Survey of pension scheme administrators 2022

Report of findings from the 2022 survey

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1. Executive summary

1.1 Introduction

This report summarises results from the 2022 survey of pension scheme administrators. The survey was carried out by OMB Research, an independent market research agency, on behalf of The Pensions Regulator (TPR).

The research primarily focussed on administrator readiness for pensions dashboards, particularly in terms of data quality, data digitisation and IT systems. In addition, it also covered trustee/scheme manager engagement with key administration issues, administrator resource and capacity, and the systems and approaches that administrators have in place around transfers, pensions scams and vulnerable savers.

The survey was conducted during June and July 2022. A total of 196 administrators completed the online survey, covering in-house and third-party administrators (TPAs) of a range of different sizes.

1.2 Pensions dashboards readiness

Awareness of pensions dashboards was high, particularly among those who were closest to their first scheme's connection deadline. Most administrators had already started preparing for dashboards.

Nine in ten administrators (88%) had heard of pensions dashboards and most (80%) also knew that trustees and scheme managers will be required by law to provide data to savers through the dashboards. This increased to 100% among those administering very large schemes with 20,000+ members, who will be among the first to connect to the dashboards.

Around three-quarters of those administering schemes with 100+ members (most of which will have dashboard duties) had already alerted trustees/scheme managers about the dashboard requirements (77%) and had spoken to external providers about how they could connect to dashboards (71%). While fewer had taken other actions in relation to dashboards (e.g. assigned responsibility to a specific person/team, considered which personal data would be used for matches), most of the remainder were planning to do so in the next six months.

Almost all large administrators with 100,000+ total memberships had either taken each of these actions or were planning to do them in the next six months (97-100%). A similar picture was seen for those administering very large schemes with 20,000+ members (91-100%).

Many administrators did not yet fully understand the detailed dashboard requirements, although most were aware of the connection deadline for their largest scheme.

Respondents who administered schemes with 100+ members were provided with 12 statements about the dashboard requirements and how the system will work, and asked whether they felt that each one was true or false. Understanding varied widely across these areas, and on average administrators gave the correct answer

to between six and seven of the 12 statements. Overall, 5% gave the correct answer for all 12 statements and 29% got at least three-quarters of them right.

Administrators were most likely to correctly identify that 'There will need to be an IT interface between your pension scheme's records and the dashboards system/pensions dashboards' (93% true) and to know it was incorrect that 'The interface will only need to be available between 9am and 5pm Monday to Friday' (80% false).

However, there were five statements where fewer than half of respondents gave the right answer:

- You will need to verify the identity of members requesting information through pensions dashboards: 29% correctly identified this as false
- All personal data must match in order for you to return a saver's pensions information to the dashboards: 21% correctly identified this as false
- You must return some information to savers immediately: 36% correctly identified this as true
- You can take up to two months to return value information to savers: 42% correctly identified this as false
- You can return "no value known" if you don't have the information available on the value of the pension: 26% correctly identified this as false.

Overall, 82% were aware of the dashboards connection deadline date for their largest scheme, rising to 93% among those who administered any very large schemes with 20,000+ memberships.

The closer a scheme was to its dashboards connection deadline, the more likely the administrator was to have chosen a route to connection.

Nine in ten (89%) of those administering very large schemes, who will be first to connect to dashboards, had chosen a route to connection. In most cases this would be via an existing third-party supplier (77%).

Those further away from their connection deadline were less likely to have chosen a route to connection; 28% of those whose largest scheme was medium (100-999 members) and 60% of those whose largest scheme was large (1,000-19,999 members) had done this.

Most administrators had yet to decide how they would calculate or recalculate value data for the dashboards, ranging from 52% for very large schemes to 68% for micro/small schemes. Those who had decided typically planned to undertake bulk revaluation of member records in advance.

Trustee and scheme manager engagement with their administrators about dashboards had increased since the 2020/21 survey.

Half (53%) of those who administered any schemes with 100+ members reported that all or most of their schemes had engaged with them about pensions dashboards in the last 12 months, an increase from 15% in the 2020/21 survey. This increase was evident among both in-house administrators and TPAs.

