



Illuminas

PERCEPTIONS TRACKER

PRESENTATION OF FINDINGS

April 2007

Prepared for:

**The Pensions
Regulator** 

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Agenda: Overall results

- Background and approach
- Executive summary
- Perceptions of The Regulator
- Perceptions of own knowledge and understanding
- Contact with The Regulator
- Regulator effectiveness
- Overall performance
- Summary and recommendations



BACKGROUND AND APPROACH



Research context

The Pensions Regulator

The Pensions Regulator has the on-going task of protecting work-based pension scheme benefits, promoting good scheme administration, and reducing the risk of claims being made to the PPF



Key stakeholders

The Pensions Regulator thus is required to work with, impact, and influence an extremely wide range of key players within the pension's marketplace



The need for research

In order to effectively manage the disparate set of relationships, it is key that the Regulator is aware of professional opinion and perception regarding it as an organisation

To this end, the Regulator commissioned its Perceptions Tracker in 2004 and two previous waves were completed. However, in 2006 the need to consolidate the approach was identified and Illuminas was commissioned to undertake the task for this third wave



Research objectives

- The overall objectives of the research remain unchanged from the previous waves and remain to:

Measure overall awareness of The Pensions Regulator

Determine perceptions of the Pensions Regulator

Measure overall rating of The Pensions Regulator in terms of transparency, consistency, targeting, accountability

Measure overall usage and rating levels of services

Measure overall rating of service received from The Pensions Regulator



In addition, the research also sought to provide performance indicator measures and the opportunity to leverage positive performance improvements in a PR sense



Research design

- 750 telephone interviews
- Interviews conducted November 2006 to January 2007
- Survey refined from previous waves as follows:
 - Questionnaire consolidated from two versions routed by level of knowledge to a single questionnaire
 - Previous questionnaire filtered by knowledge of Regulator
 - Current survey all inclusive, thus giving 'truer' picture of overall perceptions
 - All response scales shifted from 7-point scale to 5-point semantic scales
 - Shift to decimal system to improve analysis capabilities
 - Easier for respondents to understand and respond to
 - Revised codeframes developed to ensure data quality by senior member of Illuminas team and in consultation with the Regulator

AUDIENCE	TOTAL
1. Employers	
-Small (12-99 members)	50
-Medium (100-999 members)	50
-Large (1,000+ members)	50
2. Lay Trustees	
-Small	50
-Medium	50
-Large	50
3. Pension Scheme Managers	
-Small (12-99 members)	25
-Medium (100-999 members)	25
-Large (1,000+ members)	25
4. Admin (in-house)	
-Small (12-99 members)	25
-Medium (100-999 members)	25
-Large (1,000+ members)	25
5. Third party administrators	50
6. Professional trustees	50
7. Pension Scheme Lawyers	50
8. Pension Scheme Actuaries	50
9. Pension Scheme Auditors	50
10. IFA/Benefit Consultancies	50
TOTAL	750

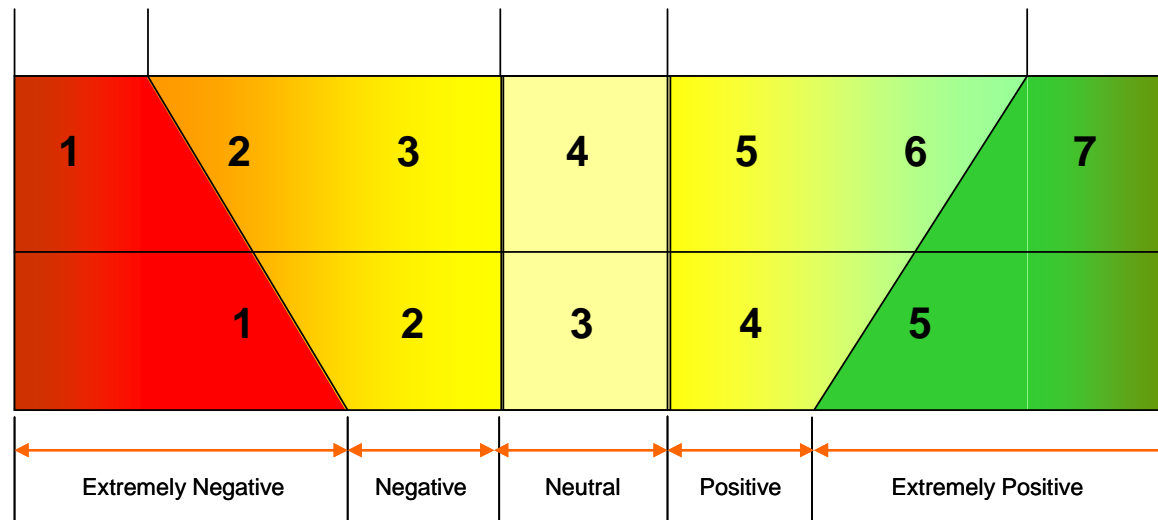
In-house

Professionals



Research re-design

- The 2006 survey design was significantly overhauled in order to provide a better quality and more appropriate vehicle going forwards. The extent of changes to the design mean that it is not possible to directly compare results from 2005 to 2006. Hence, figures from the 2006 survey quoted in this report constitute a new baseline.
- The current study includes the full spectrum of the audience regardless of their stated knowledge levels and thus provides a truer picture of The Regulator's perceptions across the industry.
- Due to revision of scale, differences between 2005 wave to 2006 are incomparable due to varying differences as illustrated in the scale below. These differences become too subjective to be accurately compared.
- Pre-research hypotheses put forward the following assumptions:
 - That anyone rating 'neutral' on a 7-Point scale would also do so on a 5-Point scale i.e. align ratings of 4 in the previous research = ratings of 3 on our new scale. However when rating 1, 2 or 3, 5, 6 or 7 they cannot be accurately compared to the current 1, 2, 4 or 5 of the scale.





Sample profile: scheme characteristics

%	Total	In-house				Professionals					
		Employer (n=150)	Lay Trustee (n=150)	Pension Scheme Manager (n=75)	In-house Pensions scheme admin. (n=75)	Third party admin. (n=50)	Prof. trustee (n=50)	Pension Scheme Lawyer (n=50)	Pension Scheme Actuary (n=50)	Pension Scheme Auditor (n=50)	IFA / Benefit Cons. (n=50)
Scheme type											
Final salary (DB scheme)	77	53	89	75	69	84	88	92	96	82	72
Money purchase (DC scheme)	56	69	34	47	60	50	66	56	44	80	76
■ Trust-based	68	47	69	69	71	80	73	93	82	70	82
■ Contract-based	41	50	25	31	33	28	45	64	45	33	50
Hybrid	25	7	13	24	17	44	32	58	30	50	40
Scheme status											
Live occupational scheme	88	72	93	92	83	96	88	98	96	94	88
Currently winding up	33	15	7	13	13	48	58	84	62	70	62
GPP	31	41	11	25	39	20	26	60	24	26	56
Designated stakeholder	25	32	11	29	28	12	22	50	18	14	42



Sample profile: scheme characteristics

%	Total	In-house				Professionals					
		Employer (n=150)	Lay Trustee (n=150)	Pension Scheme Manager (n=75)	In-house Pensions scheme admin. (n=75)	Third party admin. (n=50)	Prof. trustee (n=50)	Pension Scheme Lawyer (n=50)	Pension Scheme Actuary (n=50)	Pension Scheme Auditor (n=50)	IFA / Benefit Cons. (n=50)
Size											
12-99 members	27	33	33	29	32	2	16	6	16	36	36
100-999 members	40	33	33	33	33	50	60	50	46	44	44
1,000-4,999 members	18	18	24	12	19	22	14	18	24	6	6
5,000-9,999	4	6	1	8	4	10	-	6	2	4	4
10,000+ members	8	9	7	13	11	12	8	4	10	4	4
Age of scheme											
Under 1 year	2	3	-	1	1						
1-5 years	6	13	1	3	6						
5-10 years	8	13	6	7	9						
10-25 years	28	29	28	27	25						
25+ years	53	39	61	60	56						
Average age	27.8	22.6	30.5	31.4	28.8						

Base: all respondents, n=750



Sample profile: characteristics of role

%	Total	In-house				Professionals					
		Employer (n=150)	Lay Trustee (n=150)	Pension Scheme Manager (n=75)	In-house Pensions scheme admin. (n=75)	Third party admin. (n=50)	Prof. trustee (n=50)	Pension Scheme Lawyer (n=50)	Pension Scheme Actuary (n=50)	Pension Scheme Auditor (n=50)	IFA / Benefit Cons. (n=50)
Number of people employed in organisation											
1-11 employees	5	1	3	0	4	2	18	2	13	18	14
12-50 employees	14	11	12	5	12	11	31	0	25	20	24
51-499 employees	33	39	44	19	36	40	20	27	21	36	24
500+	46	49	41	76	47	47	31	71	42	26	37
Number of individual schemes typically involved with at any one time											
1-5	22					24	40	8	12	28	18
6-14	23					16	18	24	32	14	33
15+	56					60	42	68	56	58	49
Average number	51.5					64.8	51.9	78.2	36.2	30.4	47.7
Proportion of time spent on matters relating to pensions											
Average %	59.8			71.2	48.35						



EXECUTIVE SUMMARY



Executive summary

KEY METRICS

(% top 2 box)

Overall knowledge
of The Regulator 64%

Overall performance
of The Regulator 46%

Overall usefulness
of information 63%

Overall The Regulator's performance and perceptions continue to be positive across all audiences with findings indicating that The Regulator is generally delivering on all of its primary and secondary functions

STRENGTHS

- Overall knowledge of The Regulator and its role reasonably high across the whole market
 - Shows continued improving awareness differentiating it from OPRA
- 78% believe risks to members' benefits would increase without The Regulator
- Website and e-learning are key contact points and perform strongly in terms of usefulness
 - Other touchpoints perform well, although some issues by reason for contact / telephone department

WEAKNESSES

- Some levels of dissatisfaction evident amongst those having contacted The Regulator with regards to scheme query returns
- In-house audiences generally less knowledgeable and satisfied than their Professional counterparts

OPPORTUNITIES

- Some scope to lift performance amongst in-house audiences, particularly with regards to improving knowledge and understanding through information provision
 - Notably, needs of those with smaller schemes may not be adequately met
 - That said, knowledge gap between in-house and professional audiences is likely to remain



Performance indicators (PIs)

% top
2 box

Theme: Strengthen scheme funding	
Understanding of the new schemes funding arrangements for DB schemes	67
Understanding The Regulator's powers and stance in relation to clearance and anti-avoidance powers	60
Theme: Deliver effective risk-based regulation relevant to our environment and stakeholders	
The Regulator is a trusted source of information	78
Effectiveness of The Regulator in providing Codes of Practice	77
The Pensions Regulator providing guidance (e.g. notes, at a glance guides, email etc)	70
<i>Proportionate</i> – its actions are proportionate to the risk posed	43
<i>Proportionate</i> – The Regulator is focused on the most important risks to members' benefits	61
<i>Accountable & Transparent</i> – The Regulator explains clearly why decisions affecting occupational pension schemes have been made	49
<i>Consistent</i> – The Regulator is consistent in its approach to enforcing pension scheme regulation	51
<i>Targeted</i> – The Regulator is proactive in reducing risks to pension scheme members' benefits	55
The Regulator works well with the Government to ensure that regulation is appropriate	35



PERCEPTIONS OF THE REGULATOR

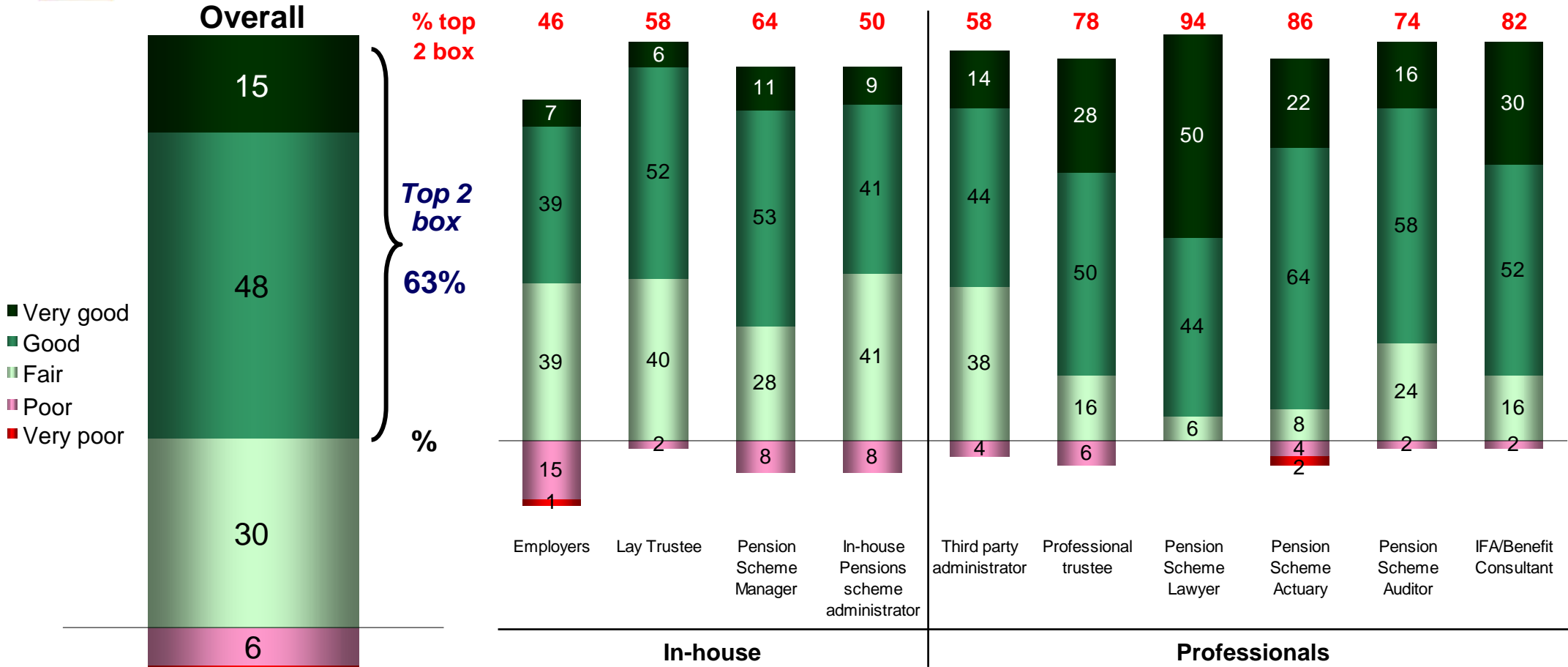


Perceptions of The Regulator: key highlights

- **94%** believe they have a **fair to good understanding of The Regulator** and what it does
- The **vast majority (78%) believe that risk to members' benefits would increase** if not for The Regulator
- **65%** claimed to have **seen PR or articles in the media** about The Pension's Regulator in the last 3 months
- Generally speaking, **The Regulator is positively perceived** and its associations reflect well on its desired image
 - Top associations: professional, credible, informative, educative – a trusted source of information
 - 71% would recommend The Regulator as a source of information to others
- That said, **some scope exists for improving** perceptions with regards to the following performance indicators:
 - Working well with the Government to ensure that regulation is appropriate
 - Action being proportionate to the risk posed
 - Explaining clearly why decisions affecting occupational pension schemes have been made



How well do people know The Regulator?



