
Head of Operations Update

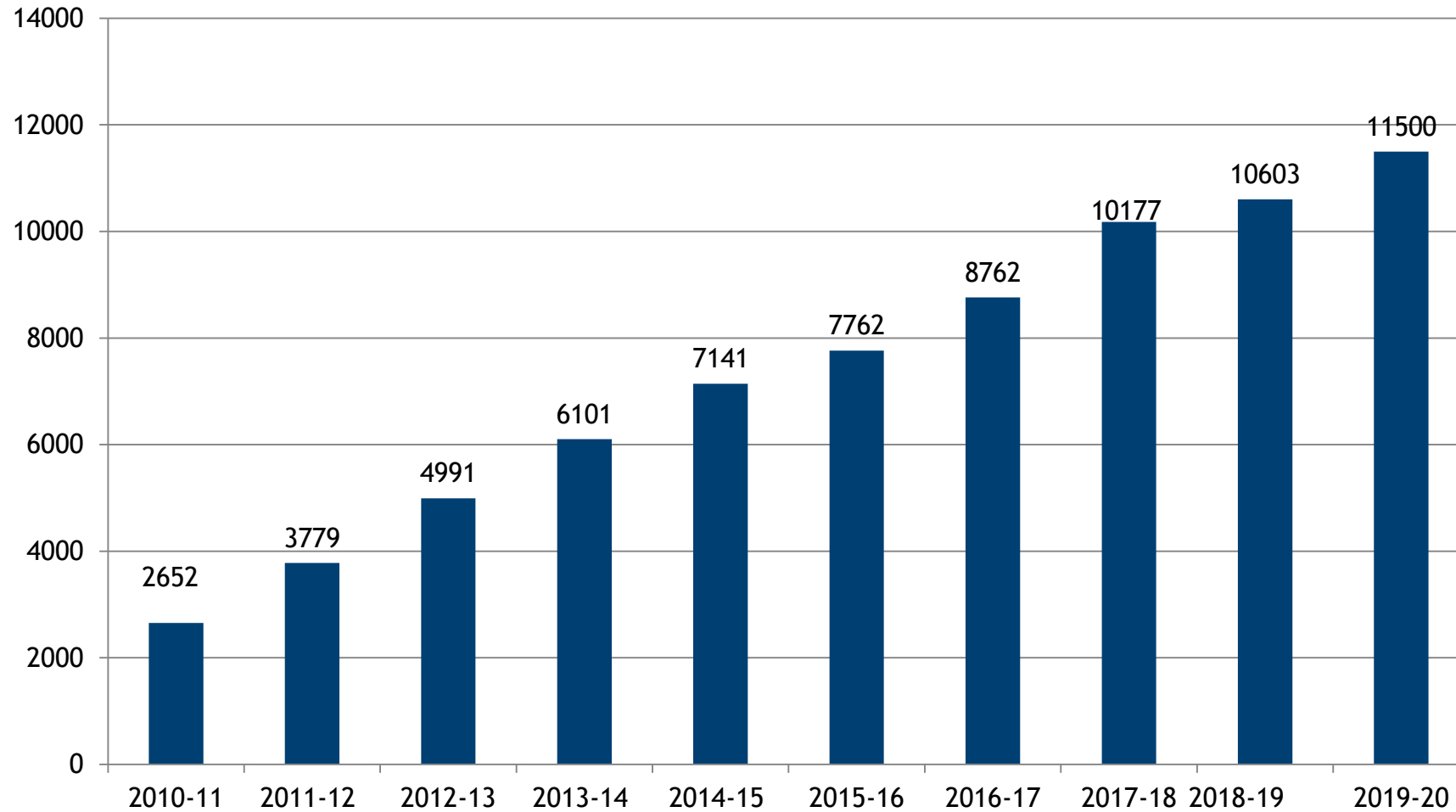
Paula Graham



Today's focus

- Employer volumes
- Employer engagement
- MCR update
- Employer focus
- Member focus
- Achievements
- Looking forward

Employer landscape - volumes



Statistics

Website visits:
2.9 million in 2015
3.2 million in 2016
4.26 million in 2017
4.6 million in 2018
3.7 million in 2019 *as at 30 Sept '19

914,447 My Pension Online accounts
*as at 31 Aug '19

Facebook - 11,415 likes
Instagram - 821 followers
LinkedIn - 711 followers
Twitter - 6,300 followers

Calculator page views
2.7 million in 2017
3.1 million in 2018
2.7 million in 2019 *as at
30 Sept '19

Website page views
38.8 million in 2017
53.2 million in 2018
41.5 million in 2019 *as at 30 Sept '19

Benefit Statement views
1.7 million in 2017
2.3 million in 2018
1.4 million in 2019 *as at 30 Sept '19

Engaging with employers

Teachers' Pensions
@TPScheme Following

Keep up to date with the latest employer news. bit.ly/2TjSDY5



9:08 AM - 1 Mar 2019


Monthly Contributions Reconciliation

Service and contributions in one place

[Find out more >](#)

Teachers' Pensions Log in

Our new Training Programme is here



Autumn Employer Training Programme

Looking to refresh your knowledge of the Teachers' Pension Scheme? We've free training seminars scheduled across the country which cover all you need to know about administering the Scheme.

