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

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

**13 December 2023 – Via Teams**

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| **Present:** |  |  |
| Simon Lowe  | Employer Representative (Chair) | SL |
| Peter Strike | Member Representative | PS |
| John McGill | Member Representative | JM |
| Heather McKenzie | Member Representative | HM |
| Susan Anyan | Independent Pension Specialist | SA |
| Yvonne Moult | Employer Representative | YM |
| Amy Gibbs | TP Head of Governance and Risk | AG |
| Alyson Collingwood | TP Head of Operations | AC |
| Anna-Marie Alderson | DfE Senior Contract Manager  | AA |
| Zaheer Patel | DfE Contract Manager | ZP |
| Helen Cowan | DfE Secretariat Team Leader | HC |
| Loraine Dodds | DfE Secretariat Team | LD |

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|  | **Item** | **Action** |
| Agenda Item 1 | **Welcome and Apologies:*** SL welcomed those in attendance.
* The minutes from 20 September 2023 were ratified.
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| Agenda Item 2 | **Actions from October’s TPSPB:*** *AP10/181023* –
* AA informed the sub-committee that the action had been referred from the Board to consider if further discussion was required on non-digital data.
* Data used for the purposes of administering the Scheme is held in HartLink (Capita’s secure platform). Members can interact and access their data digitally via My Pension Online (MPO).
* TP and the Department regularly review the quality of the data held and look at ways to improve this via the data improvement strategy. This involves encouraging and enabling members and employers to interact with the Scheme digitally.
* There are differences in the data held in HartLink compared to MPO.
* AA confirmed that data is being digitalised where appropriate and Hartlink data is held as a separate entity.
* TP and the department are currently working within the parameters of the Data Improvement Strategy. As TPS moves to a new supplier from October 2025, teams will be looking at any additional digital enhancements that could be implemented. r
* AG noted that although MPO is linked to HartLink, only certain information is presented to members.
* SA queried if all data was on HartLink or if there was some non-digital data elsewhere i.e. archived boxes of files.
* AG confirmed there were images in back files which are primarily related to older members. There are no physical boxes of paper held separately.
* SA asked if TP ever had to access this information.