- Perceived knowledge in line with scheme size
- Top 2 box: Small 48%, Medium 67%, Large 72%

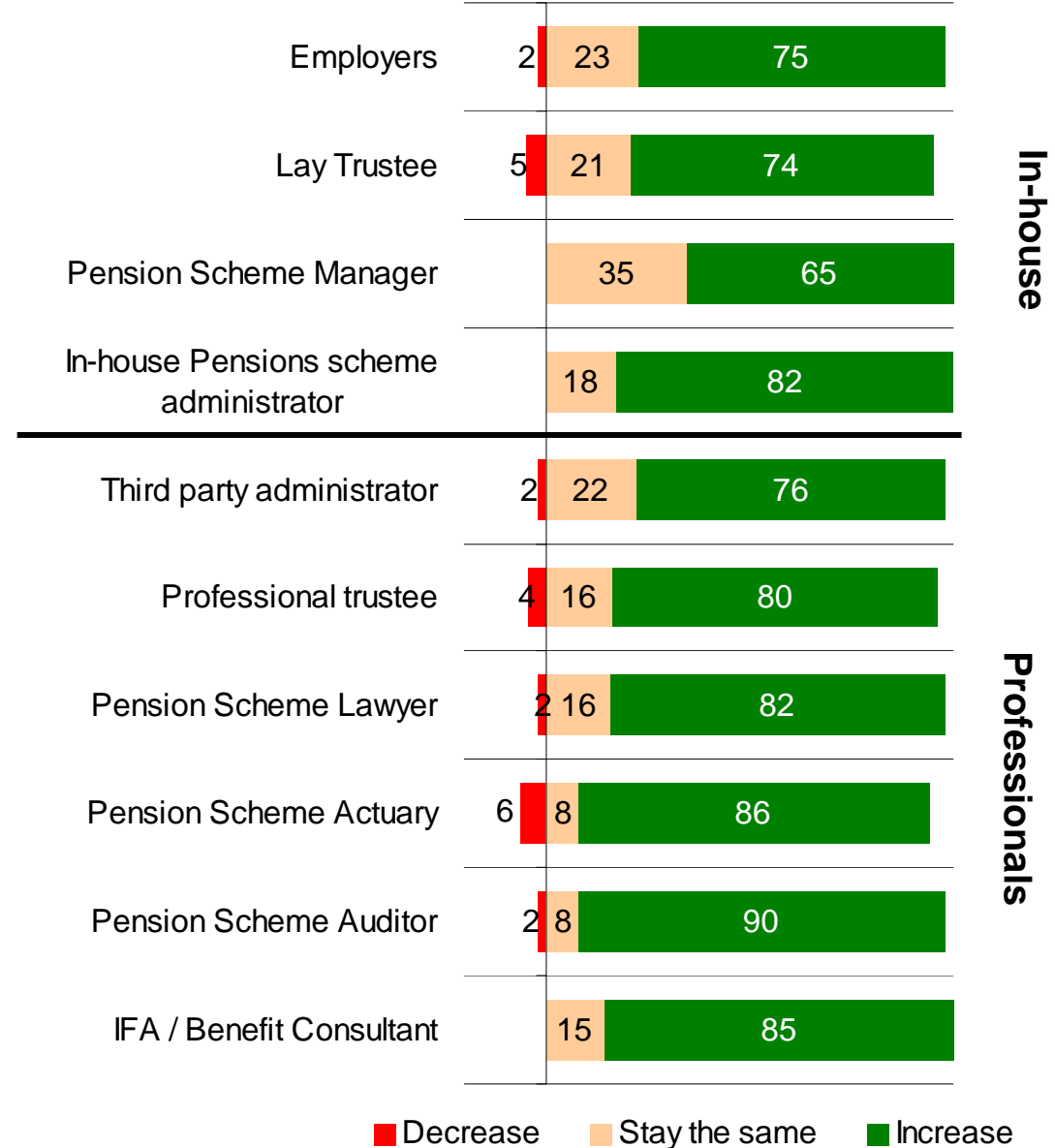
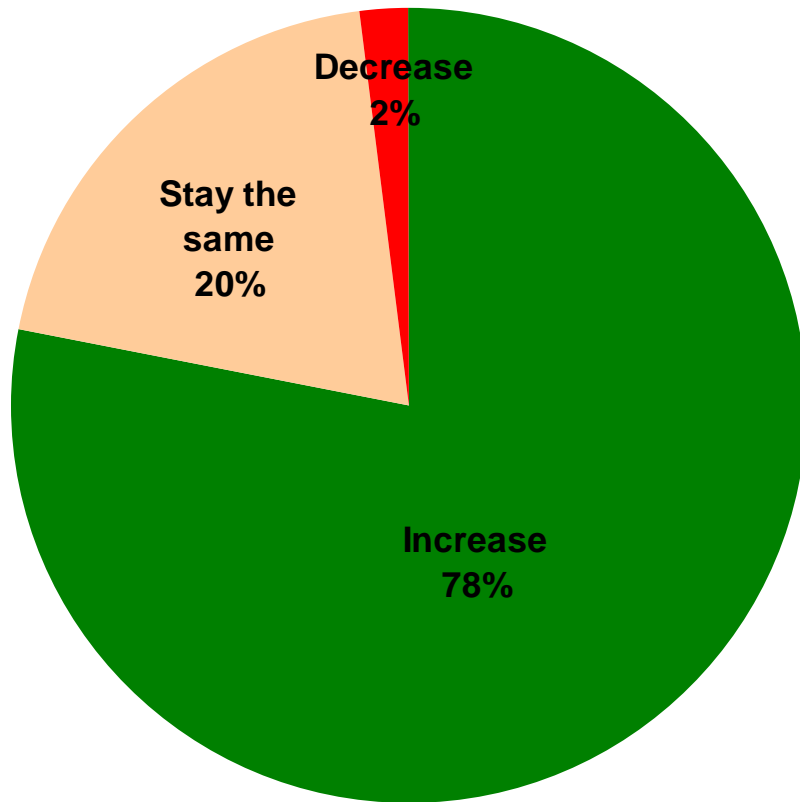
How would you rate your knowledge of The Pensions Regulator and what it does?

Over 6 in 10 have good knowledge of The Regulator with highest levels to be found amongst the professionals and those involved with the larger schemes



What would happen if The Regulator wasn't there?

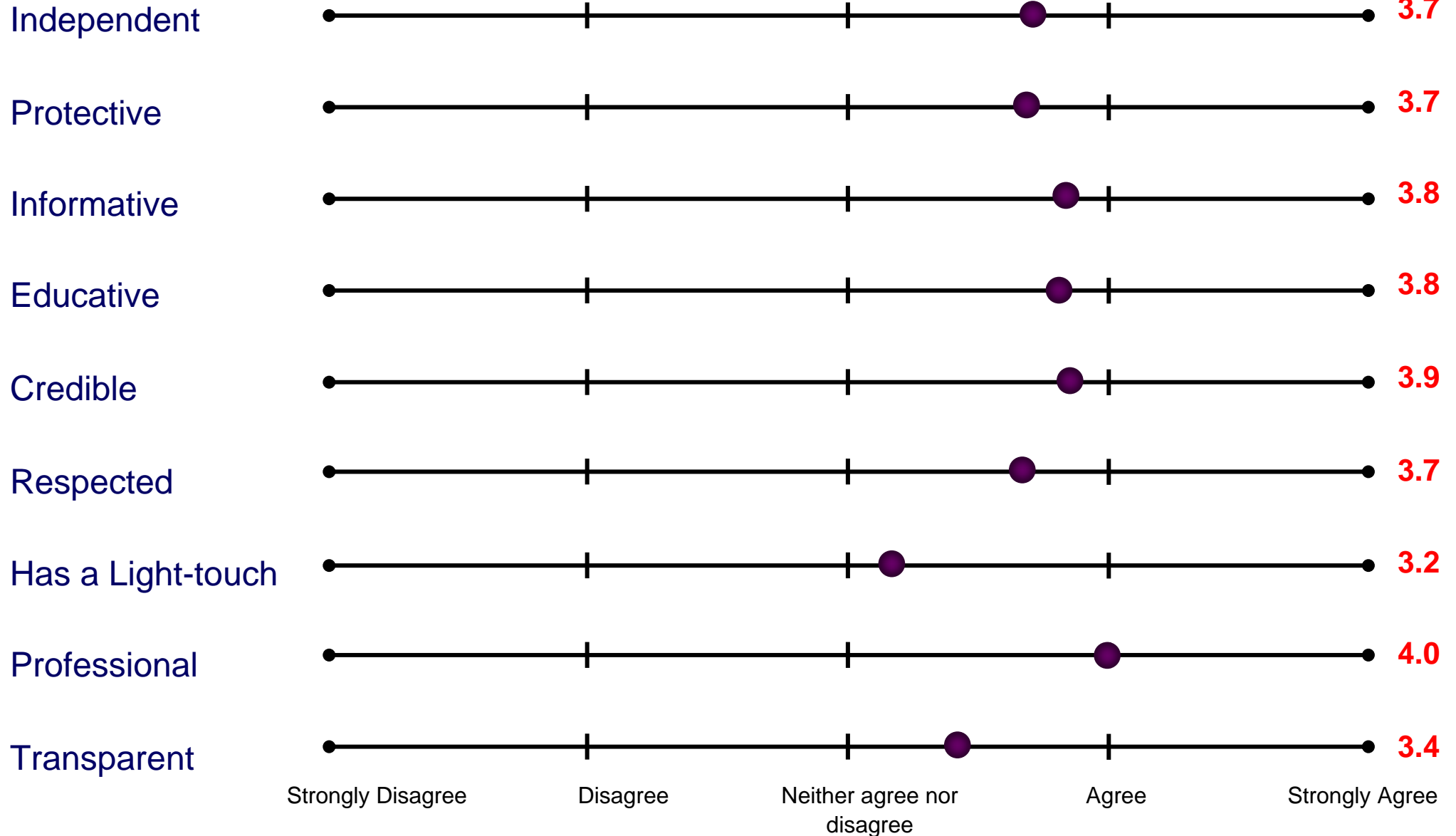
If The Pensions Regulator did not exist, risk to members' benefits would...





Perceptions of The Regulator

To what extent do you agree with the following words as descriptors of The Regulator... **Mean**





Perceptions by audience

To what extent do you agree with the following words as descriptors of The Regulator...