1.3 Data quality

These questions were only asked to those who administered any schemes with 100+ members and focussed on each administrator's largest scheme (which is broadly equivalent to the first to reach its dashboards connection deadline date).

While most administrators had identified data accuracy issues in their largest scheme, typically these issues affected no more than 5% of memberships.

Over half of administrators (57%) had identified accuracy issues with address/postcode data for their largest scheme, and 42% with other contact data (e.g. mobile number or email). No more than 20% had identified issues with any of the other key data types such as surname/date of birth/national insurance number, first name/initial or accrued/projected pension value.

In most cases these issues affected a minority of the scheme's memberships. Only 1% of administrators reported that surname/date of birth/national insurance number was inaccurate for over 5% of memberships, and 3% that first name/initial was inaccurate for over 5% of memberships. The level of data inaccuracies was highest for other contact data such as mobile number or email address (35% said this was inaccurate for over 5% of memberships) and address/postcode (20% said this was inaccurate for over 5% of memberships).

While relatively few administrators reported inaccurate data on accrued pension value, among those that did 23% said this affected over 5% of memberships and a further 19% were unsure of the proportion affected. While base sizes were low, a similar picture was seen for projected pension value data, with 30% of those who reported issues indicating that this affected over 5% of memberships and 43% unable to quantify the proportion affected.

The vast majority were confident they could resolve any data issues ahead of the scheme's connection deadline.

Among those who had identified data accuracy issues, the majority either had a plan for how they would rectify these or intended to put one in place (72-97% across the various data types). Over nine in ten (93%) were confident that they would be able to deliver accurate data ahead of the scheme's connection deadline.

The most widely identified barriers to improving data were lack of resources/time (54%), inability to fill historical data gaps (48%), issues with the quality of data received from employers (39%) and issues with IT, payroll or administration systems (26%).

Half of administrators (53%) had performed a benefit audit on their largest scheme within the last year. However, 12% reported that their last benefit audit was carried out three or more years ago and 22% didn't know whether/when this had last taken place.

1.4 Data digitisation

These questions were only asked to those who administered any schemes with 100+ members and focussed on each administrator's largest scheme (which is broadly equivalent to the first to reach its dashboards connection deadline date).

In most cases key dashboard data items were fully digitised, although smaller administrators/schemes were comparatively more likely to hold data in non-digital formats.

Almost every administrator reported that surname/date of birth/national insurance number (99%), first name/initial (99%) and address/postcode (97%) were held digitally for all memberships in their largest scheme.

However, 16% said that other contact data (e.g. mobile number/email address) was held in non-digital formats for at least some memberships. Around one in ten also reported that projected pension value (11%), information needed to calculate accrued pension value (11%) and information need to calculate projected pension value (9%) were held non-digitally in some cases. A significant minority were unsure whether other contact data and projected pension value were held digitally (8% and 12% respectively).

The smaller the scheme, the more likely data was to be held non-digitally; 45% of those answering about a medium scheme said that one or more of these data types were held non-digitally for at least some memberships, compared with 35% for large schemes and 15% for very large schemes.

Where data was held non-digitally this typically only applied to a small proportion of membership records, and most were confident they would be able to deliver the necessary digitisation before their connection deadline.

Just 1% of administrators reported that surname/date of birth/national insurance number, first name/initial and address/postcode were held in non-digital formats for over 5% of memberships. This proportion was slightly higher for the other data items (5-10%).

Overall, 87% of those who held any non-digital data were confident they would be able to deliver the necessary digitisation ahead of the scheme's pensions dashboards connection deadline. The primary barrier to achieving this was felt to be lack of resources/time (59%).

1.5 Systems

Most administrators had reviewed the suitability of their systems in the last two years, and a quarter had identified a need to upgrade or replace these.

Overall, 47% of administrators had a documented IT or technology strategy/roadmap. This increased to 89% of large administrators with 100,000+ total memberships, compared with 39% of medium administrators (1,000-19,999 memberships) and 35% of small administrators (<1,000 memberships).

Over half (57%) had reviewed the suitability of their IT systems within the last 12 months, and 20% between one and two years ago. Large administrators with 100,000+ memberships had typically done this more recently (89% in the last 12 months, compared with 52% of small and 47% of medium administrators).

