

**Teachers' Pension Scheme Pension Board (TPSPB)
Service Delivery and Maintenance of Data Sub-Committee**

24 March 2021 - (by Teams teleconference)

Present:		
Jackie Wood	Employer Representative – Chair	JW
Susan Anyan	Independent Pension Specialist	SA
Simon Lowe	Employer Representative	SL
Heather McKenzie	Member Representative	HM
Julie Huckstep	Member Representative	JH
Peter Strike	Member Representative	PS
Paul Faulkner	TP – Director of Operations	PF
Sue Crane	DfE Senior Contract Manager	SC
Andrew Sayer	DfE Contract Manager	AS
Kathryn Symms	DfE Casework & Correspondence & TPSPB (Secretariat)	KS
Zaheer Patel	DfE Contract Manager (Observer)	ZP
Matthew Barrow	DfE Exit Transition Manager (Observer)	MB
Apologies: None		

	Item	Action
Agenda Item 1	<p>Welcome and Apologies:</p> <ul style="list-style-type: none"> • JW welcomed those in attendance, including Peter Strike and new DfE team members. • The minutes from 9 December 2020 were ratified. 	
Agenda Item 2	<p>Actions from the previous meeting:</p> <ul style="list-style-type: none"> • There were no open actions. 	
Agenda Item 3	<p>Transitional Protection Update:</p> <ul style="list-style-type: none"> • AS explained that 26 new staff were recruited to TP in February to undertake Group 2 and 3 work (immediate detriment). Their training is ongoing, and is so far successful, with staff passing end of module tests. • The original contract modification for Group 2 and 3 work included provision for full end-to-end rectification work, starting next month for members with crystallised events resulting in immediate detriment. This needs to be updated to reflect the current position, and also needs to include provision for what were the Group 1 cohort who can no longer be given an immediate choice, and will therefore take benefits under the career average scheme. Consequently, they will become an additional Group 2 or 3 cohort and receive their options at a later date. The department has been working closely with Capita on this and expect to move forward with and agree the further modification within the next couple of weeks. • Group 1 casework (new benefits applications) cannot be completed as expected because certain tax and interest policy questions are yet to be resolved, and a contract modification is required for an IT solution which will provide for the automation of Group 1 casework and the casework on the later Transitional Protection groups. The contract modification is expected to be agreed in April. 	

	<ul style="list-style-type: none"> • The Operations Team is liaising with the Policy and Technical Team to produce an options document outlining the choices available to members in readiness for use once the tax and related issues have been resolved. • Consideration is being given to cases where there is a Goodwin/Transitional protection overlap. • JW requested a timeline be produced in time for June’s sub-committee meeting to show which cases could be progressed in the short, medium and long term. • PF clarified that only preparatory work could be undertaken before April 2022. TP will progress cases as far as possible ie to the point where TP is ready to write to members offering their options – and will store the calculations until April 2022. • SC reminded members that the re-planning work had been added to the Issues Log where progress could be tracked. 	Action
Agenda Item 4	<p>Goodwin</p> <ul style="list-style-type: none"> • AS explained that four new staff were appointed in February. Staff are receiving the appropriate training to enable Goodwin cases, where hardship has been demonstrated, to be addressed. • It is expected that the four recruits will start Goodwin casework from April, with a significant ramp up in activity due in August following commercial approval. PF confirmed that the IT solution will be live in early April, so all new cases will be correct (as per Goodwin requirements) from that point. • Capita is expected to submit their proposal to tackle the bulk of the Goodwin casework, by the end of March. • PF assured members that Goodwin and Transitional Protection cases are being considered in the round, but that the Goodwin calculation will need to be done first. • PF clarified that the four new staff members had received training on the bereavements team and had carried out live BAU casework. • PF noted that some Goodwin-related work, such as refund of family benefits contributions, would be handled by Finance staff later in the process when TP was fully staffed – likely to be in August. • HM received assurance that communications will ensure that member expectations are appropriately managed. 	
Agenda Item 5	<p>Discuss any issues raised from TPARG:</p> <ul style="list-style-type: none"> • SC fed back that TPARG had requested that this sub-committee continues to closely monitor bereavements casework. • SC had discussed the re-planning work with TPARG members. • TPARG suggested that the sub-committee considered data on revisions casework and the number of member overpayments occurring, as a one-off exercise. 	Action – in quarterly report in June
Agenda Item 6	<p>Forward Work Plan: Complaints Dashboard and Money & Pensions Service (MaPS) Report</p> <ul style="list-style-type: none"> • JW explained that she had requested further information about complaints because of an increase in the previous quarter (August – October). She was, however, pleased to note a reduction in complaints during this quarter (November – January). • PF began by outlining the complaints process. Complaints are handled by TP in the first instance – including complaints about 	