Independent



Employers

Protective



Lay Trustee

Pension Scheme Manager

Informative



In-house Pensions scheme administrator

Third party administrator

Educative



Professional trustee

Pension Scheme Lawyer

Credible



Pension Scheme Actuary

Pension Scheme Auditor

IFA/Benefit Consultant

Respected



Has a Light-touch



Professional



Transparent



Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

Base: all respondents, n=750



Perceptions of The Regulator: performance indicators

% top 2 box

The Regulator is a trusted source of information	1 5 53 25	78
Its actions are proportionate to the risk posed	1 11 37 6	43
The Regulator is focused on the most important risks to members' benefits	1 8 48 13	61
The Regulator works well with the Government to ensure that regulation is appropriate	3 14 29 6	35
The Regulator is proactive in reducing serious risks to members' benefits	1 9 46 9	55
The Regulator explains clearly why decisions affecting occupational pension schemes have been made	3 9 42 7	49
The Regulator is consistent in its approach to pension scheme regulation	1 7 42 9	51
I would recommend The Regulator as a source of information to others	2 7 45 26	71

■ Strongly disagree
 ■ Disagree
 ■ Agree
 ■ Strongly agree

Base: all respondents, n=750 Neither / nor removed
 Note: *highlighted functions* denote PI measures



Performance indicators by audience

% top 2 box	Total %	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
A trusted source of information	78	70	83	78	82	90	70	72	74	92	78
Its actions are proportionate to the risk posed	43	32	44	36	33	58	52	56	40	62	46
Focused on the most important risks to members' benefits	61	56	67	52	62	76	62	54	46	76	58
Works well with the Government to ensure that regulation is appropriate	35	34	41	30	42	46	34	26	16	40	28
Proactive in reducing serious risks to members' benefits	55	49	55	51	57	70	58	60	40	70	50
Explains clearly why decisions affecting occupational pension schemes have been made	49	38	48	43	44	78	52	56	50	60	54
Consistent in its approach to pension scheme regulation	51	43	53	44	52	66	58	42	44	70	52
I would recommend The Regulator as a source of information to others	71	61	75	67	69	86	64	74	68	86	74



Perceptions of The Regulator

% top 2 box

The Regulator has sufficient powers to make a difference	17	54	19	73	
The Regulator needs to raise its profile	6	24	28	18	46
The Regulator makes clear what it expects from schemes	2	9	52	14	66
It is able to influence improvements in governance and the administration of pensions schemes	1	8	52	12	64
The Regulator puts members first	3	9	42	14	56
The Regulator is prepared to use its wider powers	2	8	40	10	50
The Regulator explains clearly why decisions affecting GPP and Designated Stakeholder pensions have been made	2	11	24	4	28

■ Strongly disagree
 ■ Disagree
 ■ Agree
 ■ Strongly agree



Perceptions by audience

% top 2 box	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
Has sufficient powers to make a difference	73	58	77	76	68	72	76	74	82	80	78
Needs to raise its profile	46	51	45	43	56	54	40	34	16	52	52
Makes clear what it expects from schemes	66	60	71	56	73	86	60	52	60	74	74
It is able to influence improvements in governance and the administration of pensions schemes	64	55	72	63	61	62	56	76	58	76	66
Puts members first	56	48	62	46	57	72	60	62	48	68	58
Prepared to use its wider powers	50	53	56	53	56	60	40	20	32	72	44
Explains clearly why decisions affecting GPP and Designated Stakeholder pensions have been made	28	31	30	15	34	30	34	29	8	28	26



PERCEPTIONS OF OWN KNOWLEDGE & UNDERSTANDING

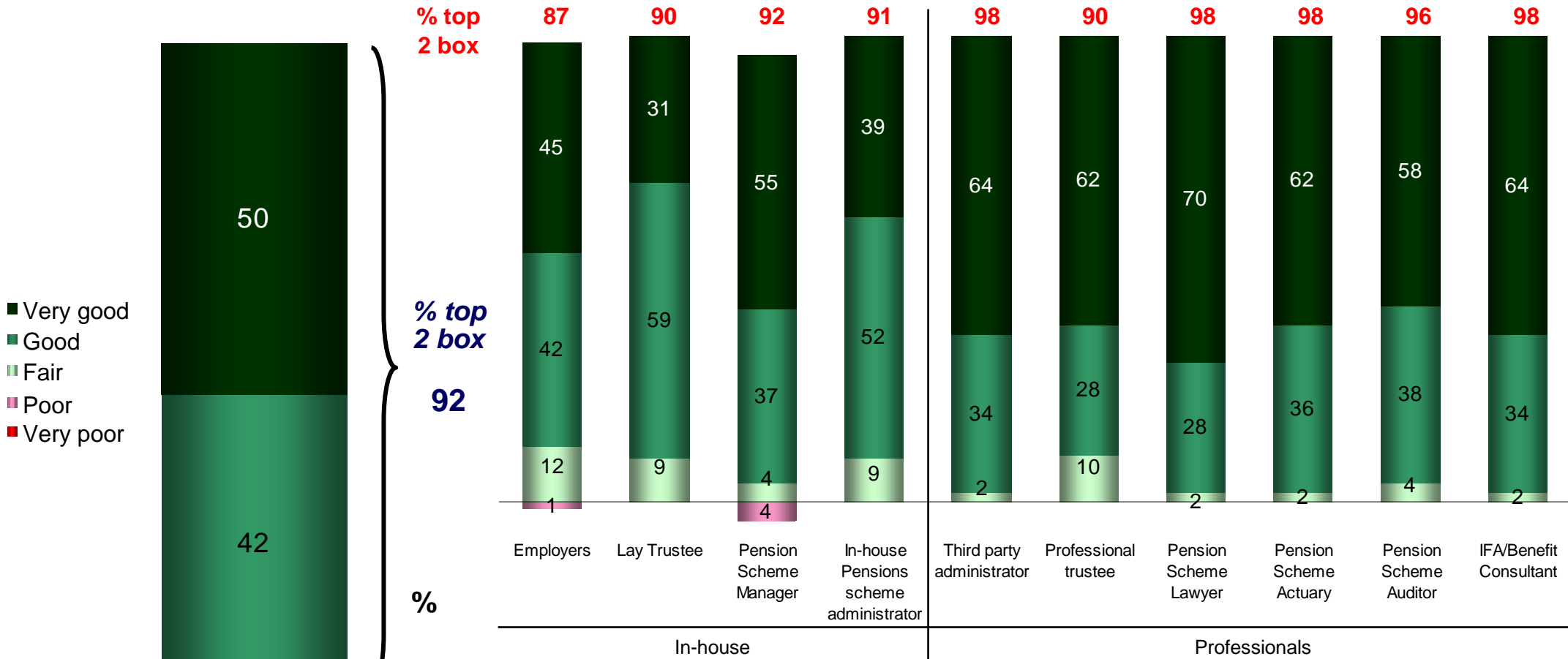


Knowledge and understanding: key highlights

- Perceived levels of **knowledge and understanding** with regards to pensions are **reasonably high** across the board
- Around **two thirds** feel they have a **good knowledge of The Regulator** and what it does
- **9 in 10** feel they have a **good knowledge of their own role** and responsibilities
- On **specific issues** (knowledge of DB schemes, DC schemes, scheme governance and anti-avoidance), around **60% have a good level of knowledge** however, Employers and In-house administrators notably lag behind



How well do people understand their own roles and responsibilities?



■ Top 2 box by size: Small 82%, Medium 95%, Large 97%

While 64% had a good or very good understanding of The Regulator and its responsibilities, 92% believed that they had a good or very good knowledge of their own role and responsibilities. The highest levels of stated understanding again came from the Professionals while the lowest tended to be found amongst the smaller schemes

Perceived understanding of specific pensions issues by audience

- Despite relatively high levels of understanding overall, certain groups do appear to lag somewhat

How would you rate your understanding of ...

% top 2 box	In-house					Professionals					
	TOTAL	Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
New funding arrangements for DB schemes	67	62	60	70	52	63	69	86	96	54	82
The Regulator's powers and stance in relation to clearance and anti-avoidance powers	60	50	55	62	40	50	76	86	69	69	70
The risk to DC schemes	73	67	70	83	58	77	75	78	87	73	86
The Regulator's role surrounding scheme governance	66	55	63	71	53	60	70	86	66	80	80

Caution: Some base sizes low

Base: Only those with final salary or hybrid scheme asked about new funding arrangements for DB schemes, n=638
 Only those with final salary or hybrid scheme asked about DB and clearance, n=638
 Only those with money purchase or hybrid scheme asked about risk to DC schemes, n=483
 All respondents asked scheme governance, n=750
 Note: **highlighted functions** denote PI measures



CONTACT WITH THE REGULATOR



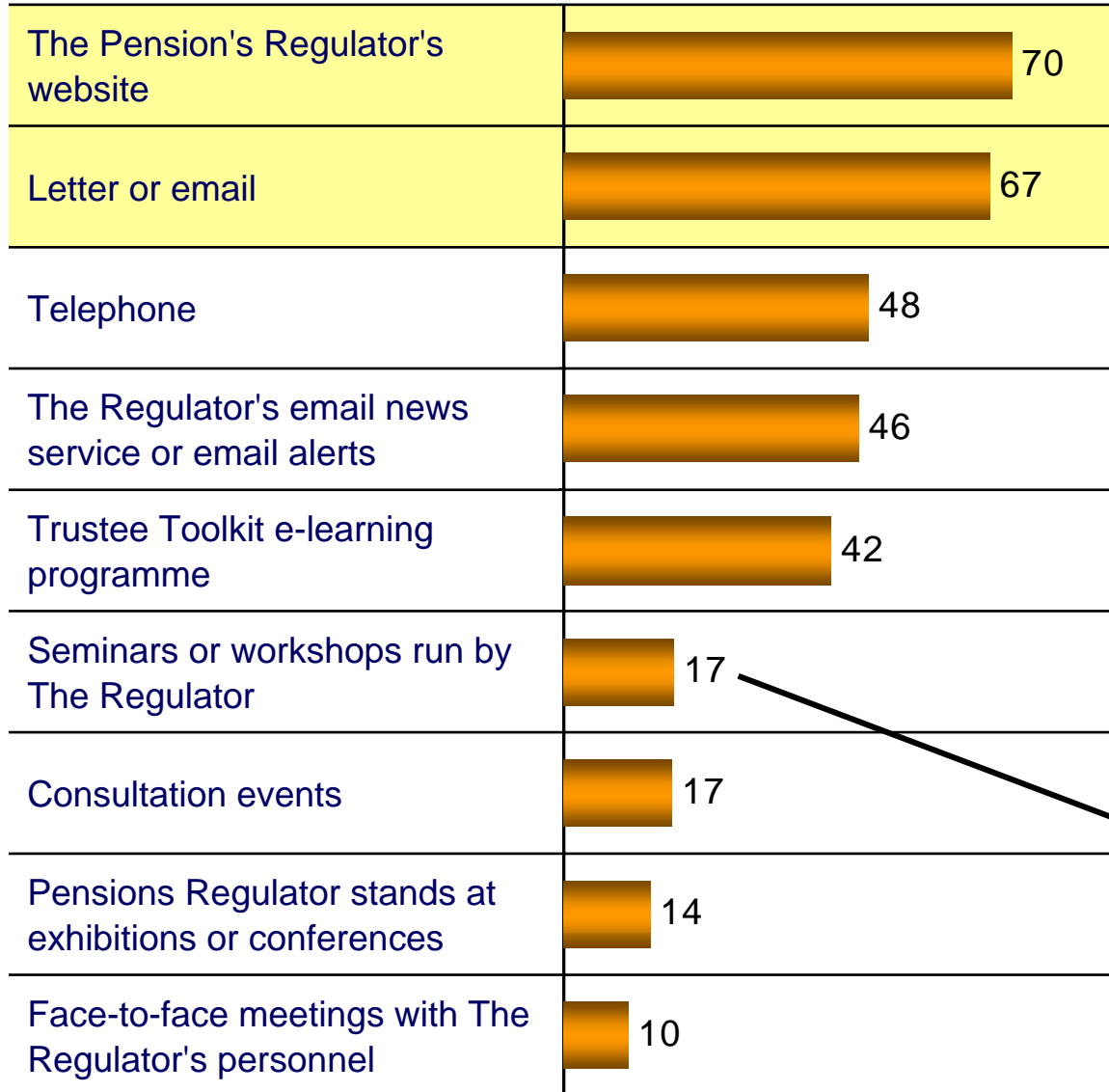
Contact with The Regulator: key highlights

- Overall, **the majority (63%)** were **satisfied with the information** they had received from The Regulator in the last 12 months
 - Smaller schemes less satisfied
- **88%** had been **in contact with The Regulator** in the **last 12 months**
 - **48%** have been **in contact in the last 3 months**
 - Most frequent reasons for contact were scheme query returns, general news updates, levy query
- **Website was the primary point of contact** and the **most useful** across all audiences
 - Trustee toolkit also plays an important role amongst lay trustees
- **Performance of channels is broadly positive**
 - Minimal levels of dissatisfaction by contact point
 - That said, notable proportions of respondents felt information provided by The Regulator with regards to scheme query returns and levy queries was less than useful (16% and 14% not at all useful respectively)



Method of contact (last 12 months)

In the last 12 months, have you had any contact with The Regulator via...