A quarter (24%) had identified a need to upgrade or replace their IT systems within the next two years. However, over a third of this group (7% of all administrators) either did not have the budget to do this or were unsure if they had the budget.

Critical data was typically backed up on a daily basis. The vast majority kept offsite backups, but offline backups were less widely used.

Approaching nine in ten administrators (87%) backed up their critical data every day. This fell to 72% of small administrators with fewer than 1,000 total memberships.

A similar proportion (90%) kept offsite backups. Fewer (61%) reported that they kept offline back-ups, although this difference was partly because a quarter (23%) were unsure if this was the case.

1.6 Trustee/scheme manager engagement with administration

Net engagement increased by 10% during COVID-19 and this greater level of engagement was maintained following the pandemic (i.e. after restrictions were eased).

Respondents were asked to rate trustee/scheme manager engagement with administration in the 12 months before the start of the pandemic, during the period of COVID-19 restrictions, and since restrictions were lifted. Although most administrators felt engagement had remained consistent over these periods, there was evidence of a small net increase. Overall, 17% of administrators felt that engagement was higher during the period of restrictions than before the pandemic began, whereas 7% said it was lower (i.e. a net increase of +10%).

There was little change when comparing the period during restrictions with the period after restrictions were lifted (11% reported that engagement increased and 10% that it decreased).

In particular, more trustees/scheme managers had engaged about dashboards, scams and costs than in the 2020/21 survey.

Around two-thirds of administrators said that all or most of their trustee boards/scheme managers had engaged with them about scams (70%), transfers (70%), data quality (67%), GMP equalisation/rectification (63%) and cyber security (61%) in the last 12 months. Approaching half said that all or most had engaged with them about member experience (48%), readiness for pensions dashboards (45%) and administrator costs (45%).

In the case of readiness for dashboards, scams and administrator costs, this represents an increase on the engagement levels seen in the 2020/21 survey (+30, +16 and +11 percentage points respectively).

In-house administrators typically reported higher scheme engagement than TPAs, particularly for data quality, cyber security, business continuity, dashboards readiness and administrator costs.

1.7 Resource and capacity

The majority of administrators saw staff recruitment and retention as a challenge, and this was exacerbated by the COVID-19 pandemic.

The recruitment of skilled and experienced pensions administration personnel was felt to be a challenge by the majority of administrators (72%). Over half (54%) saw

the retention of these staff as a challenge, an increase from the 2020/21 survey (37%).

There were similar, although slightly less widespread, concerns about the recruitment and retention of specialist technical staff (e.g. project managers, data specialists), with 60% and 44% respectively describing these as a challenge.

Half (49%) indicated that recruitment had become more difficult since the start of the COVID-19 pandemic (vs. 7% easier) and 46% reported that staff retention had become more difficult (vs. 4% easier).

Overall, 57% of administrators felt they were sufficiently resourced to deliver the administration services required by trustees/scheme managers, and 53% that they had sufficient specialist technical resources to support these activities.

1.8 Transfers

There was some evidence of an increase in transfer requests over the previous 12 months, but the proportion of these that proceeded to a completed transfer fell.

A third (35%) of administrators reported that the volume of transfer illustration requests received in the last year had increased (compared with the previous year), whereas 13% said this had decreased. However, the opposite was true when it came to the proportion of these requests that had proceeded to a completed transfer (26% reported a decrease and 12% an increase).

A minority (13%) had been concerned about a high volume of transfer requests from the same adviser in the last six months, although this concern was not reported by any small administrators (fewer than 1,000 total memberships).

Administrators typically provided support and guidance to members who were considering transferring out, and there was widespread awareness of TPR's new transfer guidance.

When members were considering transferring out, 89% of administrators provided guidance on how to avoid scams and 86% provided information about the benefits of their current scheme. A further 42% referred the member to a trusted IFA, but fewer (19%) gave guidance on how to select an appropriate scheme.

Around nine in ten administrators (88%) were aware of the guidance on pensions transfers, to reflect new duties for trustees, that TPR produced in November 2021.

