

Teachers' Pension Scheme Pension Board (TPSPB)

Service Delivery Sub-committee meeting: 14 June 2017

MINUTES

Present:	
Dave Wilkinson (member representative) Chair	DW
Geoff Ashton (Independent Pension Specialist)	GA
Jackie Wood (employer representative)	JW
Richard Lees (DfE Contract Manager)	RL
David Heslop (Teachers' Pensions)	DH
Kathryn Symms (DfE Policy & Governance team leader) Secretariat	KS
Peter Springhall (DfE Senior Finance Manager)	PS
Anna Alderson (DfE Contract Manager)	AA
Apologies:	
Trefor Llewellyn (employer representative)	
Sue Crane (DfE Senior Contract Manager)	

	Item	Action
Agenda item 1	<p><u>Introduction, attendance, apologies:</u></p> <ul style="list-style-type: none"> DW welcomed all attendees to the Service Delivery sub-committee meeting – his first as its chair. He extended a warm welcome to JW to her first meeting as a member of the sub-committee. Apologies: Trefor Llewellyn, Sue Crane 	
Agenda item 2	<p><u>Review of Actions:</u></p> <ul style="list-style-type: none"> DH explained the meaning and impact of “stop the clock”. He explained that, for example, where a process has an 8-day SLA, and TP write out on day 3 of the process for further information (typically to an employer), the clock is stopped on day 3. When the information is received, the clock re-starts at day 3. He reassured the sub-committee that within that process, TP also has a chasing cycle (timeframes dependent on case type) when they are awaiting information. Tracking the volume of stop the clocks is embedded in the workflow processes on the system and some development work would be required to provide specific information to the sub-committee. There was some discussion as to whether it would be a good use of IT resource to run such a programme. The sub-committee concluded that it would be beneficial to see an overview and the trends, but agreed that for the time being there were higher priorities. 	
Agenda item 3	<p><u>Strategic Objectives:</u></p> <ul style="list-style-type: none"> The sub-committee provided suggestions as to how TP could measure the success of the 5th objective - <i>customer and digital focus</i>. Suggestions included: ability to communicate 	

	by all electronic methods e.g. mobile apps; an increase in the percentage of transactions through the employer portal rather than by letter; increase in MPO accounts; and survey feedback e.g. DW recommended turning the 6 objective statements into questions to pose to members and employers in order to check progress towards them.	
Agenda item 4	<p><u>Overview of the current major projects:</u></p> <p>Contact Centre: GA asked for an update. DH explained the underlying issues:</p> <ul style="list-style-type: none"> • Under-resourced due to sickness and vacancies. 25 (and occasionally 22) people were handling calls instead of 30. Recruitment is underway, but 8 weeks training is required, so overtime will continue to be offered. • High volume and longer calls (average now 10 minutes compared with 4 minutes in the past). There is an upfront message offering call backs and sign-posting to the website. The sub-committee acknowledged that this reflected the complexity of the scheme, and agreed that quality not quantity is important. • DH is using Capita contact centre expertise to analyse and offer advice. But the s-c asked that he consulted TPAS to discuss how they are managing an increase in complexity and/or volume of calls. DW indicated that he would explore whether a Sub-committee visit to TPAS could be organised for a Presentation and tour. • Future Service Delivery reports to include updates. • Second Bite PI – DH updated the sub-committee on progress of manual calculations. He acknowledged that even though two-thirds of cases will be automated, clearing all cases by September will be a challenge; and he will monitor over the next few weeks whether that date is still realistic. • Customer Satisfaction - DfE Contract Manager to check whether unprompted employer feedback can be provided from the TP website • Carry forward the deep dive analysis item regarding 3/4/5 customer satisfactions ratings, postponed from this meeting, to the next meeting and added to the 20 September agenda. 	<p>SD1/140617</p> <p>SD2/140617</p> <p>SD3/140617</p> <p>SD4/140617</p>
Agenda item 5	<p><u>TP Performance:</u></p> <ul style="list-style-type: none"> • The number and types of complaints were discussed. DW asked about the impact of the remarriage exercise, which it was agreed is significant. • DH to provide statistics showing remarriage case complaints compared with other cases. 	<p>AP5/140617</p>
Agenda	<u>Data Strategy:</u>	

item 6	Nothing to report other than provided in the written report.	
	<p><u>System outage update:</u></p> <ul style="list-style-type: none"> • DH confirmed that TP initiated the continuity plan when outage was first recognised. However it was clear that, while no new risks had emerged, using the plan in 'live' had highlighted a number of areas for improvement and they are now reviewing what worked and what are the lessons learnt from the episode, including communications and delivery of priority processes. • TP are implementing the recovery plan, prioritising cases e.g. retirement cases (now completed), bereavement cases. However, it will be mid-July before administrative tasks have fully recovered. TP will incur significant financial penalties. • Capita were due to produce a major incident report by 16th June. DH explained this is still being worked on and will be submitted to the Department when Capita have finalised it. • A further update will be provided to the TPSPB in July. 	SD6/140617 SD7/140617
Agenda item 8	<p>AOB:</p> <ul style="list-style-type: none"> • KS confirmed that further CEM data analysis will be shared with the Board in July. 	
Agenda item 9	<p>Procurement update:</p> <ul style="list-style-type: none"> • No TP staff were present to ensure that TP is in the same position as other potential providers within the re-tendering process. • Peter Springhall updated the sub-committee on progress of the project; this update has been shared with sub-committee members by e-mail. 	
	The next meeting will take place on 20 September 2017 at TP, Lingfield Point, Darlington.	

Minutes agreed (Chair): *D. Wilkinson*

Date: 21 June 2017

Confirmed by circulation to sub-committee members on 23 June 2017