%

- 12% had not been in contact with The Regulator at all

- On average, three contact channels had been utilised

- Professionals use more contact points: In-house 2.8 vs Professional 4.0

- Employers used the least number of channels (two)

- Pension scheme lawyers used the most (five)

- Those involved with larger schemes used more contact points:

- Small 2.4, Medium 3.4, Large 4.0

- The largest proportion of these were Lawyers and Actuaries



Method of contact: by audience (column %)

% top 2 box	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
The Pensions Regulator's website	70	59	67	73	68	66	70	90	86	68	88
Letter or email	67	59	56	67	67	76	84	90	74	60	74
Telephone	48	39	30	47	41	58	82	88	66	28	60
The Regulator's email news service / alerts	46	31	42	45	36	52	52	62	74	60	52
Trustee Toolkit e-learning programme	42	32	59	49	36	14	58	40	42	24	52
<i>Mean number of contact channels used</i>	3.3	2.5	3.0	3.4	2.8	3.1	4.6	4.9	4.5	3.1	4.0

- Professionals generally using a wider range of channels
- E-learning has been used by all audiences but is a key tool for lay trustees
- Similar patterns of overall usage by scheme size



Method of contact: by audience (row %)

% <i>top 2 box</i>	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
The Pensions Regulator's website	70	17	19	10	10	6	7	9	8	6	8
Correspondence by letter or email	67	18	17	10	10	8	8	9	7	6	7
Telephone contact	48	16	13	10	9	8	11	12	9	4	8
The Regulator's email news service / alerts	46	14	18	10	8	7	7	9	11	9	7
Trustee Toolkit e-learning programme	42	15	28	12	9	2	9	6	7	4	8

- Within each contact channel, Employers and Lay Trustees represent the highest proportion of users – however this is somewhat misrepresented by their higher proportion within the sample
- That said, Lay trustees clearly dominating the usage of the Trustee toolkit



Usefulness of touchpoint

	Have used touchpoint in last 12 months	Perceived usefulness of last contact				% top 2 box
		Not at all useful	Not very useful	Fairly useful	Very useful	
The Pension's Regulator's website	70	3	2	46	40	87
Correspondence by letter or email	67	9	3	42	27	69
Telephone contact	48	9	4	39	33	72
The Regulator's email news service or email alerts	46	2	1	49	34	83
Trustee Toolkit e-learning programme	42	2	1	38	51	89
Seminars or workshops run by The Regulator	17	5	1	41	38	79
Consultation events	17	5	1	47	31	78
Pensions Regulator stands at exhibitions or conferences	14	3	2	45	18	63
Face-to-face meetings with The Regulator's personnel	10	1	1	33	53	86

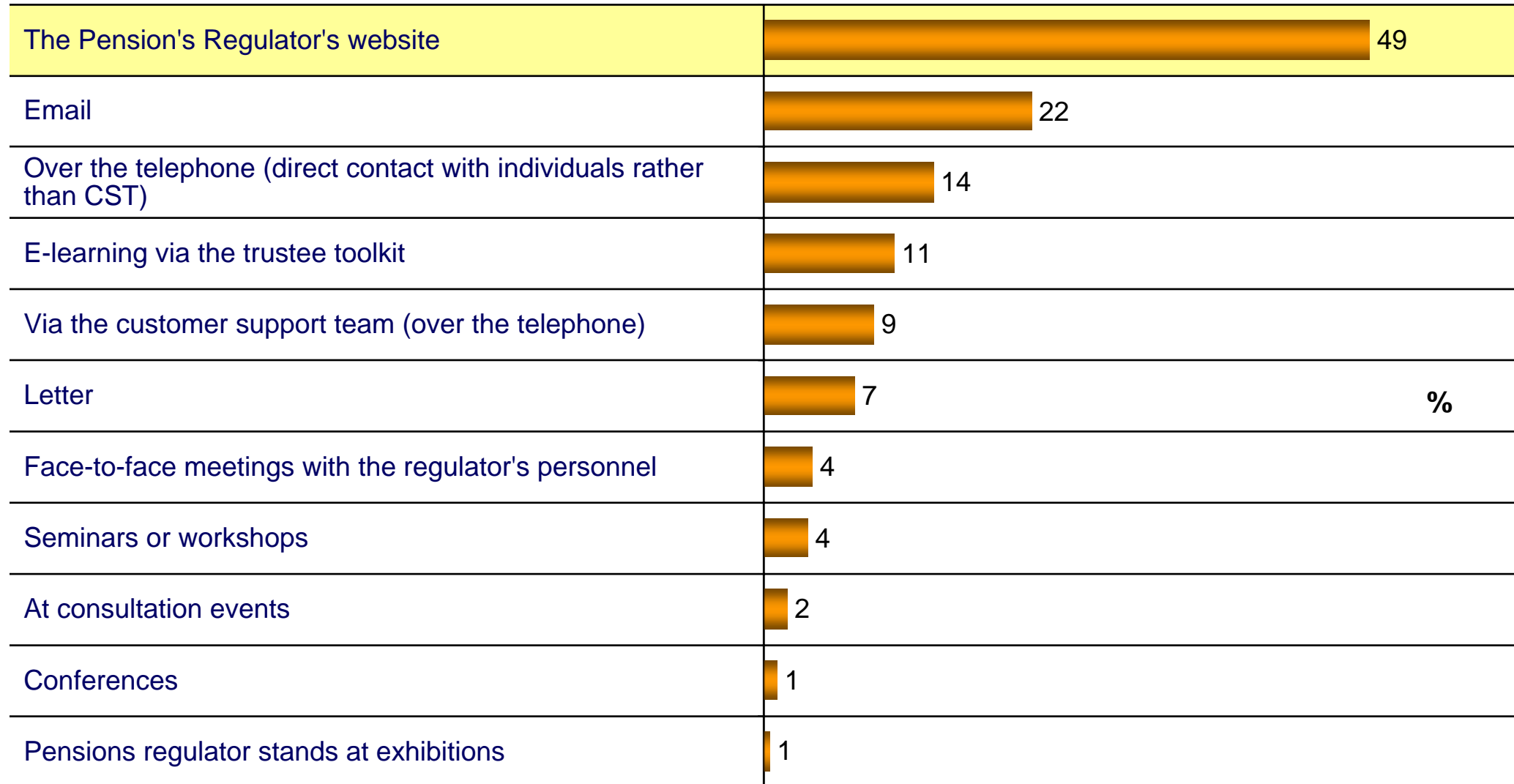
■ No notable significant differences in levels of perceived usefulness by audience or size of scheme

Base: all respondents using each channel, n=750. Analysis by audience not presented due to small bases on some sub-groups



Most useful source of information

Which of these contact points do you find most useful for getting information from with regards to pensions?





Top 5 'most useful' touchpoints by audience

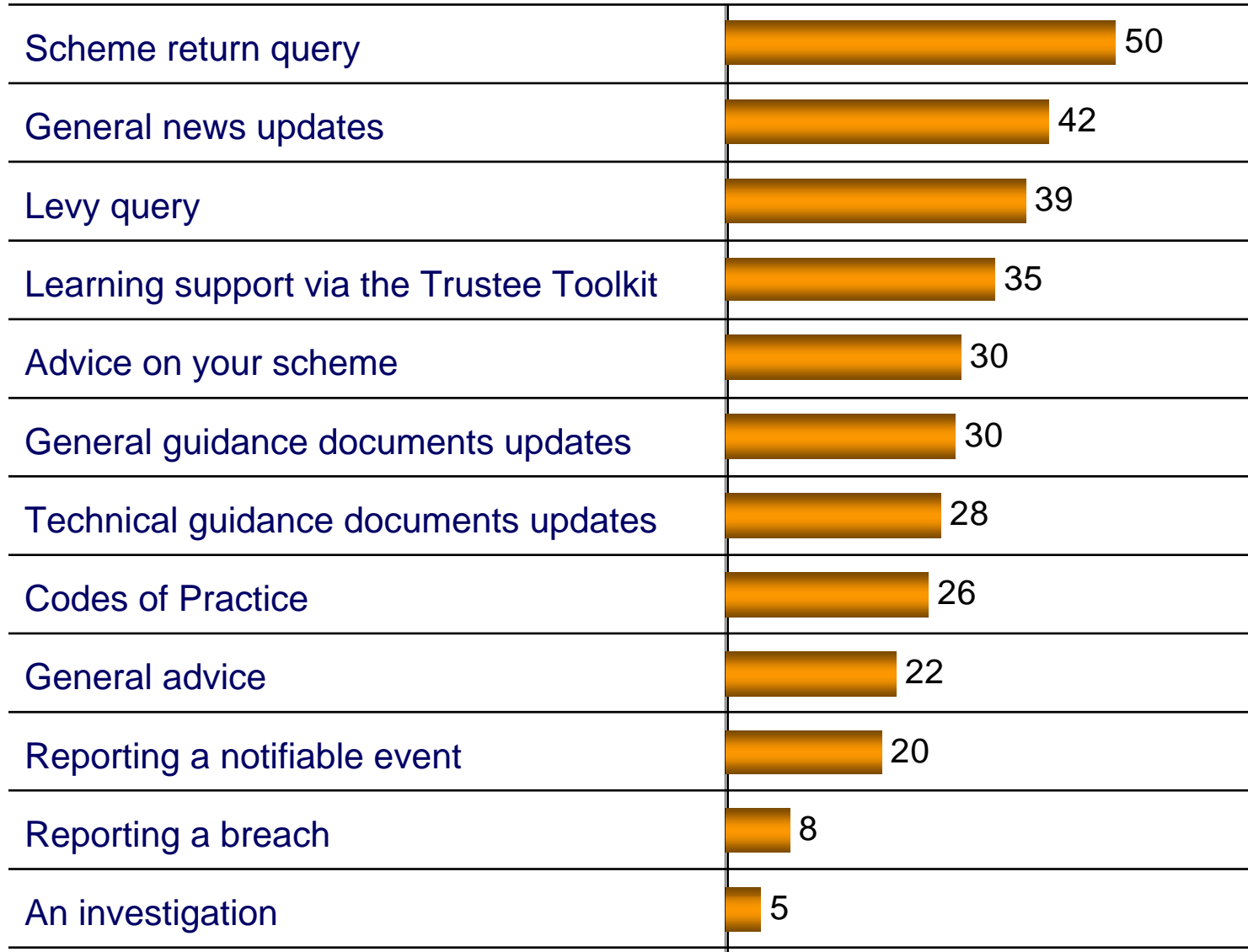
	In-house				Professionals					
	Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
1	Website (49%)	Website (48%)	Website (55%)	Website (44%)	Website (48%)	Website (34%)	Website (46%)	Website (62%)	Website (60%)	Website (54%)
2	Email (23%)	Email (20%)	Email (17%)	Email (20%)	Email (22%)	Telephone (not via CST) (22%)	Email (30%)	Email (18%)	Email (42%)	Telephone (not via CST) (24%)
3	Telephone (not via CST) (16%)	E-learning (trustee toolkit) (18%)	E-learning (trustee toolkit) (15%)	E-learning (trustee toolkit) (13%)	Telephone (not via CST) (22%)	Email (14%)	Telephone (not via CST) (24%)	Telephone (not via CST) (12%)	Telephone (not via CST) (8%)	Email (18%)
4	E-learning (trustee toolkit) (13%)	Telephone (not via CST) (8%)	Via the CST (9%)	Telephone (not via CST) (9%)	Via the CST (16%)	Via the CST (14%)	Via the CST (22%)	Via the CST (10%)	Seminars or workshops (8%)	Via the CST (10%)
5	Letter (7%)	Letter (8%)	Letter (9%)	Face-to-face (8%)	Letter (10%)	E-learning (trustee toolkit) (8%)	Face-to-face (14%)	Seminars or workshops (10%)	Letter (8%)	Letter (8%)

- Website is a key channel for all with email and telephone the predominant support
- That said, the Trustee tool kit is highly valued by lay trustees, pension scheme managers and in-house administrators



Reason for contact (last 3 months)

Have you contacted the Regulator or have they contacted you with regards to...



- 48% have been in contact with The Regulator in the last 3 months
- Scheme return query was the number one reason for contact for 5 of the 10 audiences researched



Usefulness of response

	Reason for telephone contact last 3 months	Usefulness of contact				% top 2 box
		■ Not at all useful	■ Not very useful	■ Fairly useful	■ Very useful	
Scheme return query	50	16	14	34	24	58
General news updates	42	1	1	56	32	88
Levy query	39	14	2	35	34	69
Learning support via the Trustee Toolkit	35	1	1	42	46	88
Advice on your scheme	30	4	5	36	32	68
General guidance documents updates	30	3	3	56	30	86
Technical guidance documents updates	28	1	2	50	37	87
Codes of Practice	26	1	1	47	41	88
General advice	22	8	1	44	34	78
Reporting a notifiable event	20	3	3	42	40	82
Reporting a breach	8	10	1	33	43	76
An investigation	5	24	24	12	18	30
	%					

■ No notable significant differences in levels of perceived usefulness by audience or size of scheme



Perceptions of departmental usefulness

	Department contacted	Perceived usefulness				% top 2 box
Scheme Return team	34	11	11	33	28	61
Customer Support service	25	5	10	38	36	74
Clearance (or corporate transactions) team	18	5	5	38	40	78
Registration & Levy services	14	4	15	31	35	67
Scheme specific Funding team	7	4	8	40	24	64
Pensions Administration & Governance (PAG)	4		8	38	38	77

■ Not at all useful
 ■ Not very useful
 ■ Fairly useful
 ■ Very useful

Clearance team and PAG all delivering extremely well in terms of overall perceptions of usefulness. There would appear to be some issues with Scheme returns and the Registration & Levy services while CSS appears quite polarising – possibly due to the wide nature of contact



Overall satisfaction with information provided

Overall, thinking about contact that you have had with The Pensions Regulator in the last 12 months, how satisfied are you with the usefulness of information provided?