1.9 Scams

Most administrators educated members about how to identify scams and reported any suspected scams to the trustees and relevant bodies.

Overall, 85% of administrators provided information/guidance to members about how to spot potential scams, unchanged from the 2020/21 survey (86%). This was near universal among large administrators with 100,000+ total memberships (97%) and those with 1,000-99,999 memberships (98%) but was less common among those administering fewer than 1,000 memberships (62%).

If they suspected a transfer request was associated with a scam, 92% of administrators would put the transfer on hold to investigate, 72% would speak to the member and 68% would raise it with the trustees/scheme manager. If they then concluded that it was a scam, 84% of administrators would report it to the trustees/scheme manager, 73% to TPR, 60% to another regulator such as the Financial Conduct Authority (FCA) and 58% to a law enforcement body.

Approaching three-quarters (71%) of administrators were aware of the Pension Scams Industry Group (PSIG) code, an increase from 54% in the 2020/21 survey. While awareness remained higher among TPAs (86%), it increased among in-house administrators from 48% in 2020/21 to 68% in 2022.

Larger administrators were also more likely to be aware of the PSIG code, with this ranging from 100% of those with 100,000+ memberships to 45% of those with fewer than 1,000 memberships.

There was a widespread perception that TPR was doing all it could to combat pension scams. Around three-quarters were aware of TPR's scams pledge, but fewer than half of this group had made the pledge.

In total, 70% of administrators agreed that TPR was doing all it reasonably could to combat pension scams. A further 19% neither agreed nor disagreed, 4% didn't know and 7% disagreed.

Approaching three-quarters (72%) of administrators were aware of TPR's pledge to combat pension scams and a third (32%) had made the pledge. Both of these were highest among TPAs; 89% were aware of the pledge and 66% had made it.

1.10 Saver vulnerability

The majority of administrators accessed external support to help deal with vulnerable savers and ensured that both staff and communications took account of their needs.

Similar to the 2020/21 survey, the most common types of saver vulnerability encountered were low financial knowledge/confidence (57%), recent life events such as bereavement, divorce or job loss (47%) and severe or long-term illness (34%).

Financial guidance bodies were the primary external source of support used by administrators to help deal with vulnerable savers (55%). One in five (18%) did not access any external support.

Administrators adopted a range of approaches to dealing with vulnerable savers, with around half considering their needs when developing communications (56%), signposting members to support organisations (48%) and ensuring customer support staff can identify and support vulnerable customers (47%). However, fewer had clear policies on this (15%) or monitored how well the needs of vulnerable savers were being met (6%).

2. Introduction

2.1 Background and objectives

TPR has a statutory objective to promote, and improve understanding of, the good administration of work-based pension schemes. Administration is critical to ensuring the effective operation of occupational pension schemes, from investment to the payment of benefits. While the accountability for administration rests with trustees and scheme managers, in practice day-to-day operations are delivered by pensions administrators, whether in-house teams or through commercial third-parties.

In addition, administration will also be critical to the delivery of pensions dashboards. The Pensions Schemes Act 2021 contains provisions for the establishment of pensions dashboards, which are digital interfaces that will present a person's pensions together in one place. TPR are working with the Department for Work and Pensions (DWP) and the Pensions Dashboards Programme (PDP) at the Money and Pensions Service (MaPS) to deliver the regulatory and technological framework to ensure the dashboards are effective.

The first Administrator Survey was conducted in late 2020/early 2021 to help TPR identify issues, support it with improving standards and highlighting best practice, and give an early assessment of preparedness for pensions dashboards. The objectives of the 2022 survey were similar but there was greater focus on dashboards readiness, particularly in terms of data quality, digitisation and IT systems, as well as understanding the medium-term impacts of the COVID-19 pandemic.