	<p>complaints not being handled well.</p> <ul style="list-style-type: none"> • The member may then raise their complaint under the Independent Dispute Resolution Process (IDRP) with the Department, who decide whether TP need to do more work on the case, or respond to the complaint themselves. • Finally, where the member remains dissatisfied with the outcome, members may write to the Pensions Ombudsman (PO). The PO tries to resolve the issue through their “early resolution” process initially, but where that is unsuccessful, issue their formal decision. • Turning to the complaints dashboard, PF agreed that complaints were higher in the previous quarter. By the end of January, complaints had reduced by 23%, but this was the normal trend for this quarter, and February saw an increase again – though this needs to be put into context with volume increases in the month. • PF noted a reduction from 1075 (739 upheld) service delivery-related complaints in the previous quarter to 825 (583 upheld) this quarter. This is of particular interest at the KiT meetings between AS and PF, as TP is keen to improve in this area. • PF also noted TP’s desire to reduce web/MPO-related complaints. These were often related to accessing MPO or PDF documents. Under the continuous improvement initiative, TP Comms team had issued new messaging about opening PDF documents on iOS devices, which will hopefully reduce complaints of this nature. • An increase in finance complaints was related to the Current Added Years overpayments cases that the Board has been sighted on. • IDRP cases were slightly higher mainly due to member benefits complaints – often related to recovery of overpayments. • PO is currently unable to turn cases round quickly, though some cases have been closed recently. • PF provided further examples of the types of complaints TP received. He noted that delays in actioning opt outs or requests for retrospective opt outs being turned down (which could be caused by fewer employers being in the workplace) was relatively common; along with missing service and recording PT instead of FT service. PF advised that more work will be done with employers to help reduce these issues. • JW was grateful for the update and the sub-committee will continue to monitor the dashboard. • PF provided an analysis of the MaPS report, noting that the majority of the contact with MaPS was query and advice driven, rather than complaints – though there were references to recovery of overpayments. • 43% of the queries were for general advice, 21% about divorce, 15% about transfers, 8% about retirement (including ill health retirement) and 6% about death benefits. • JH asked whether MaPS referred members to TP, as well as offering advice. KS agreed that this would happen, but that because TP and DfE’s complaint response referred members to MaPS for independent advice, often members will be checking with MaPS that the advice they had already been given was accurate. 	
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<p>Agenda Item 6a</p>	<ul style="list-style-type: none"> The sub-committee agreed that the report was reassuring. <p>Agree Next Topics for 2020</p> <ul style="list-style-type: none"> The sub-committee agreed with the proposed timetable for the coming year, with the exception of December's meeting when it was agreed an update on Learning and Development would be helpful. 	<p>Action – update list</p>
<p>Agenda Item 7</p>	<p>Deferred Members</p> <ul style="list-style-type: none"> PF explained that the deferred member tracing exercise in 2016/17 was not as successful as was hoped. However, because the next steps were cost-prohibitive, it was decided at that time that no further tracing activities should be undertaken. Through more general engagement, such as promotion of MPO, and a conscious effort to record all contact details on member records following any forms of member contact, it was hoped that deferred members' contact details would slowly build. As tracing services had developed over time, SA suggested that the Department and TP could re-visit the feasibility of a further exercise. PF and SC raised concerns about the resource implications at this very busy time. SC also noted that the Pensions Dashboard will assist in this respect. SC agreed that deferred take-up of MPO should be drilled down further in the next quarterly report; and that TP should share data about how many deferred member contact details are not held – against the year members left the Scheme. This would complement a discussion about what TP do when members leave the scheme and whether there is more that could be done at that point. 	<p>Action</p>
<p>Agenda Item 8</p>	<p>Review of Papers 4, 5, 6: Dashboard</p> <ul style="list-style-type: none"> AS drew the sub-committee's attention to bereavements, noting the peaks across the year reflected the COVID-19 waves. The Department has agreed to service credit lets for February, March and April reflecting the recent peak in bereavement workload. PF explained that 200 hours of overtime will be undertaken in February, March and April to improve the position. He noted that aged cases have a much shorter age profile than in the past, which was a positive development. The sub-committee was assured that proportionate monitoring and activity was being undertaken. JW was pleased to be advised of a 22% drop in outstanding 'change of entitlement' casework at the end of February, compared to the previous month. She was also assured by the tracker (page 11) which showed casework was being cleared. The sub-committee noted that employer feedback was low – largely due to a reduction in calls to TP – previously an ideal opportunity to seek immediate feedback. SC advised that TPARG had noticed a similar trend. <p>Quarterly Report</p> <ul style="list-style-type: none"> AS highlighted that Winter Retirements, Second Bite casework, and Scheme Pays exercises had all been processed timeously. For OM16, SC reminded the sub-committee that this measured the success of partnership working in various ways, and that 	

	<p>since Richard Giles' and PF's arrival there had been a steady improvement in that respect.</p> <ul style="list-style-type: none"> • PF explained that the telephony results for January were disappointing because of a staff shortfall – due to absence and attrition. April will see newly trained staff in post, so, for example, call abandonment rates, should improve. • JH sought clarity on whether independent schools who had not paid contributions on time to the Scheme were the same schools each month. • The sub-committee noted the updates on the data improvement and strategy initiatives. <p>Issues Log</p> <ul style="list-style-type: none"> • The sub-committee was content with the entries on the issues log, noting the re-planning activity as a new entry. 	Action – make this clear in next quarterly report
Agenda Item 9	<p>Agree Key Issues from the Meeting / Report to highlight at the next TPSPB meeting:</p> <ul style="list-style-type: none"> • Bereavements • Winter Retirement Exercise • Complaints 	
Agenda Item 10	<p>Agree whether any individual papers or presentation should be shared with remaining Board members:</p> <ul style="list-style-type: none"> • It was agreed that Paper 8 – the MaPS report - should be shared with all Board members. 	Action
Agenda Item 11	<p>AOB:</p> <ul style="list-style-type: none"> • None 	
Next meeting	16 June 2021 (by Teams)	

Minutes agreed by Chair: *Jackie Wood*

Date: 31 March 2021

Confirmed by circulation to sub-committee members on: 31 March 2021

Ratified at sub-committee meeting on: 16 June 2021