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

**Service Delivery Sub-committee meeting: 8 November 2016**

**MINUTES**

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| **Present:** |  |
| Alice Robinson (member representative) Chair | AR |
| Geoff Ashton (Independent Pension Specialist) | GA |
| Trefor Llewellyn (employer representative) | TL |
| Dave Wilkinson (member representative) | DW |
| Sue Crane (DfE Senior Contract Manager) | SC |
| David Heslop (Teachers’ Pensions) | DH |
| Kathryn Symms (DfE Policy & Governance team leader) Secretariat | KS |
| Peter Springhall |(DfE Senior Finance Manager – observer) | PS |
| Richard Lees (DfE Contract Manager – observer)  |
| **Apologies:** None |
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|  | **Item** | **Action** |
| Agenda item 1 | **Introduction, attendance, apologies:**AR welcomed all attendees to the first Service Delivery sub-committee meeting. |  |
| Agenda item 2 | **Review of TP performance against**:* Service Level Agreements
* Performance Indicators
* Contract Outcomes

SC highlighted certain key points from the TP Administration Update paper. The SLA and contract outcomes were generally positive. The current process for setting new outcome measures was clarified. It was agreed that the sub-committee should be informed of changes and the reasons for re-setting targets. DH advised that he will shortly be proposing a new target for the MPO accounts for DfE approval. The sub-committee will be updated on progress.DW enquired whether the contract, KPIs, SLAs etc should be made available to the sub-committee. It was agreed this was possible, and could be made available for scrutiny purposes as and when required. | **Action Point**:SD1/081116  |
| Agenda item 3 | **An Overview of the current major projects:*** MDC – SC provided a verbal update based on her Update paper. TP have begun more focussed activity on the c2000 employers who have not yet fully engaged. They hope to have engaged most employers by Christmas. In the new year firmer methods of engagement will be adopted eg sanctions will be used.
* Employer Review – the sub-committee noted the update; and that DH will present further proposals to the Board.
* GMP – SC provided an update highlighting the good links TP have with HMRC; and that the scheme is well-advanced compared with others to the extent that they were trialling solutions for HMRC. The sub-committee noted that external factors eg HMRC, outstanding policy decision and the speed other schemes may “catch-up” (causing bottlenecks) were all factors that may impact on the April 2018 deadline. DH agreed to provide data on “Actives” at next subcommittee meeting in March 2017.
* Deferred Member Tracing – SC updated on the current position. SC explained that new/different tracing options were being considered. TP is analysing why those who have been contacted haven’t progressed their claim – eg is the TP letter clear?
* ASR – There were only 7 employers still to submit their ASR as at 8 November. DW noted that this was a very good piece of work by TP, highlighting the good result compared with last year. The sub-committee noted that Academies were performing well which is encouraging.
 | **Action Point:**SD2/081116 DH to provide MDC and Employer Review update on 7 December**Action Point:**SD3/081116: DH to provide “Actives” data in March 2017 |
| Agenda item 4 | **Data Strategy**SC updated the group. The sub-committee agreed that reporting should be developed so that the Board would be reassured that there is improvement and progress against the data strategy. | **Action Point:**SD4/081116SC to provide update at March 2017 meeting |
| Agenda item 5 | **Deferred Members and GMP**There was discussion about the impact of GMP on deferred members. There is a policy uncertainty after 2018 that is dependent on the outcome of the consultation. It was agreed that consideration should be given to whether members should be made aware of the consultation – but that the issue should be considered by the Comms Group | **Action Point:**SD5/081116 KS to pass on action to Comms sub-committee |
| Agenda item 6 | SC reported that relationships with DfE Academies Team has strengthened. TP get earlier sight of potential schools and crucially TP appear on the checklist issued to new academies.DW noted that the role of the RSC could be further exploited by ensuring their communications included pensions information. | **Action Point:**SD6/081116 KS to take forward RSC |
| Agenda item 7 | The Board noted the update. No further comments. |  |
| Agenda item 8 | **Second Bite PI**SC explained that it was a major concern to her that 3 lines of defence had failed. Next year the GIA calendar will include further controls to strengthen the process. SC explained that DfE is content with how the issue was reported, and wants to ensure lessons are learnt. It was agreed that the scope of each sub-committee’s interest should line up with internal governance meetings.DW expressed concern that this issue had occurred. The sub-committee agreed that the payments to members must be right, but that payments should be made as quickly as possible, and with interest. SC assured the group that she will press TP to get plans in place quickly, prioritising cases where appropriate. |  |
| Agenda item 9 | **Complaints**There was discussion about the Complaints paper. SC highlighted changes to the QA process, staff training and how death in service and certain ill-health cases are dealt with as examples of how TP have made positive changes following complaints - all of which have led to a reduction in complaints. |  |
| Agenda item 10 | The sub-committee agreed that items 1-5 of their agenda should remain as standing items. |  |
|  | The next meeting will take place on 29 March 2017 in Darlington |  |

Minutes agreed (Chair): Alice Robinson

Date: 12 November 2016