AG confirmed that they did, that data is scanned and then linked to members’ records within HartLink which are accessed as part of the data cleanse process for any transactions.* SA noted that as manual intervention was sometimes needed, how would this impact information being transferred to a new provider.
* AG stressed that Capita is measured on data completeness under Outcome Measure 12 which includes data cleanse at point of retirement.
* HM shared her experience when this has been an issue previously but felt assured that Capita are taking appropriate steps.
* AG stated that any concerns with transition and the process from EDM back filing to HartLink had been flagged and relevant conversations about this are ongoing with the department.
* SL asked if non-digital data was held under the same retention policies as digital data, and does it make responding to SAR requests difficult?
* AG confirmed that non-digital data is dealt with the same level of importance as digital data.
* Sub-committee members are reassured that both data and non-digital data is being processed appropriately.
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| Agenda Item 3 | **Transitional Protection:*** AA referred to pages 14 and 15 of the Quarterly Report (QR), which advises that the rectification of cases as part of the Transitional Protection delivery plan has moved into operational delivery phase. The completion date has moved from June 2025 to August 2025 due to approval of the Remedial Service Statement (RSS) process.
* An update on the progress of the project will be shared within the QR going forward for assurance.
* TP and the department are currently working through the commercial arrangements in respect of additional procedures and resources required for the administration of claims where a member would have taken an alternative choice or course of action due to Transitional Protection. There are some members who may have made a different decision had they not moved into the Career Average Scheme after the 2015 reform.
* There is also a separate ongoing discussion regarding claims related to changes to member tax position.
* PS asked how the TrP work feeds into work streams as part of the transition process.
* AA explained that although BAU under the current contract is a priority for this sub-committee, there were ongoing conversations with the transition team regarding any changes being made and the impact it may have on the next contract.
* PS and SL agreed that anything affecting the regular sub-committees would be discussed at the Transition sub-committee.
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| Agenda Item 4 | **Customer Contact – Satisfaction Results – Paper 8*** AG and AC presented Paper 8 to the sub-committee. The paper gives a focus on the service that TP provides from the view of the member and employer – looking at outcome measure performance, verbatim feedback and complaints over the last 12 months.
* SL queried when comparing October 2022 to October 2023 if this was an actual trend in complaints and whether Capita could pre-empt busy periods.
* AC explained that a dip in October is common due to the end of the Summer Retirement Exercise (SRE) and Annual Allowance (AA). The volume of complaints can then increase in November or December.
* PS was surprised that employers’ metrics and service levels were reporting high, given the issues with MCR.
* AG reassured that those employers who are engaging with TP have given very good feedback. Feedback from employers having a less positive experience has revealed that they have not reached out for support or attended training.
* HM queried whether there was anything else that could be done through this sub-committee to encourage employers to engage.
* AG explained that TP had created a system for employers to enable to book online training at their convenience but that she would liaise with AA to review any other ideas.
* TP had also considered strategic risk-based assurance for employers and how are they meeting their obligations in the scheme.
* YM added that, as an employer, she had experienced a quick and efficient service regarding MCR and is generally happy with the service TP provides.
* AG and AC thanked YM for her comments and would feed this back to their teams.
* HM noted that issues tend not to affect local authorities.
* SL agreed that it was important to acknowledge positive feedback and good to hear feedback is shared with staff.
* AC explained that all feedback is robustly reviewed and shared with team managers and any training gaps were dealt with across the operation.
 | SD1/131223 |
| Agenda Item 5 | **Review of FWPs topics for 2024 – Paper 9*** AA discussed the FWP items for next year and that she had revisited some of the topics, as much of the work TP and the Department undertake is cyclical, but noted that as the year progresses, items may be added or changed.
* AA suggested that a deep dive into Transitional Protection would be helpful to Board members. SL agreed that this is an important area to discuss.
* It was agreed that TrP would be added to the plan for June 2024.
* AA suggested having ill health as a deep dive in March.
* The sub-committee signed off the changes to the FWP.
 | SD2/131223 |
| Agenda Item 6 | **TPARG*** ZP reported that the TPARG meeting took place on 5 December 2025. There was one escalation, referenced on page 4 of the QR regarding the delay in processing ill health cases.
* The QR (para 14) provided a number of outstanding cases (180) at the end of October. The department are continuing to work closely with Health Management to ensure progress on the oldest cases. He will keep the sub-committee updated on progress going forward.
* TPARG are interested in the TrP rectification project, being mindful of transition to a new supplier in October 2025.
* AA noted ill health are experiencing an increase in casework resulting in a backlog which primarily consists of first and second appeals.
* SL asked if the increase of cases pertained to seasonal illness e.g. Covid.
* AA explained the number of cases was unusually high at this time of year and work is ongoing to establish reasons for the increase.
* SA queried whether there was a broader population issue which may be impacting other schemes or whether this was just specific to teachers.
* SL asked if HM support other schemes. PS suggested it would be useful to review other public service schemes such as the NHS to see if this was a wider issue.
* SA suggested HM may have data around this subject.
* HM explained she had seen evidence in midwifery services.
* AG agreed information might be available from their implementation team.
 | SD3/131223SD4/131223 |
| Agenda Item 7 | **Review Dashboard and supporting papers:****Quarterly Report (Paper 5)*** AA referred to page 2 of the QR which advised that the Summer Retirement Exercise (SRE) had been delivered a week ahead of deadline for the fourth consecutive year.
* AA thanked AC and her teams for getting this completed ahead of schedule.
* TP are currently focusing on Winter Retirement Exercise (WRE) and noted there are fewer retirement applications compared to last year, which could be as a result of changes in membership behaviour.
* The Annual Allowance (AA) exercise was completed during the quarter with a 20% increase compared to last year. This was 11,000 pension saving statements issued to members. There were 1,800 cases that were not processed by the deadline of 6 October 2023; The Teachers’ Pensions Regulator were informed of this, however, these have since been completed.
* AA reiterated that the CETV embargo has been lifted and the operations team are completing the affected transfers and pension on divorce cases.
* JM was aware of a case where a member, who was having financial difficulties, was advised it would take 18 months to get a CETV value. Once the matter was escalation via the member’s union, this was processed within four days.
* AC explained that there is an SLA agreement in place and cases are worked in date and priority order. If a member was in financial difficulty and they contact TP, the matter would be given priority.
* AG reassured Board Members that normally it would not take 18 months to process a transfer. She advised that TP have no control over the timeline as they await the relevant factors from the Government Actuary Department (GAD),
* AA referred to Page 3 of the QR – Approximately 109,000 calls were received into the contact centre over the quarter which has decreased from the last quarter. The digital contact centre received 21,500 enquires over the quarter, increasing from 15,000 from the previous quarter.
* AA confirmed that the department and TP are currently engaged in commercial discussions in respect of the membership volume increase.
* Overall SLA performance over the quarter is positive, notwithstanding the challenges around SLA3.
* Outcome Measures 5 and 6 were subject to changes to the feedback mechanism and have resulted in improved performance.
* Page 13 highlights categories for complaints. These include the same trends as last time, i.e. retirements, employers, reemployment, and pensioner and teacher death. Root cause analysis is undertaken following complaints to see what steps can be taken to prevent reoccurrence.
* Page 17 discusses MCR and the decision made to not onboard remaining employers onto MCR in the current contract. The department is working with TP for next steps for those already onboarding until the end of the contract.
* Page 18 references the outcome of the scheme valuation exercise, which has seen the employer contribution rate increased by 5% to 28.6% from April 2024.
* The department has secured additional funding for school budgets for maintained schools and FE sector. It is noted that the valuation outcome may pose a risk to independent schools.
* In relation to Pensions Dashboard, the legislative onboarding date for public sectors is now October 2026, teams are currently preparing for data readiness. An independent audit is expected from Intellica Phyxis on the dataset in readiness for the Dashboard.
* PS noted the concerns around independent schools and highlighted his own concern for the HE sector and anticipates escalations from institutions who are not receiving financial support and also that student fees will be affected.
* AA explained this was on the agenda for the Scheme Advisory Board (SAB) because it is a policy issue.
* PS noted that universities are funded by student fees and largely by oversees students therefore there is no extra subsidy to cover salary obligation.
* SA agreed that potentially numerous independent schools leaving the Scheme around the same time could lead to operational and financial impacts, which needed to be managed.
* PS asked if feedback was received from the university sector about their concerns.
* SA asked if that would come under the SAB.
* AA/ZP agreed to take an action point to contact Kevin Connolly regarding SAB input and the feedback mechanism.
* SA asked for a referral to the TPSPB board regarding concerns and impact.