■ Top 2 box by size: Small 52%, Medium 65%, Large 69%

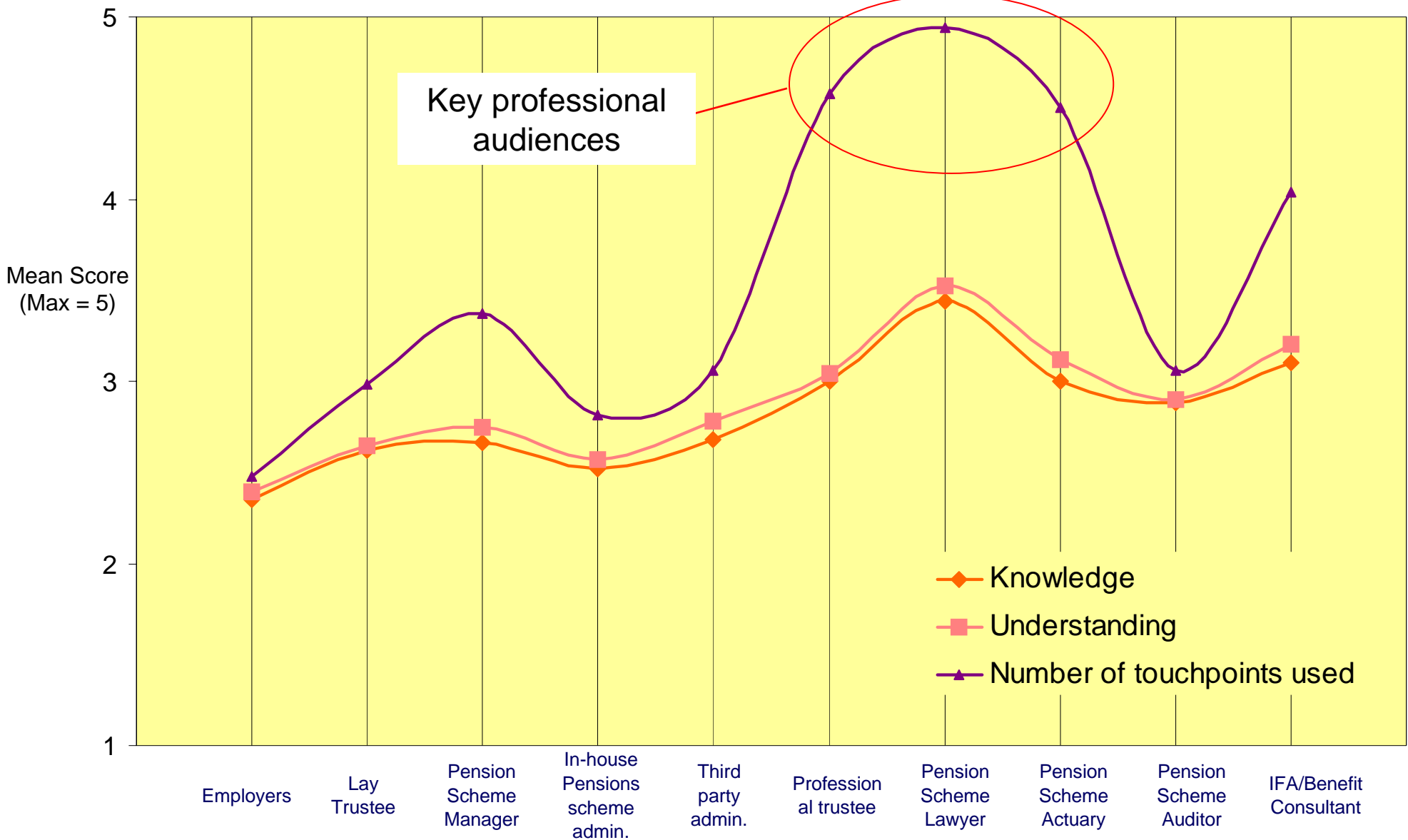
How satisfied are you with the usefulness of information which the Pensions Regulator provides to you?

Overall, 63% were very satisfied or satisfied with the information that they had received from The Regulator in the last 12 months. While there was no significant difference In-house to Professionals, those involved with small schemes tended to be less satisfied with information usefulness



Knowledge, understanding and contact with The Regulator

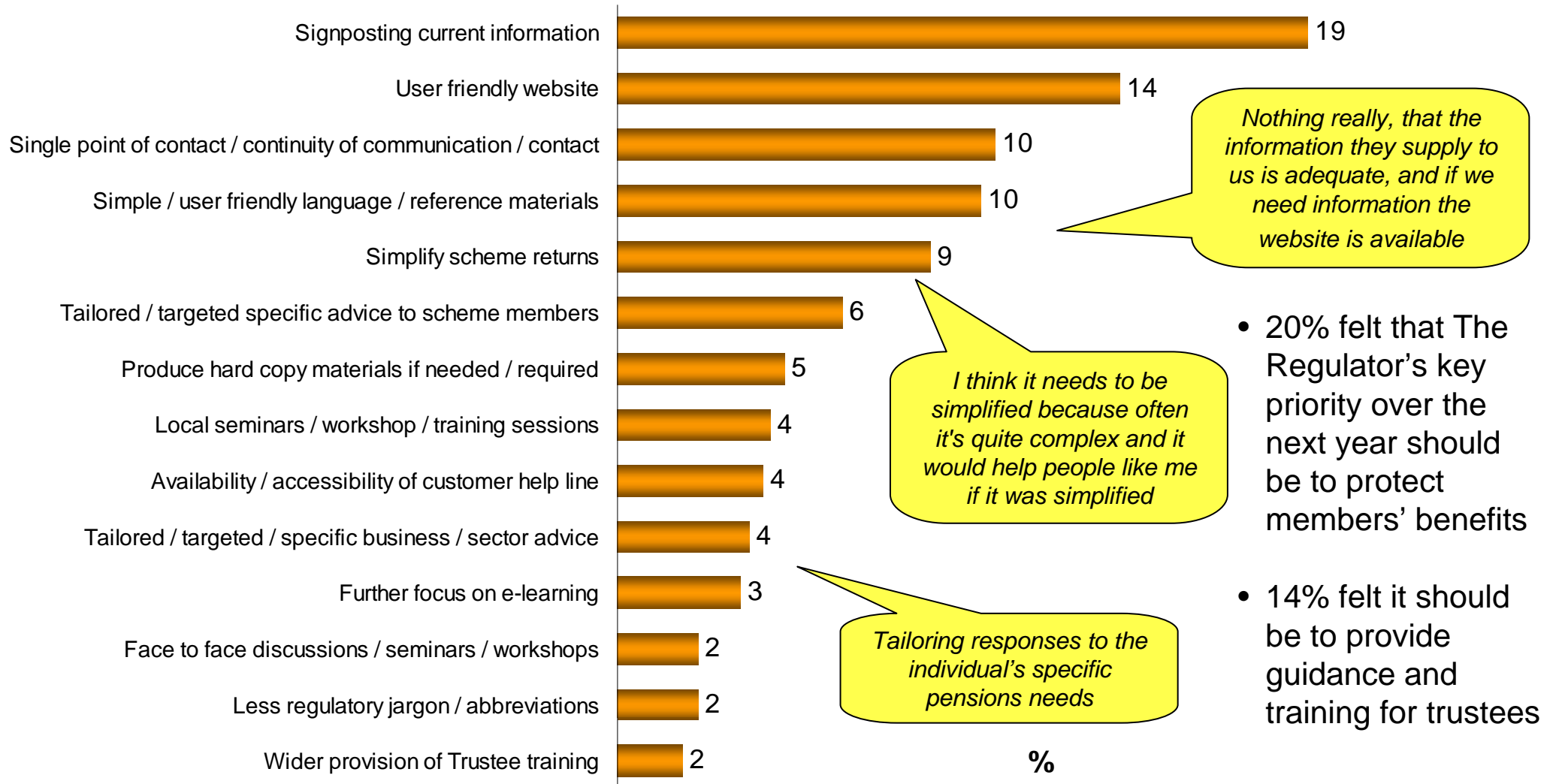
■ Usage / contact with The Regulator directly related to perceived knowledge and understanding





Suggestions for improvement

- 22% of the sample had no suggestions for improving information, education and advice provided by The Regulator

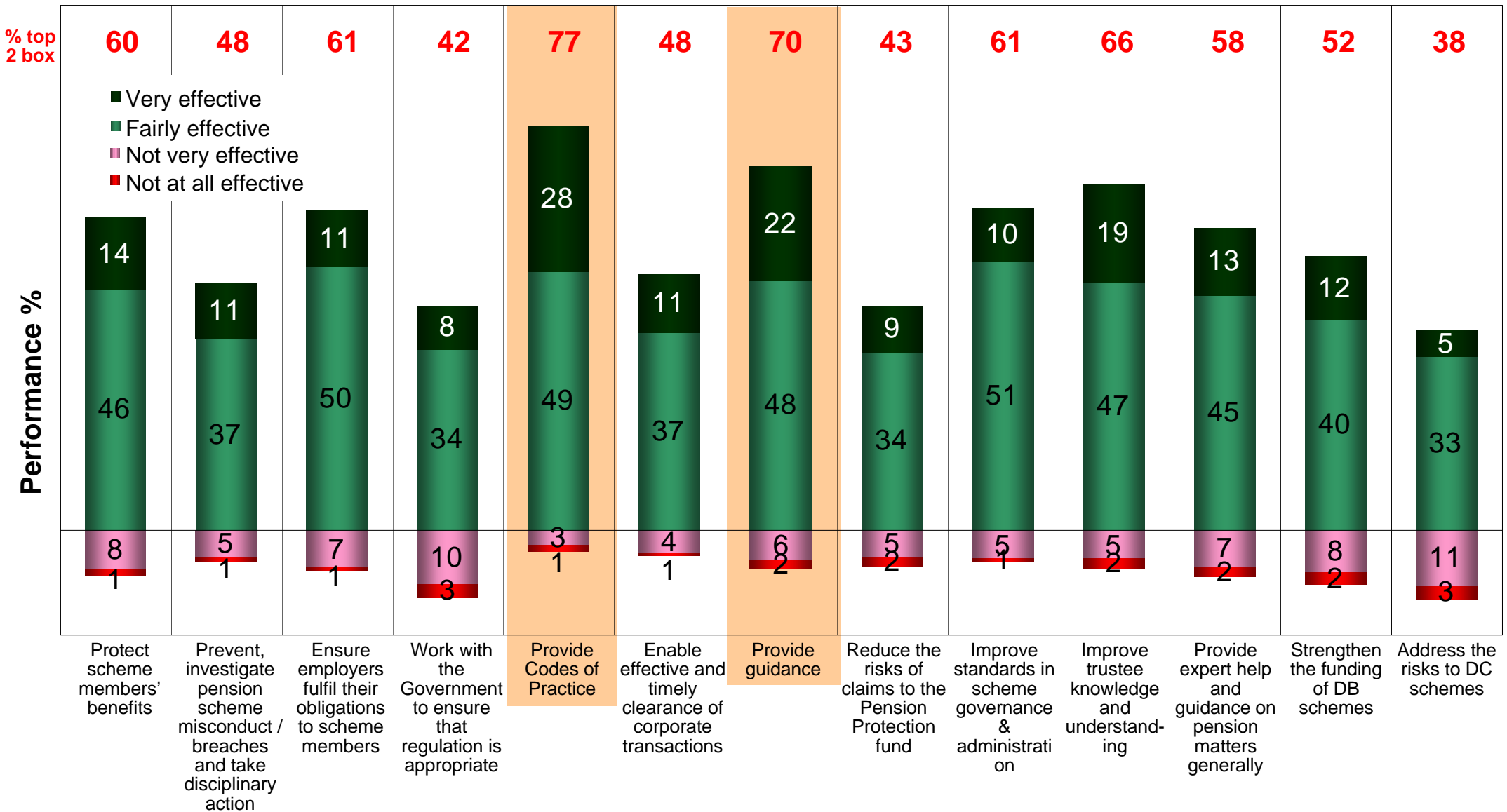




REGULATOR EFFECTIVENESS



Effectiveness of delivery on functional measures



Base: all respondents, n=750

Note: highlighted functions denote PI measures. Neither / nor removed



Effectiveness on functional measures by audience

% top 2 box	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
Protect scheme members' benefits	60	57	58	52	66	68	56	70	48	68	60
Prevent, investigate pension scheme misconduct and take disciplinary action	48	48	46	47	48	52	42	48	24	66	52
Ensure employers fulfil their obligations to scheme members	61	59	67	49	63	66	60	62	44	68	70
Work with the Govt to ensure that regulation is appropriate	42	42	54	41	41	42	38	28	18	46	54
Provide Codes of Practice	77	75	78	72	73	74	74	86	82	80	82
Enable effective and timely clearance of corporate transactions	48	42	46	35	42	56	52	80	48	60	54
Provide guidance (e.g. Notes, at a glance guide, news by email etc)	70	56	69	60	68	84	70	82	72	82	80

