



Department for Education

2025-0045754

**Georgia Gould OBE MP
Minister for School Standards**

Manuela Perteghella MP

By email: manuela.perteghella.mp@parliament.uk

Your ref: MP06332

19 January 2026

Dear Manuela,

Thank you for your correspondence of 2 December 2025, addressed to the Secretary of State, on behalf of your constituent, [REDACTED], about his concerns around the timescales for the Transitional Protection (McCloud) remedial action process within the Teachers' Pensions Scheme. I am replying as the minister responsible for this policy area.

I must apologise for any upset caused by the tone or content of Teacher's Pensions (TP) letters. It is not TP's intent to cause distress for [REDACTED] at this difficult time. Where examples of poor service are highlighted, the department's contract management team will engage with TP to identify and address any issues. I can confirm that [REDACTED] choice has now been implemented and monies should have reached his account on [REDACTED].

I can assure [REDACTED] that the regulations provide for a member's choice to be put into payment as soon as is reasonably practicable. As part of the administration arrangements, it was planned that member choices received would be actioned from June 2025 when alternative benefits would be put into payment, where applicable. This timeline was set to allow for essential recruitment, training, development of guidance, and implementation of IT enhancements, all of which were necessary to process member responses effectively.

In addition to the complexity of calculating the figures to include in the Remediable Service Statement (RSS), further calculations are required for those members who will receive different benefits following their choice. This is because the RSS provides information that is correct on the date of issue, and the benefit position will have moved on between then and the date on which any relevant adjustment is put into payment.

Officials have previously recognised that information was provided to some members by TP that pension adjustments would be made according to normal timescales. This information was incorrect, as it did not take account of the additional calculations, financial checks, and controls needed when amending pension benefits for the remedy. I can assure you and [REDACTED] that this matter has been addressed with TP, and I am sorry that he was misinformed and for any confusion caused.

To assure [REDACTED] on the situation in general, the department consistently monitors the scheme administrator's performance and maintains strong oversight through contract management processes and an independent Pension Board, which includes employer and member representatives, to ensure that service standards are upheld. The department is discussing the current delays with the scheme administrator on a weekly basis.

The department has asked the scheme administrator to publish further information for members on the TP website regarding issues such as those experienced by [REDACTED]. The latest update is available at: tinyurl.com/4S7BF4WW. Further relevant updates will be provided whenever possible.

The department is working with TP to finalise timescales for the issuing of RSS and related payments. Once the timeline is confirmed, it will be communicated to all affected scheme members. Officials continue to closely monitor progress and work with the scheme administrator to streamline processes and introduce automation where possible.

Thank you for raising this important matter with me, and I hope my response has helped to resolve [REDACTED] concerns. Once again I would like to apologise for the difficulties he has experienced with the TP process.

Yours,

A handwritten signature in cursive script that reads "Georgia Gould".

Georgia Gould OBE MP
Minister for School Standards