**Dashboard*** AG noted operational volumes were increasing at a significant rate leading to a negative impact on performance.
* Focus during the quarter has been on reducing suspense volumes. Adhering to the revised plan has increased challenges on MCR.
* Transitional Protection went live on 1October 2023 and broadly SLAs are meeting target volumes. However, SLAs 5, 6 and 13 were impacted by the embargo and did not meet target.

**Issues Log*** AA highlighted two active issues, MCR delivery and ill health delivery (discussed previously in the meeting)
 | SD5/131223SD6/131223 |
| Agenda Item 8 | **Agree items to be discussed at TPSPB:-** * Annual Allowance
* Digital versus non-digital
* Well done on the Summer Retirement Exercise
* Impact of Valuation on HE and independent schools
* Ill health

**Papers to be circulated to Board members.*** Customer contact
* Amended FWP

SL thanked TP for all their work and presentations over the year and wished them best wishes for Christmas and the New Year. | SD7/131223 |
| **TP colleagues left the meeting** |
|  Agenda Item 9 | 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 13 December 2023 and will be shared with the Board Members, and at the next TPSPB meeting. |  |
| Agenda Item  | **AOB** * There was no other business.
* Simon thanked everyone for their attendance and for all the work in preparation and during this subcommittee. He wished everyone a Merry Christmas.
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| Next meeting | 20 March 2024 – to be held face to face – venue to be confirmed. |  |

Minutes agreed by Chair:  Date: 2/1/24

Confirmed by circulation to sub-committee members on: 3/1/24

To be ratified at sub-committee meeting on 20 March 2024