Base: all respondents, n=750

Note: highlighted functions denote PI measures

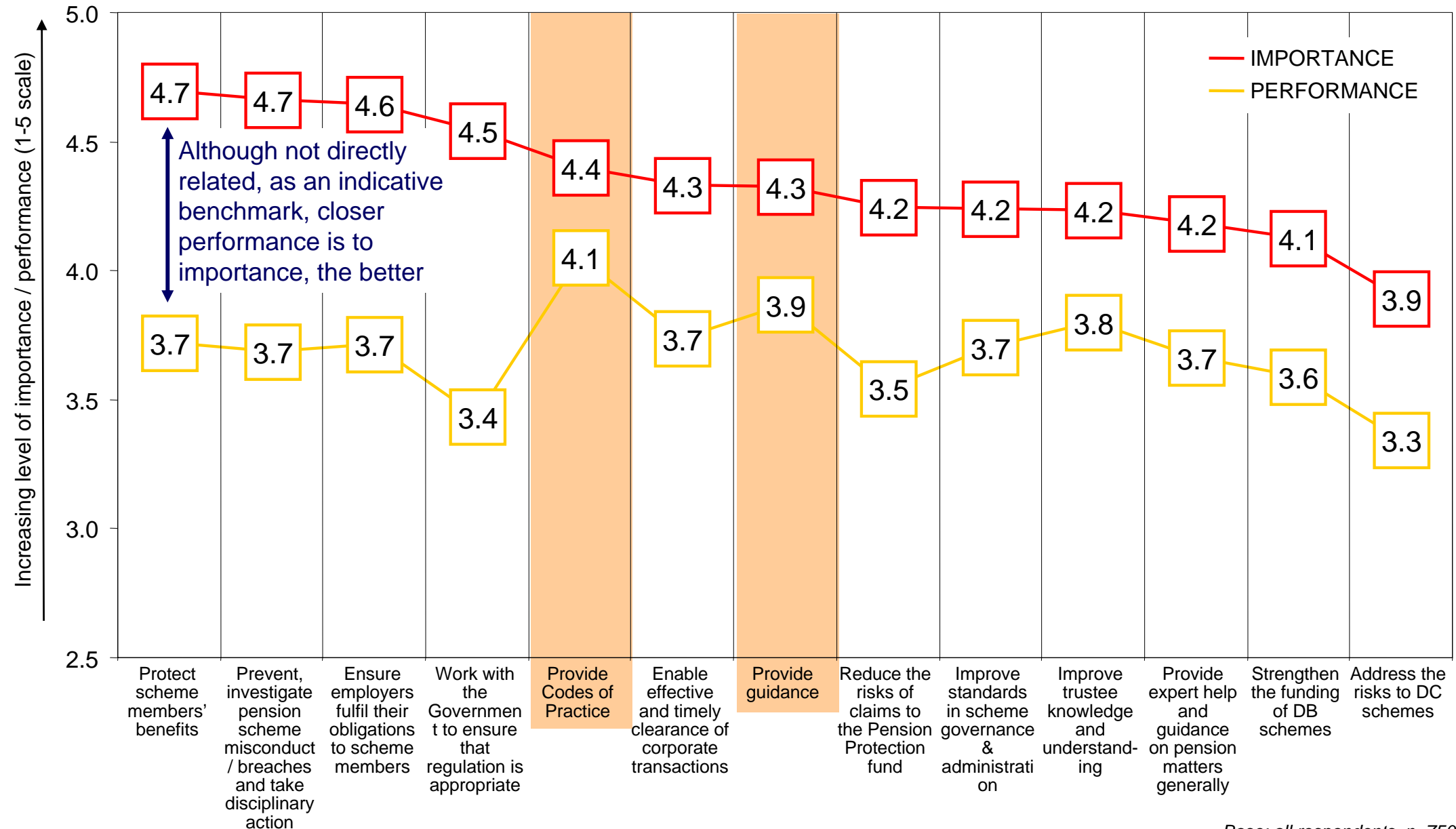


Effectiveness on functional measures by audience

% top 2 box	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
Reduce the risks of claims to the PPF	43	39	46	45	46	46	36	60	36	28	42
Improve standards in scheme governance & admin	61	59	70	61	61	54	60	60	46	74	54
Improve trustee knowledge & understanding	66	58	72	63	72	58	70	58	62	78	70
Provide expert help and guidance on pension matters generally	58	49	59	55	62	68	52	66	38	68	70
Strengthen the funding of DB schemes	52	48	59	45	48	52	50	68	60	38	50
Address the risks to DC schemes	38	35	44	36	43	48	36	30	16	42	44



Performance on functional measures: importance v effectiveness 2006



Base: all respondents, n=750

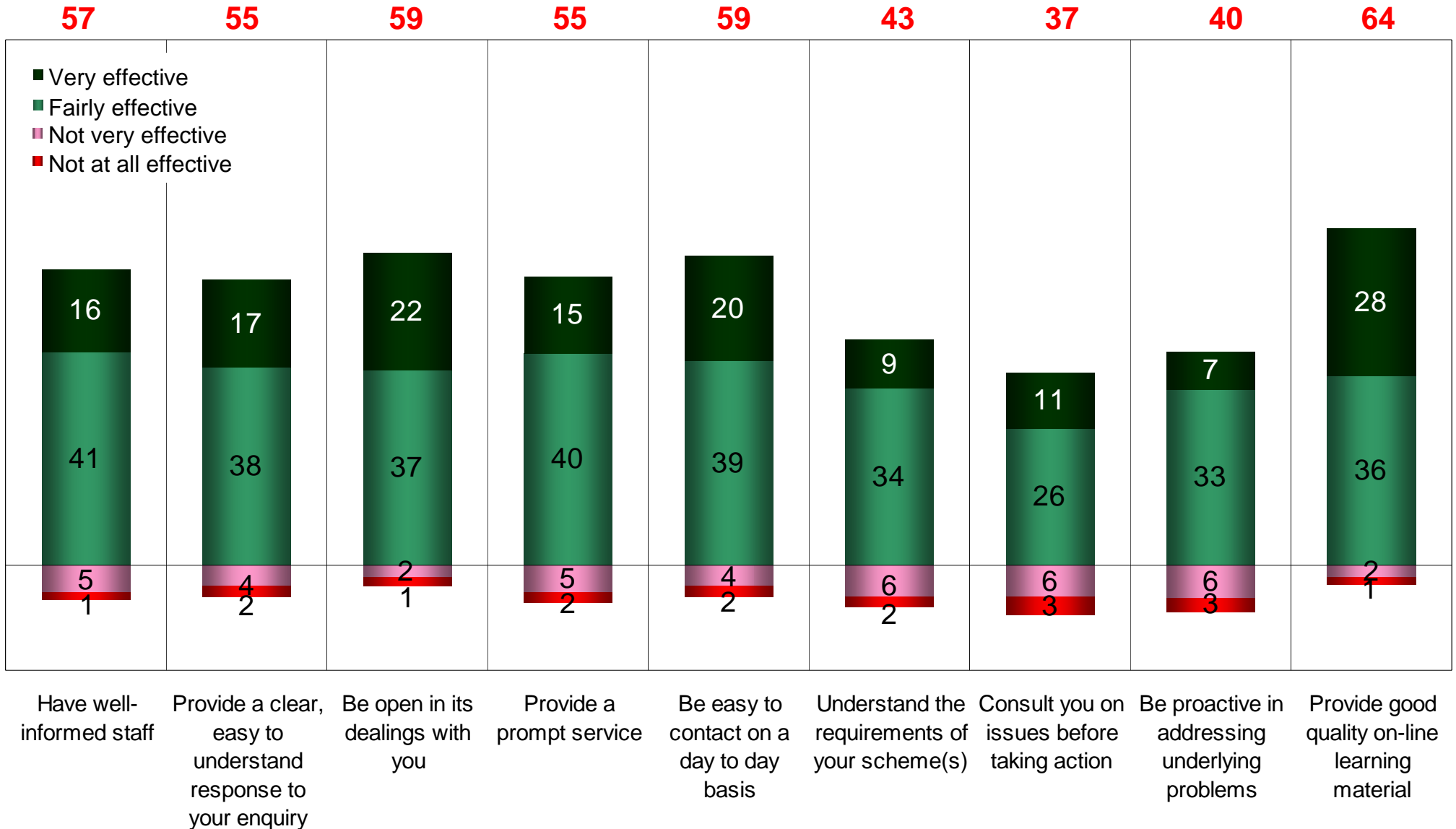
Note: highlighted functions denote PI measures



Effectiveness of delivery on service elements

% top 2 box

Performance %



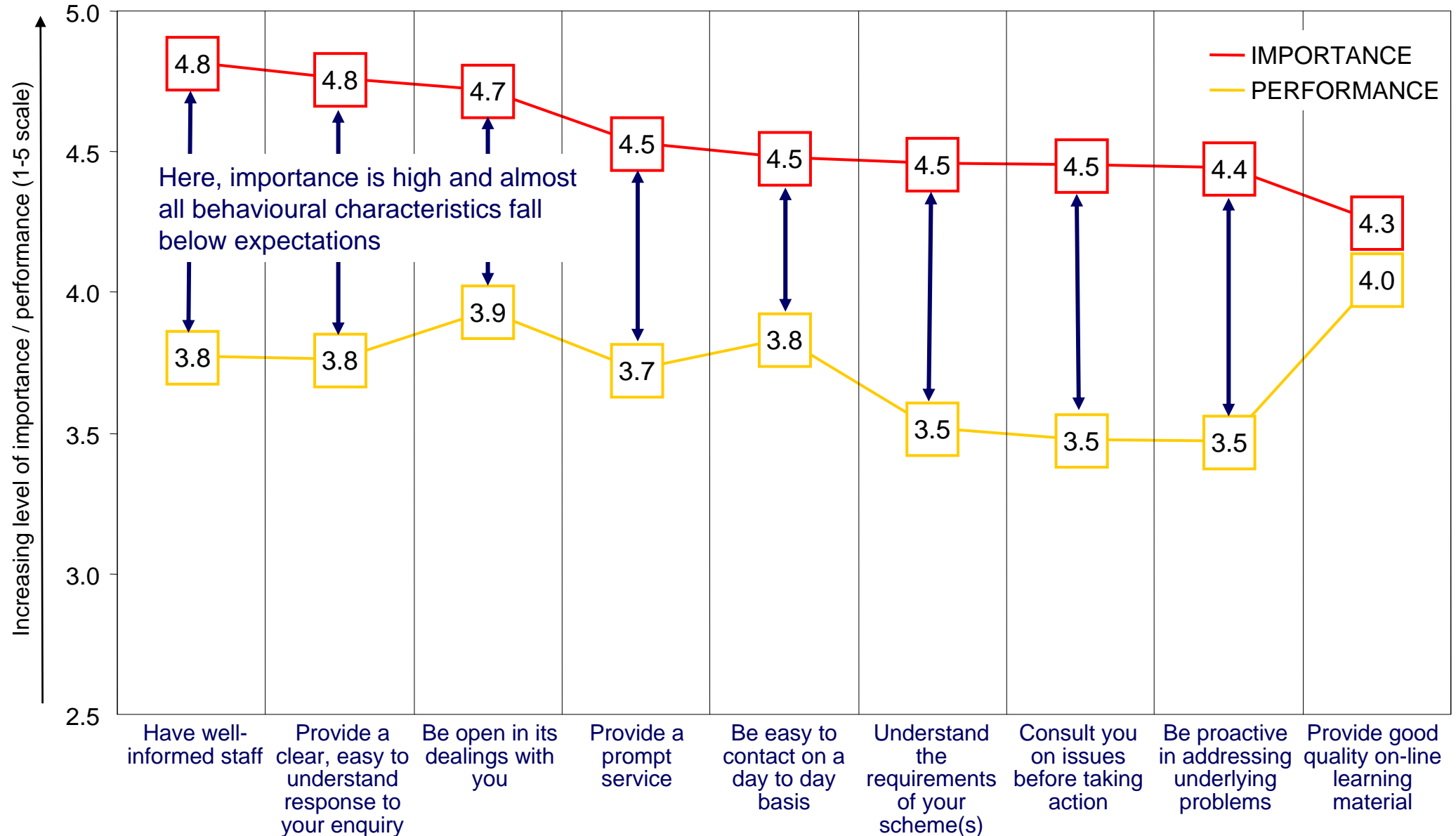


Performance on service elements by audience

% top 2 box	Total	In-house				Professionals					
		Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
Have well-informed staff	57	47	50	49	53	66	64	76	48	74	70
Clear, easy to understand response to your enquiry	55	40	47	59	59	60	64	70	56	62	66
Be open in its dealings with you	59	55	54	52	65	66	68	76	56	64	60
Provide a prompt service	55	43	51	58	52	56	64	70	52	78	56
Be easy to contact on a day to day basis	59	48	53	58	60	58	66	80	64	66	70
Understand requirements of your scheme(s)	43	33	38	27	43	44	52	58	50	70	54
Consult you on issues before taking action	37	23	41	29	36	46	42	54	36	34	48
Be proactive in addressing underlying problems	40	33	42	32	51	42	34	52	38	52	44
Provide good quality on-line learning material	64	51	68	70	66	60	68	68	60	78	70



Performance on service elements: importance v performance 2006





OVERALL PERFORMANCE

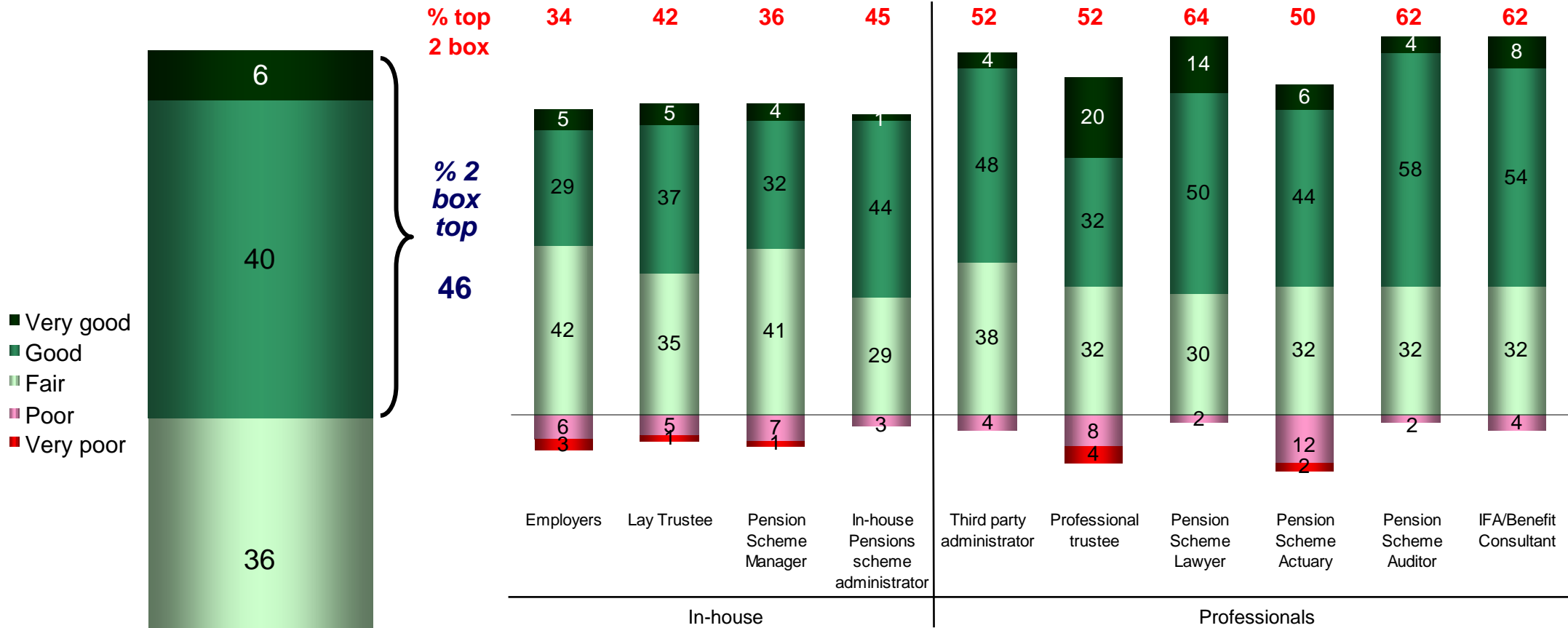


Overall performance: key highlights

- **46% rated the ‘Overall performance of The Regulator’ as good**
 - Key achievements included the provision and improvement of Trustee knowledge / understanding and stronger regulation and governance
- **A positive correlation between knowledge and performance** is evident – as knowledge increases, perceived performance also tends to improve
 - Encouragingly indicates improvements in perceptions, reversing previous benchmark findings which suggested that ‘the more they know, the worse The Regulator performs’
 - Positively supports The Regulator’s activities
- **One third feel that performance has improved in the last 12 months**
 - More likely to be professionals and those with larger schemes – subsequently, higher proportions amongst these groups rate performance as good
 - That said, a notable proportion of trustees feel that performance has worsened
- **Functional and service performance measures falling slightly behind on expectations**
 - But provision of Codes of Practice and Guidance (both performance indicators) are performing strongly



