

Teachers' Pension Scheme Pension Board (TPSPB)

Service Delivery Sub-committee meeting: 20 September 2017

MINUTES

Present:	
Dave Wilkinson (member representative) Chair	DW
Geoff Ashton (Independent Pension Specialist)	GA
Jackie Wood (employer representative)	JW
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)	PS
Anna Alderson (DfE Contract Manager)	AA
Apologies:	
Trefor Llewellyn (employer representative)	

	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. • Apologies: Trefor Llewellyn 	
Agenda item 2	<p><u>Review of Actions:</u></p> <ul style="list-style-type: none"> • DW and DH have both separately made contact with TPAS. It was agreed that DH, working with DW, would continue to take this forward. 	SD2/140617
Agenda item 3	<p><u>Outcome Measure 5 and 6 – Customer Satisfaction:</u></p> <ul style="list-style-type: none"> • DH explained that TP is measured against a 5-point scale – 1 and 2 being (very) dissatisfied, 3 being neither satisfied nor dissatisfied, and 4 and 5 being (very) satisfied. TP do not include point 3 as being satisfactory feedback for the purposes of the Outcome Measure. • Because contractual payments must be measurable, it is only this feedback, received in the form of a questionnaire completed by members and employers, which feeds into the Outcome Measure. TP gather feedback in other ways, including correspondence from the public, and will act on that, but it does not affect the Outcome Measure result. • DW observed that adding in the neutral score 3 makes a big difference to the satisfaction rates. DH confirmed that other users of this Institute of Customer Services system do use scores 3, 4 and 5. However, TP use only 4 and 5 and the sub-committee felt that this remained a useful and informative measure. • Although it was acknowledged that the number of feedback templates received was statistically valid, DW commented that at present large numbers of members do not get through to the call centre or do not ever contact TP, so the feedback 	

	<p>may not be fully representative in that respect.</p> <ul style="list-style-type: none"> • SC explained that the rationale for Outcome Measure 6 was that all members who “touch” the administration were given the opportunity to provide feedback, the only exception to this is bereavement cases. • All employers are given the opportunity to provide feedback after every “touchpoint”, feeding into Outcome Measure 9, although there are steps in place to prevent large employers being bombarded with requests for feedback. • DH highlighted that the data is valuable – for example, it was clear from the trend that dissatisfaction was building about the contact centre, and that prompted some action. • JW focussed on the employer feedback data (Outcome Measures 9 and 10) and requested some further clarification from DH regarding how employers can provide unprompted feedback, and how employers are selected to provide feedback on the questionnaire that supports the Outcome Measure. 	SD1/200917
Agenda item 4	<p><u>Overview of the current major projects:</u></p> <ul style="list-style-type: none"> • GMP – SC provided an update on GMP reconciliation, explaining that Stephen Baker’s project board was keeping a close eye on the issues caused by delays in policy decisions from HMT. • MDC – SC reported that the project remains on track. • Employer Review – SC confirmed that TP had taken over some responsibilities from employers on 1 September – namely starter and leaver packs. • Second Bite PI – DW noted the recent press coverage, but acknowledged that because very few people contacted TP as a result of the article, TP’s strategy of only writing to customers at the time the payment is going to be made was valid. • DH explained that the next IT delivery will allow more automated payments to be made – likely to see an increase from 35,000 payments to 50,000 payments. The exercise is scheduled to be completed by the end of December. • Employers reported to the Pension Regulator – DW encouraged TP to consider telling members where employers were not paying contributions. DH said that TP threaten this action, but only do so where employers are being removed from the TPS to avoid causing concern. • JW sought clarification on the submission dates for end of year certificates. 	SD2/200917
Agenda item 5	<p><u>TP Performance:</u></p> <ul style="list-style-type: none"> • SC noted that all SLAs in this period were affected by the IT outage in May. • SC focussed on SLA4 – Death benefit payments - and noted that TP is not achieving against this SLA as they should be at present. • SLA 5 –Transfers - was also discussed. AA explained that this SLA was affected by the fact that the policy decision on 	

	<p>the eligibility of DENI cases had yet to be made.</p> <ul style="list-style-type: none"> DW expressed his thanks to JW for her thorough scrutiny of the Dashboard, which raised several questions that DH will address. 	SD3/200917
Agenda item 6	<p><u>Issues Log:</u></p> <ul style="list-style-type: none"> Telephony – DH talked through his presentation – Customer Contract Model. DH explained that successful engagement with members to take an interest in their pension was one of the reasons for the increase in phone calls – and he was mindful that this could increase further. DW observed that another reason is the complexity of pensions. TP currently receive 11,000 calls per week, but are resourced for only 6,000. Steps are being taken to increase resource to an appropriate level. The sub-committee felt that this was a serious reputational issue and wished to keep this under close review. TP is keen to focus mainly complex queries onto the phone lines, for example, opt-outs forms are available on-line; but if someone wants to ask if opt-out is right for them, it must be a phone call. DH asked that employers be encouraged to push MPO and self-service when members approached them with complaints about TP’s current telephony issues. SC suggested that although there may be a reduction in complaints over the next quarter – Aug to Oct - the reduction would be minimal and the quarter after that was the one where the position should start to improve as additional resources became effective. 	
Agenda item 7	<p>Administration Update No further discussion of the paper.</p>	
Agenda item 8	<p>AOB: None</p>	
	<p>The next meeting will take place on 13 December 2017 at TP, Lingfield Point, Darlington.</p>	

Minutes agreed (Chair):

Date: 27 September 2017

D. Wilkinson

Confirmed by circulation to sub-committee members on 28 September 2017