025 sub-committee.
* The sub-committee queried how the requirement for more capacity within TP is addressed.
* TP stated that the recruitment process can take between 6 and 12 months. The labour market within Teacher Pensions is limited due to pressures on the wider pensions sector.
* TP gave assurances that actions are being taken to rectify this. Recruitment can now be undertaken UK wide, and conversations are ongoing between TP and DfE to monitor the situation.
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| Agenda Item 4 | **Transitional Protection*** DfE provided an update on the Transitional Protection (TrP) project in the QR. DfE provided additional assurance that Remedial Service Statements (RSS) are being sent to members to make their final choice on either moving back to final salary or keeping it in the career average revalued scheme (CARE) scheme.

DfE are working alongside LGPS (Local Government Pension Scheme) scheme to make changes to eligibility.* The sub-committee asked for clarification on the LGPS and how the policy works in practice.
* DfE will seek further information and provide an update to TPARG, the sub-committee and the board.
* The sub-committee queried the reporting that His Majesty’s Treasury (HMT) is involved in transitional protection, as stated in the QR.
* DfE assured that HMT lead on transitional protection and issue all guidance and legislations on actions that need to be undertaken.
 | **SD1/111224** |
| Agenda Item 5 | **MDC/MCR** * TP presented a slideshow outlining the differences between Monthly Data Collection (MDC) and Monthly Contributions Reconciliation (MRC), which relate to the submission process of service and salary information, along with contributions, from employers and payroll providers, to the Scheme. .
* MCR provides fewer tasks for employers to carry out and provides more detail.
* In MCR, contributions are checked against the data received, leading to less errors.
* On MDC, no checks and balances are carried out between contributions and member data.
* Until the end of the current TP contract, MDC and MCR are both available to employers.
* Onboarding to MCR will be paused from 31st March 2025.
* Currently:
	+ 6,533 employers are still on MDC
	+ 2,849 employers are still within the data assurance stage of moving to MCR
	+ 4,962 employers are on MCR and now in the BAU stage
* The sub-committee requested data on the split of members on both MDC and MCR. TP will provide this.
* The sub-committee thanked TP for an insightful presentation.
 | **SD2/111224** |
| Agenda Item 6 | **CEM Benchmarking – 2024 Report (Paper 8)*** CEM Benchmarking had issued their benchmarking results for the year ending March 2024, and concluded that the Scheme delivers a “high member service, at lower cost” compared to a a peer group of other public sector pension schemes.
* The Scheme scored well in Member Service, Online service and functionality
	+ The Scheme scored below average on Telephony support. DfE explained that members are ringing TP contact centre and getting through to the ill health and bereavement line, despite not having a related query. As a result, this has impacted SLA performance for the ill health line (SLA 12a). DfE and TP are in discussions to explore how we can change member behaviour.
* The sub-committee queried why members were selecting option 1 and if the desire for telephony support had been underestimated.
* DfE explained that the queue system is shorter for option 1, so members are not having to wait as long.
* DfE gave assurances that conversations between TP and DfE were ongoing to discuss the needed improvements.
* The sub-committee asked if members are told what position they are in the queue.
* TP advised that currently they are not, but this is being investigated as a way of improving the member journey.
* The sub-committee thanked DfE for the presentation, and were pleased the see that the CEM benchmarking report was largely positive.
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| Agenda Item 7 | **Issues raised from TPARG*** Teachers’ Pensions Administration Review Group (TPARG) met on 10th December 2024
* TPARG given update on CETV position as outlined in the QR
* TPARG wanted it noted at this subcommittee that, going forward, they have requested regular updates on the outstanding CETV position.
* There were no other issues from TPARG for escalation.
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| Agenda Item 8 | **Review Dashboard and supporting papers:****Quarterly Report (Paper 5)*** The QR provides an update on the outstanding CETV position as of 31 October 2024. DfE provided a further date on the position as of 1 December 2024.

**Dashboard (paper 4)*** SLA1 has been impacted in the last quarter following the summer retirement exercise. Now seeing a lot of decisions requiring TrP.
* Performance relating to Pensions on Divorce (SLA 13a and 13b) will remain impacted as the backlog is worked through.
* SLA 10 has 100% performance in the last 4 months.

**Issues Log (Paper 6)*** DfE reported that the backlog of ill health cases has been cleared, so the related issue has been closed. Service delivery has been maintained for the last four weeks, it is now considered to be in a BAU state and it is anticipated this will continue.
* DfE thanked TP colleagues for their work on helping us reach this position.
* The sub-committee also echoed the congratulations at the clearance of the ill health backlog.
* The sub-committee sought clarity on the work being done to reduce the number of flexibility cases.
* The pot sizes will continue to fluctuate as CETV requests will continue to come through.
* TP are currently working on a grading process for the complicated flexibility cases. The sub-committee requested this data is shared at the next meeting.

**Complaints Dashboard (Paper 7)*** This paper was read by the sub-committee. It was stated that it was surprising that out of 39% of complaints to do with Pensions on Divorce, only 9% were upheld.
* DfE explained that it could be related to the legislative element of the process – and therefore means the complaint is rejected.
* TP took an action to investigate this further and explore the details.
 | **SD3/111224****SD4/111224** |
| Agenda Item 9 | **Agree items to be discussed at TPSPB:-** * Improvements on the ill health casework position
* Update on workload pressures
* Update on position re CETVs

The sub-committee thanked TP for their continued hard work. |  |
| Agenda Item 10 | **Agree whether any individual papers should be shared with the Board:-**CEM Benchmarking Report (Paper 8)Slides from TP presentation on MCR/MDC  |  |
| **TP colleagues left the meeting** |
|  Agenda Item 11 | **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 11 December 2024 and will be shared with the Board Members
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| Agenda Item 12 | **AOB** None raised. |  |
| Next meeting | 19 March 2025 in Darlington. |  |

Minutes agreed by Chair: Simon Lowe  Date: 3 January 2025

Confirmed by circulation to sub-committee members on: 3 January 2025

Ratified at sub-committee meeting on 19 March 2025.