Overall performance of The Regulator



■ Top 2 box by size: Small 39%, Medium 48%, Large 49%

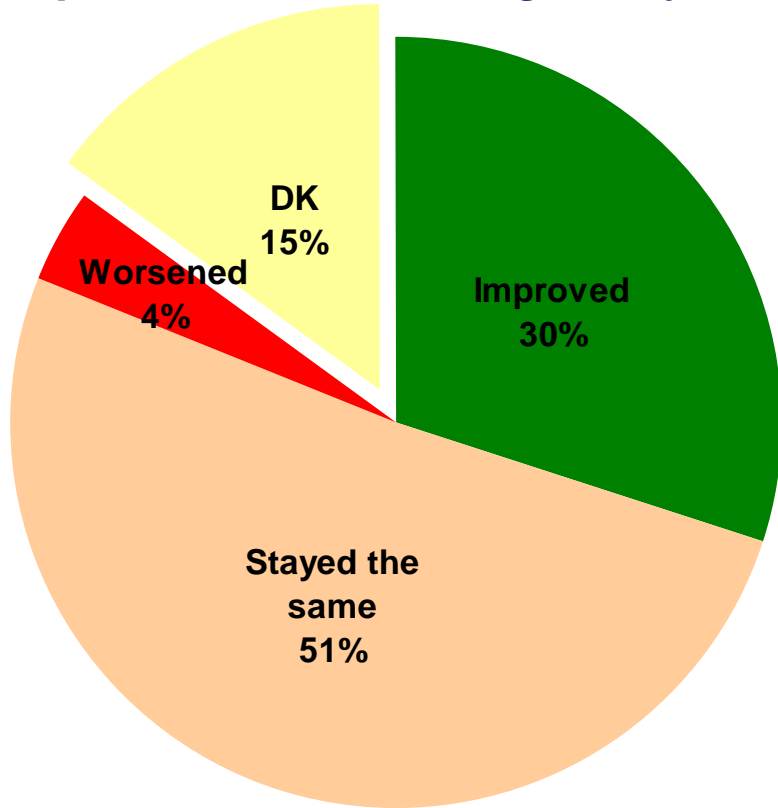
Overall, 46% rated the performance of The Regulator as good or very good. Professionals audiences tend to rate performance better as do those involved with medium and large schemes

Overall performance of The Pensions Regulator as a regulatory body



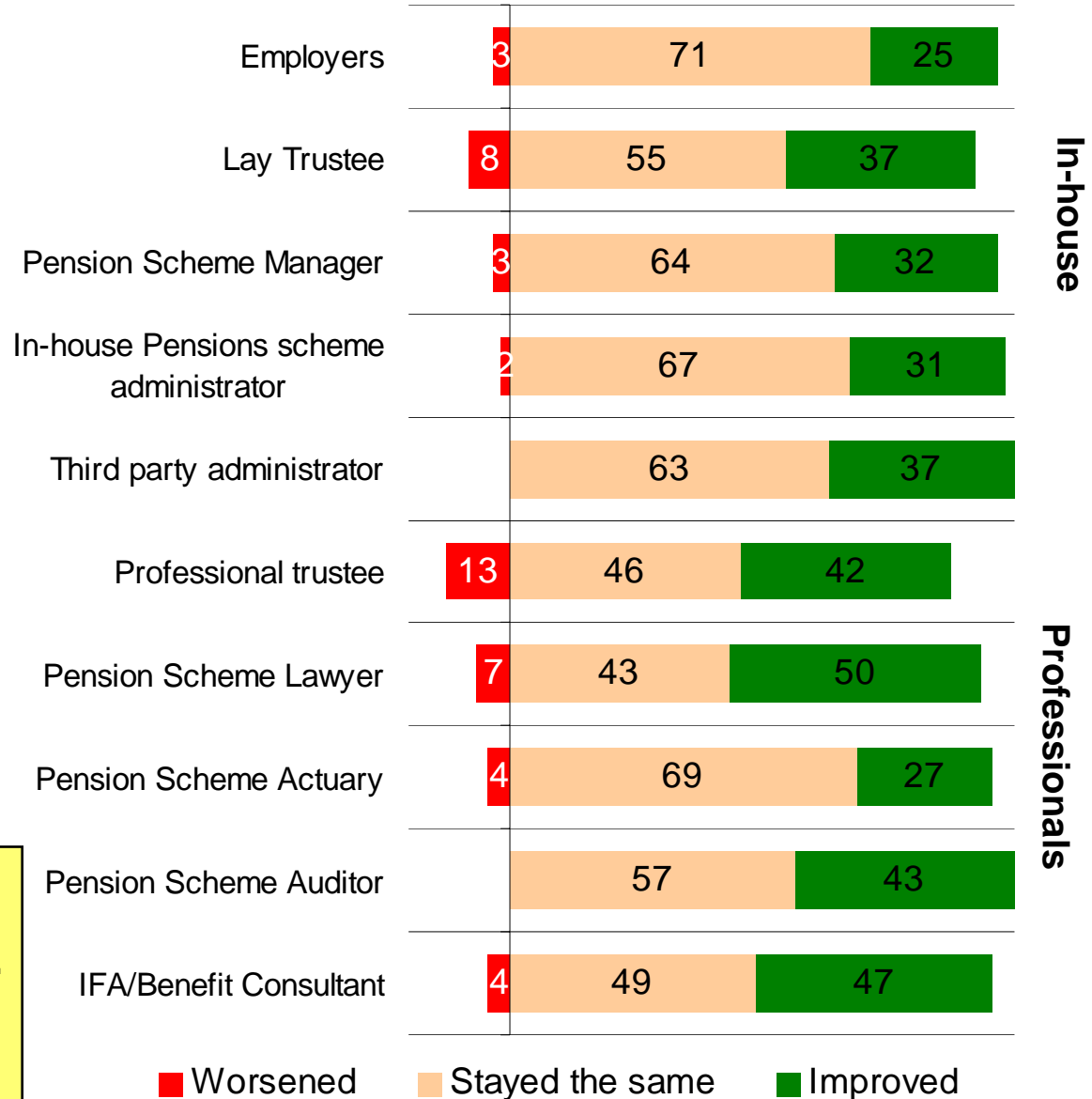
Overall performance compared to 12 months ago

Compared to 12 months ago, do you think The Pensions Regulator's performance has...



'Improved' by size: Small 33%, Medium 34%, Large 40%

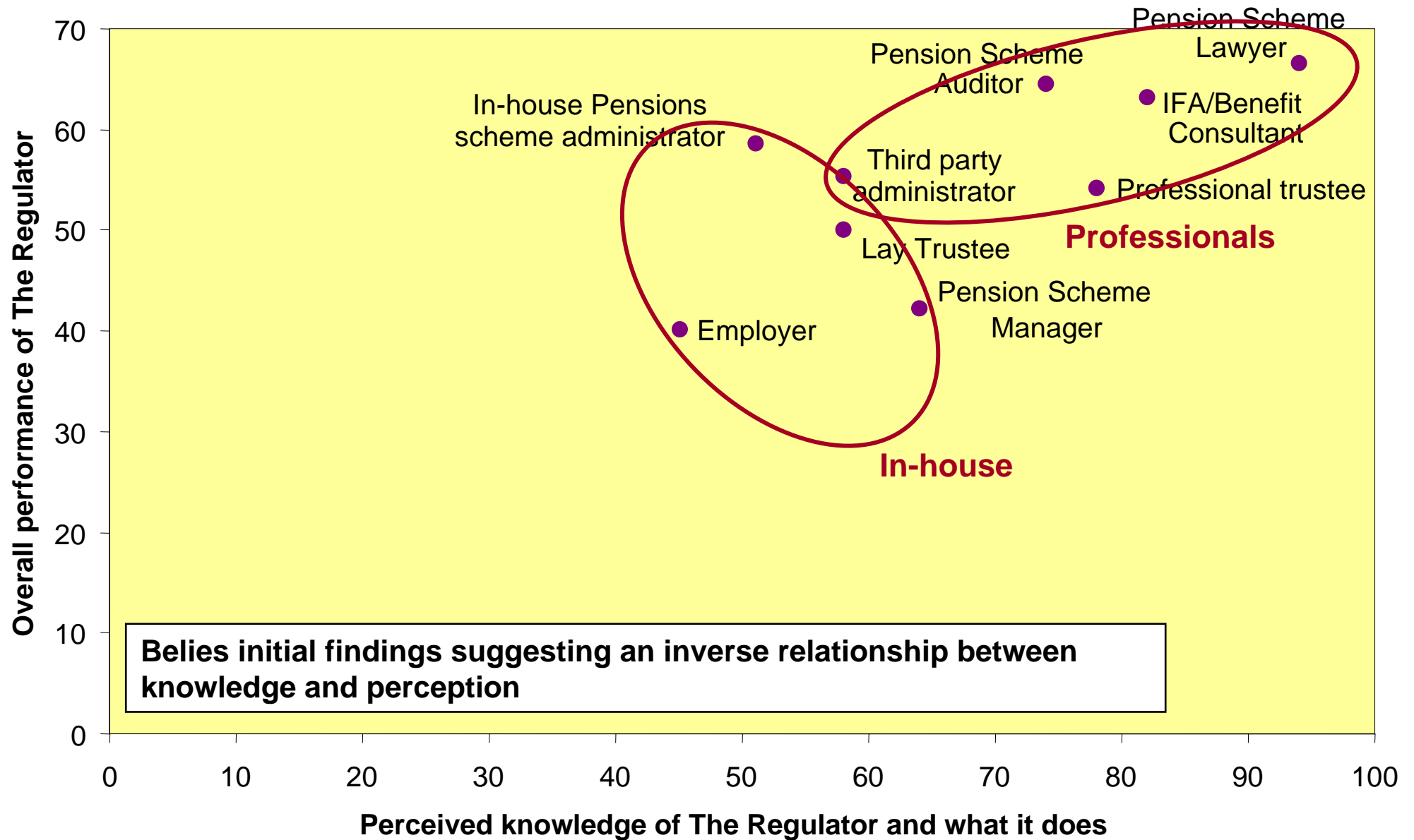
Almost a third feel that performance has improved. That said, a notable proportion of trustees feel that performance has worsened. Professionals generally are more likely to say performance has improved as are those involved with larger schemes