We've also a programme of short webinars that provide key information for those new to the Scheme, as well as more about the administrative areas such as Monthly Data Collection (MDC) and Auto Enrolment.

[Book a seminar >](#) [Book a webinar >](#)

Coming soon
Later this year we're introducing new training modules, including webinars on:

- Understanding the Employer Portal
- Understanding My Pension Online (MPO) and the benefits for members
- Introducing Monthly Contributions Reconciliation (MCR).

Keep an eye out for more information on when these will be starting through our [Employer Bulletin](#).

For more information, including videos and training resources, please visit our [website](#).

Teachers' Pensions Need any help?

- Contact Us
- Glossary
- Legal
- Department for Education

To find out more visit www.teacherspensions.co.uk

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Pension Scheme Registry Number 10005209 (2010 scheme and earlier); and 10276733 (2015 scheme)

Teachers' Pensions **Employer BULLETIN** Headlines | Further News | Regular Items

Valuation of the Teachers' Pension Scheme

Every four years, the Government Actuary's Department carries out a valuation of all unfunded public service pension schemes. The current valuation has determined that the employer contribution rate should increase to 23.68% of contributory pay with effect from 1 September 2019 (this includes the administration levy of 0.08%).

With regards to member benefits the initial valuation results highlighted that the value of benefits being accrued by members of the Career Average arrangement were below the level agreed in 2015.

However, this aspect of the valuation is on hold pending the outcome of a legal case in connection with transition protection provided to some members when the Career Average arrangement was introduced.

[Find out more >](#)

HEADLINES

Salary band changes for contribution rates

As the rate of the Consumer Price Index rose by 2.4% in the year to September 2018, the salary bands for contribution rates for members will increase by 2.4% with effect from 1 April 2019.

However the tiers will remain the same.

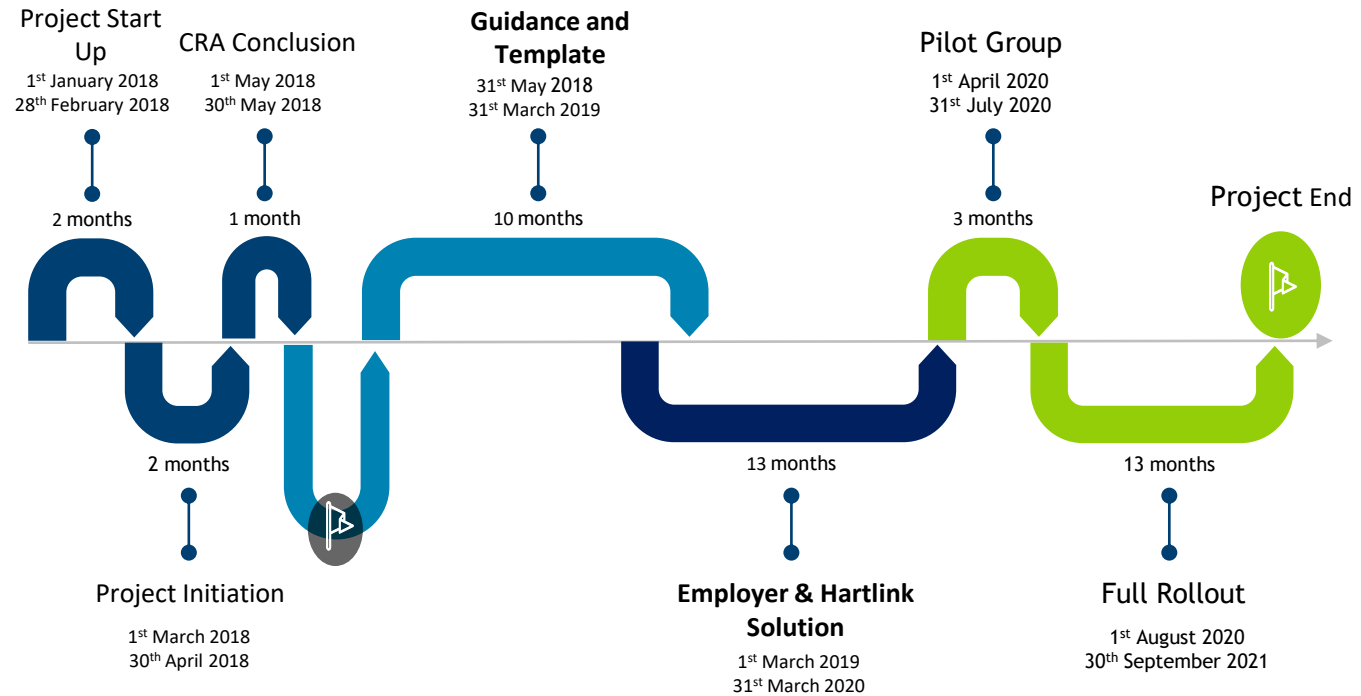
[Find out more >](#)

