

Teachers' Pension Scheme Pension Board (TPSPB)

Service Delivery and Maintenance of Data

Sub-committee Meeting: 29 March 2017

MINUTES

Present:		
Trefor Llewellyn	Employer representative and Acting Chair	TL
Geoff Ashton	Independent Pension Specialist	GA
Sue Crane	DfE, Senior Contract Manager and sub-committee point of contact	SC
David Heslop	TP Client Director	DH
Kathryn Symms	DfE Policy & Governance team leader - Secretariat	KS
Peter Springhall	DfE Senior Finance Manager – observer	
Richard Lees	DfE Contract Manager – observer	
Apologies:	Dave Wilkinson (Chair and member representative)	

	Item	Action
Agenda item 1	<p>Introduction, attendance, apologies:</p> <ul style="list-style-type: none"> • TL welcomed all attendees to the Service Delivery sub-committee meeting, and extended a warm welcome to John Simmonds (JS) who presented the CEM Benchmarking report. • Apologies: from Dave Wilkinson. 	
Agenda item 2	<p>CEM Report:</p> <ul style="list-style-type: none"> • JS explained that this was the third year (up to March 2016) of production of this report, and thanked TP and DfE for providing their data. He provided headlines for the sub-committee's purposes: • The TPS is a very low cost scheme compared with the other assessed schemes; and overall, the level of service is rated high. • The administration cost per member is stable and lower than the comparable schemes • The service score is very strong (71 out of 100). Members have similar needs across the schemes, so this is a good comparator and a positive picture for the TPS. The score is slightly lower than 2015 because there has been a fall in the number of face-to-face interactions which affects the score. • The TPS digital proposition is strong e.g. the secure area for members on the website and social media is better than TP's peers'. • However, the issuing of annual statements was later than average, meaning the information was up to 9 months out of date. (Note – DH advised that this is now up-to-date due to on-line access to statements). • Telephony was also an area where TP scored lower than their peers – 31% failed to connect. SC explained that she monitors TP's measure (OM5) closely and performance against that does not raise any major concerns. • <u>Contact Centre</u>: SC to provide TP's telephony measure and data. 	AP SD1/290317

	<ul style="list-style-type: none"> • There was some discussion about measuring elapsed time – the sub-committee were reassured that although TP do not measure time where they are dependent on 3rd parties, they do not lose sight of that, and are proactive when “the TP clock has stopped”. • SC to provide/explain current measures and performance. DH to consider how many “stop the clocks” happen and in what circumstances. • JS closed by re-iterating that the TPS had been assessed as a strong scheme. More investment, more face-to-face contact and learning from similar overseas schemes (particularly in the US) were suggested ways the scheme might improve. • JS to consider whether he can show the data with fewer comparators particularly those of comparable size. • KS to ensure the 2017 CEM report (if available) is presented at the December 2017 sub-committee meeting. 	<p>AP SD2/290317</p> <p>AP SD3/290317</p> <p>AP SD4/290317</p>
Agenda item 3	<p>Review of TP performance against:</p> <ul style="list-style-type: none"> • Service Level Agreements • Performance Indicators • Contract Outcomes <p>SC highlighted certain key points from the Administration Update paper. The SLA and contract outcomes were generally positive. The high volume of feedback gave confidence that the positive picture was accurate.</p>	
Agenda item 4	<p>An Overview of the current major projects:</p> <ul style="list-style-type: none"> • MDC – SC provided a verbal update based on her update paper. TP has successfully focussed on ensuring that the anticipated spikes are no longer as evident as originally expected. • Employer Review – the sub-committee noted the update. • GMP – The sub-committee noted that external factors e.g. HMRC’s unreliable service, may affect throughput of work towards the end of the project. TL requested that the estimate and profile of overpayments is shared with the Board in order that the Board may offer support when considering whether/how the overpayments are repaid. • DfE to include in Policy Update in April. • Deferred Member Tracing – SC updated on the current position. SC confirmed that although TP will do all that is reasonable to trace such members, not everybody will be found. • Second Bite PI – SC updated the sub-committee on progress of manual calculations and preparations for the IT solution for the bulk of the cases. • TL was pleased to note TP’s role in ensuring that Academies were performing well. 	<p>AP: SD5/290317</p>
Agenda item 5	<p>Data Strategy:</p> <p>SC explained that MDC is improving member data quality and timeliness. The Pension Regulator has noted the sound processes in place to ensure employer compliance.</p>	

Agenda item 6	Administration update (items not already covered): <ul style="list-style-type: none"> • No items discussed. 	
Agenda item 7	Actions being taken to address issues: <ul style="list-style-type: none"> • No live issues on Issues Log 	
	The next meeting will take place on 14 June 2017 at TP, Lingfield Point, Darlington	

Minutes agreed: 5 April 2017



Trefor Llewellyn (Acting Chair):

Confirmed by circulation to sub-committee members on 5 April 2017