Worsened Stayed the same Improved



The relationship between knowledge and performance

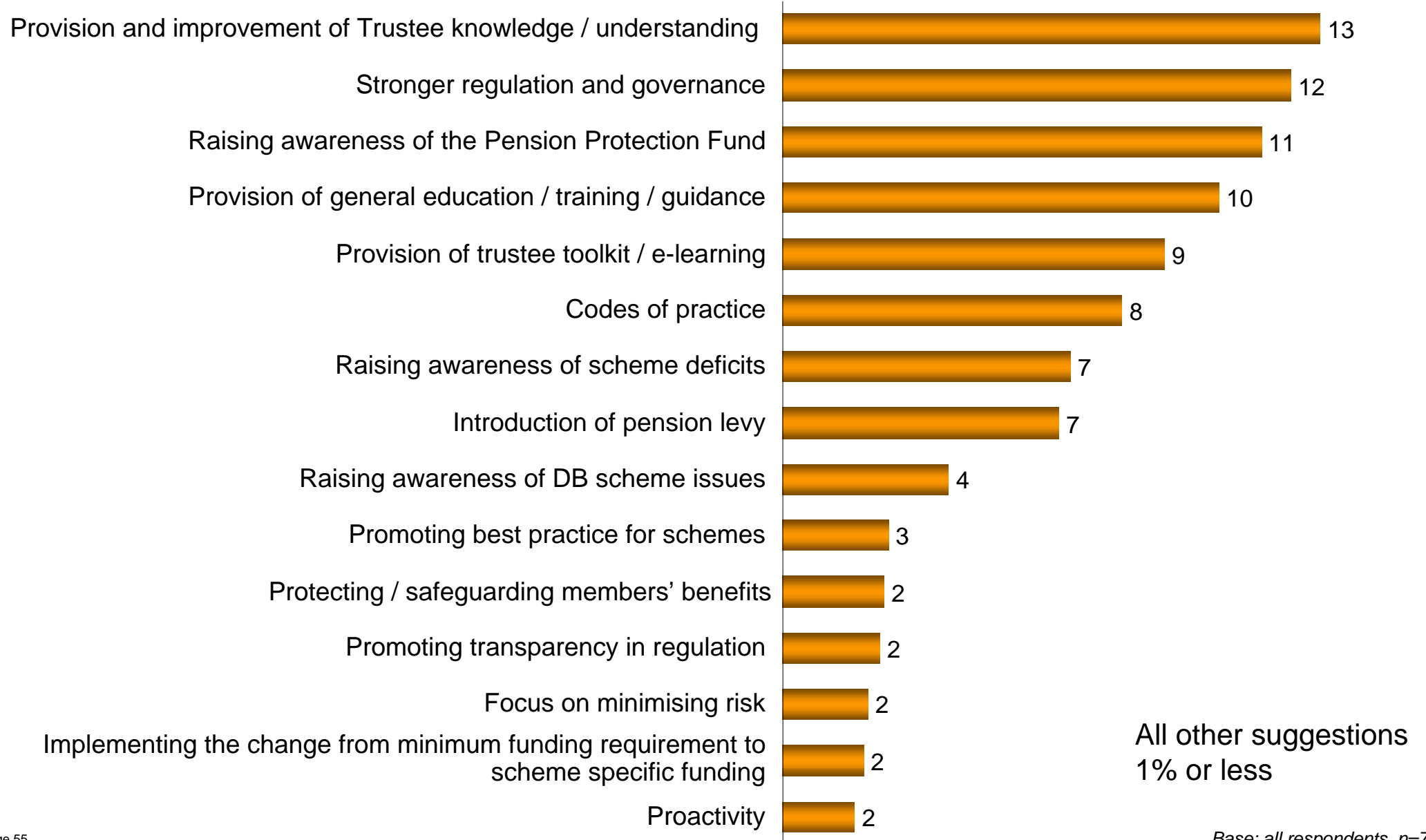


Belies initial findings suggesting an inverse relationship between knowledge and perception



Key achievements

What do you consider to be the key achievements of The Regulator in the last 12 months?





SUMMARY AND CONCLUSIONS



Summary & conclusions

- **This has been a positive wave for The Regulator**
 - Perceptions of performance are positive across all audiences
 - 78% believe the risk to members' benefits would increase without The Regulator
 - 71% would recommend The Regulator as a source of information to others
 - 63% satisfied with the usefulness of information supplied
 - 46% rated performance as good
 - 30% felt that performance had improved in the last 12 months

- **The Regulator was seen as professional, informative, and educative**
 - A specified goal in the transition from OPRA where a 'policing' role featured heavily in people's perceptions of the organisation

- **Particularly effective in a number of key areas**
 - Providing Codes of Practice
 - Providing guidance
 - Quality of on-line learning material

- **Key achievements included the website, the email news/alerts, and the Trustee Toolkit**
 - Top 2 box usefulness 87%, 83%, and 89% respectively
 - Website rated as the most useful source of information by all 10 audience groups



APPENDICES



Top 3 reasons for contact by audience

	In-house				Professionals					
	Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
1	Scheme return query (67%)	Learning support via Trustee Toolkit (55%)	Scheme return query (64%)	General news updates (47%)	Scheme return query (69%)	Scheme return query (65%)	Advice on your scheme / General guidance documents updates (50%)	Scheme return query (63%)	General news updates (83%)	Levy query (59%)
2	Levy query (41%)	Scheme return query (48%)	Learning support via Trustee Toolkit (54%)	Levy query (34%)	Levy query (52%)	Advice on your scheme (62%)	Codes of Practice / General advice / General news updates (48%)	Advice on your scheme (37%)	General guidance documents updates (61%)	Scheme return query (52%)
3	General news updates (33%)	General news updates (41%)	Levy query (51%)	Scheme return (31%)	Advice on your scheme (38%)	Levy query (47%)	Technical guidance documents updates / Reporting a notifiable event (43%)	General news updates (33%)	Learning support via Trustee Toolkit / Technical guidance documents updates (50%)	General news updates (44%)

Base: those who have had contacted with The Regulator in last 3 months, n=362 by audience



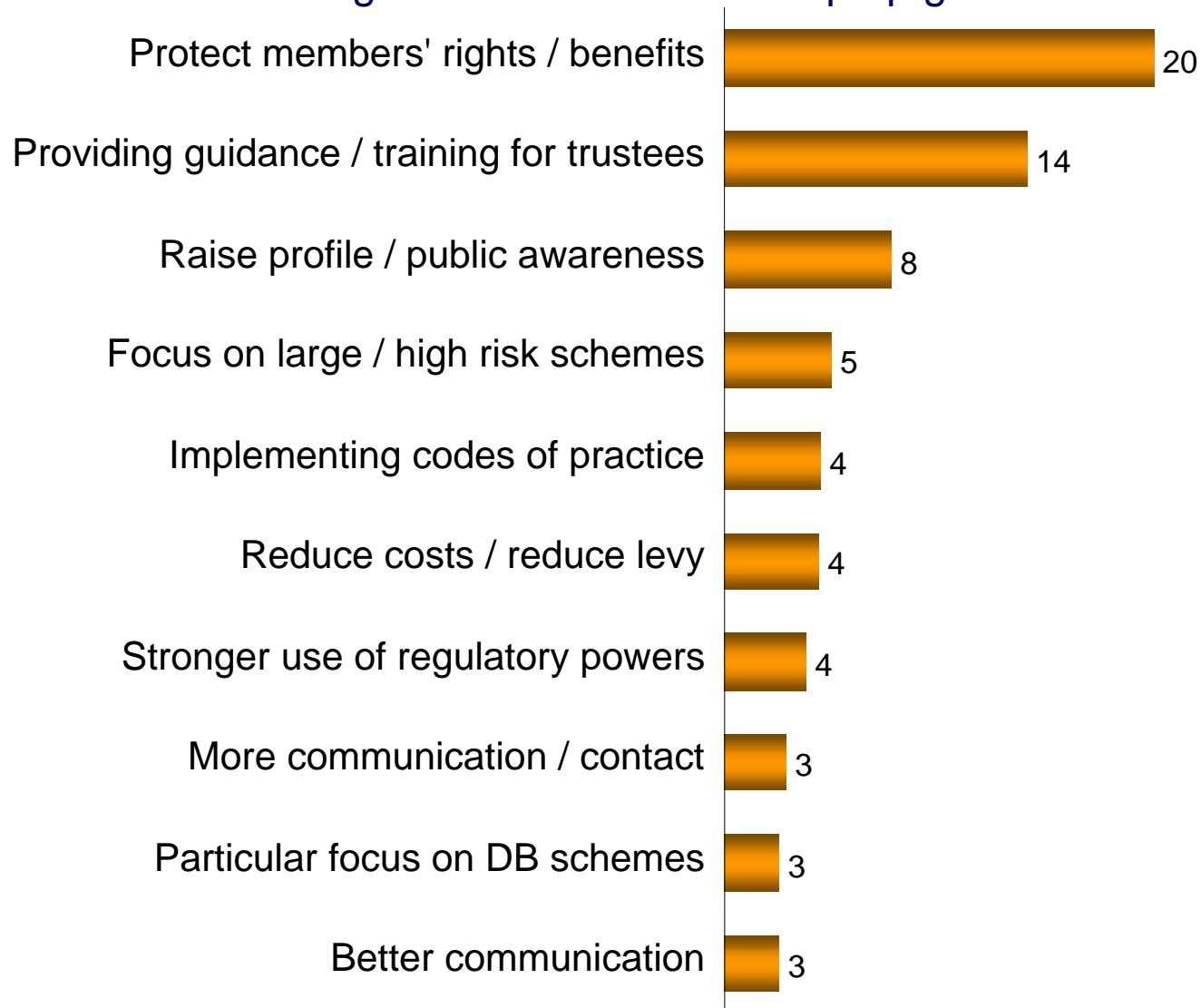
Top 3 functional measures by audience (importance top 2 box)

	In-house				Professionals					
	Employer	Lay Trustee	Pension Scheme Manager	In-house Pensions scheme admin.	Third party admin.	Prof. trustee	Pension Scheme Lawyer	Pension Scheme Actuary	Pension Scheme Auditor	IFA / Benefit Cons.
1	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Protect scheme members' benefits	Protect scheme members' benefits	Ensure employers fulfil their obligations to scheme members	Protect scheme members' benefits	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Enable effective and timely clearance of corporate transactions	Ensure employers fulfil their obligations to scheme members	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Protect scheme members' benefits
2	Protect scheme members' benefits	Ensure employers fulfil their obligations to scheme members	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Protect scheme members' benefits	Ensure employers fulfil their obligations to scheme members	Ensure employers fulfil their obligations to scheme members	Protect scheme members' benefits	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Ensure employers fulfil their obligations to scheme members	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action
3	Work with the Government to ensure that regulation is appropriate	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Ensure employers fulfil their obligations to scheme members	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Prevent, investigate pension scheme misconduct / breaches and take disciplinary action	Protect scheme members' benefits	Work with the Government to ensure that regulation is appropriate	Enable effective and timely clearance of corporate transactions	Protect scheme members' benefits	Ensure employers fulfil their obligations to scheme members



Moving forward: main priorities over next 12 months

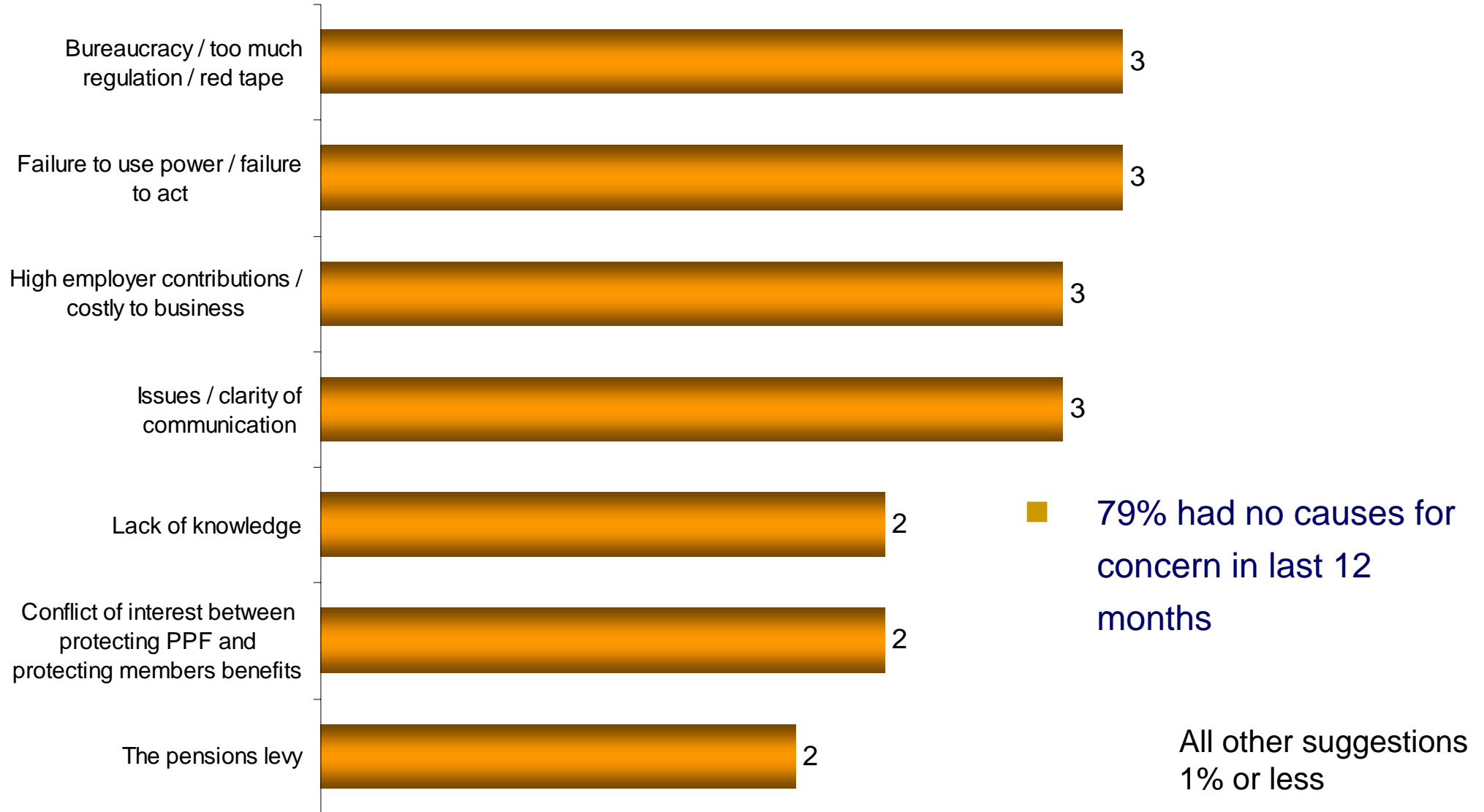
- 6% had no specific comments
- 12% wanted The Regulator to 'continue / keep up good work'





Cause for concern

Has The Regulator given you any cause for concern with regards to pensions in the last 12 months?





Performance indicators 2006

These figures appear in The Pensions Regulator's annual report and business plan. To enable comparison between 2005 and 2006 surveys the 2006 base was reduced to 'those with fairly good, good or very good knowledge of The Regulator and what it does' to compare with the 2005 base of 'All who know something about TPR'. However the other 2006 PIs throughout the report relate to a more representative base of 'All respondents'.