Monthly Contributions Reconciliation (MCR) workshops

Thank you to the 150 employers and 30 payroll providers who've taken part in our MCR workshops. Your feedback and challenges have been instrumental in helping us improve the MCR solution and will allow us to create a much more comprehensive MCR Guidance Document.

[Find out more >](#)

MCR project progress



MCR Guidance and Specification

- Guides released on Thursday 27th June
Managing members/MCR/Forms and guides

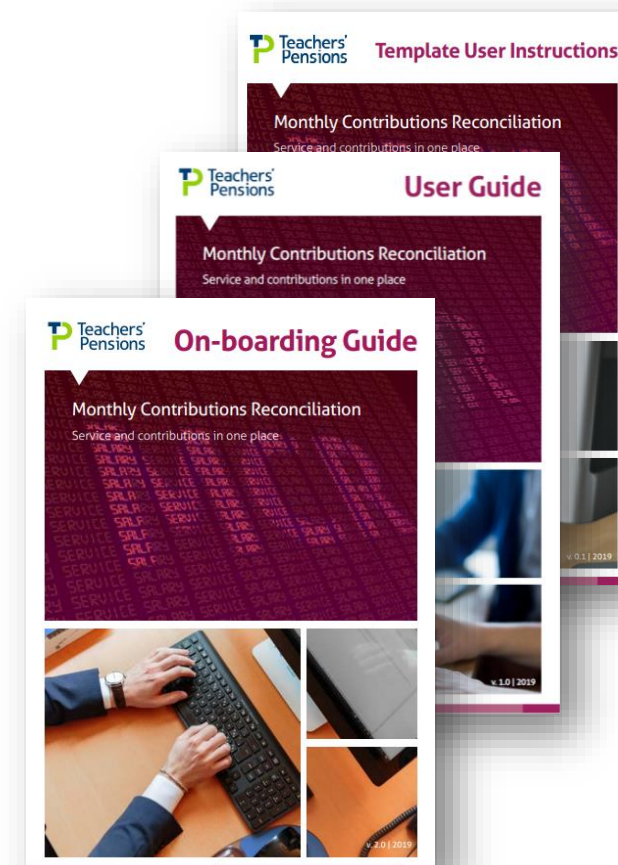
Notification via:

- Employer Bulletins - all sectors
- Payroll Bulletin
- Email to everyone who attended a workshop

Guides

- MCR User Guide
- MCR On-boarding Guide
- MCR Template User Instructions
- MCR On-boarding form
- MCR Template

Email: mcr@teacherspensions.co.uk



Areas of focus - employers

- Introduction to MCR
- Introduction of MDC Checklist -
 - Pilot undertaken.
 - Feedback received, enhancements implemented
 - Live version of the MDC Checklist fully implemented in October
 - The MDC Checklist will continue to be issued to employers monthly



Employer Portal research

Gathering feedback:

- Call shadowing - internal
- Telephone interviews
- Co-design with employers
- Co-design with our staff

With help from:

- General feedback
- Daily verbatim.



Areas of focus - members

- Continued improvements in the contact centre
- Increased efforts to engage members
- A new Digital Contact team was formed and introduced into the Operation
- A trial Live Web Chat facility was developed and introduced in October for members to contact our Digital Contact team in real-time
- We are facing some challenges due to membership volumes continuing to increase, plans in place for additional staff.

Achievements

- P60 processing exercise was completed successfully in May with a total of 738,803 statements issued to members
- Benefits Statements processing exercise was successfully completed in August. A total of 694,719 members were notified of their statements being available online via MPO
- Summer Retirements Exercise was successfully concluded all members receiving their retirement payments as of 1 September. In total, 11,412 retirement applications were processed
- Increasing high volumes of casework were experienced in Annual Allowance for a second year with a total of 6,528 statements being issued to members, successfully in advance of the 6 October deadline.

Looking Forward

- Employer Portal enhancements
- McCloud Rectification
- MCR