The specific objectives of the 2022 survey were to:

- Assess administrator knowledge of dashboard requirements, actions taken to prepare for dashboards and the extent to which they have accessed relevant support/guidance (e.g. from PDP or TPR).
- Assess the extent to which key membership data is accurate and digitised, plans for resolving issues and any barriers faced.
- Identify the extent to which administrators have suitable and up-to-date IT systems and strategies in place.
- Build understanding of trustee/scheme manager engagement with key administration issues (e.g. scams, cyber security, dashboards readiness) and whether engagement has changed since the COVID-19 pandemic.
- Assess the extent to which staff recruitment and retention is seen as a challenge and whether this has been affected by the COVID-19 pandemic.
- Understand the systems and approaches that administrators have in place around transfers and pension scams.
- Understand how administrators deal with vulnerable savers and any external support or guidance used to assist with this.

2.2 Methodology

An online self-completion methodology was adopted because the large amount of data to collect would have made a telephone interview very long and burdensome for respondents, and it was anticipated that many individuals would need to do some checking/verification in order to answer the questions accurately. This was consistent with the methodology employed for the 2020/21 survey.

TPR provided a list of administrators for the survey, drawn from its internal database. Duplicate contact data was removed by OMB by OMB to ensure each individual was only included once (although in some cases more than one individual at the same organisation was contacted to maximise the chances of completing the survey).

Owing to the amount and type of information required, a carefully structured research approach was necessary, giving respondents early warning of the kind of information that was being sought and allowing them to devote an appropriate amount of time and effort to providing accurate and reliable information, liaising with colleagues if needed. Therefore, a multi-stage approach was adopted:

- **Stage 1:** TPR emailed each administrator to explain the nature of the research, introduce OMB Research (OMB) and ask them to let OMB know the contact details of the individual who would be completing the survey.
- **Stage 2:** OMB sent a tailored invitation email to each administrator. This contained a unique survey URL.
- **Stage 3:** OMB sent a further two tailored reminder emails to administrators that had either not started the survey or had only partially completed it.
- **Stage 4:** OMB undertook a phase of telephone chasing with non-responders[1]. These calls checked that the invitation email had been received, confirmed the identity of the most appropriate individual to complete the survey and encouraged respondents to take part. The survey URL was resent if necessary.

Anyone who indicated they were not involved in pension scheme administration at any of the above stages was removed from the sample (after seeking a referral to a more appropriate individual if applicable). Screening questions were also included at the start of the survey to exclude those who were not pension scheme administrators, did not administer any trust-based or public service pension schemes, or only administered relevant small schemes (RSS), executive pension plans (EPP) or schemes that were in the process of winding up.

A total of 196 surveys were completed between 15 June and 26 July 2022, covering 161 in-house administrators and 35 representatives of TPAs. As detailed in Table 2.2.1, this equates to a 28% response rate once the unusable and out of scope records are accounted for.

[1] In order to allow robust analysis of larger administrators, the chaser calls were primarily targeted at those who administered 100,000+ memberships or 100+ schemes. However, smaller administrators who had started but not completed the survey were also contacted.

Table 2.2.1 Sample analysis

	Total
Total sample records available (after duplicate contacts removed)	821
Unusable (email undeliverable, contact retired/left business/unwell)	57
Screened out (out of scope)	72
Usable records	692
Completed survey	196
Response rate	28%

2.3 Analysis and reporting conventions

Throughout this report, results have been reported at an aggregate level for all respondents. However, due to the self-selecting nature of the online survey, these total level results are not necessarily representative of the administrator universe[2]. In particular, larger administrators appear to be over-represented in the responses and this should be considered when interpreting the results.

Where sample sizes allow, results have also been provided separately for the following sub-groups:

- **Type of administrator:** In-house administrators and TPAs.
- **Total number of memberships administered:** Fewer than 1,000 memberships, 1,000-99,999 memberships and 100,000 or more memberships.
- **Size of largest scheme administered:** Micro/small (2-99 members), medium (100-999 members), large (1,000-19,999 members) and very large (20,000+ members).

Where relevant, the commentary in this report also highlights differences by the type(s) of scheme administered, i.e. defined benefit (DB), defined contribution (DC) and public service (PS). Comparisons with the 2020/21 survey results have also been shown where available and relevant.

The data presented in this report is from a sample of pension scheme administrators rather than the total population. This means the results are subject to sampling error. Differences between sub-groups are commented on only if they are statistically significant at the 95% confidence level, meaning that there is no more than a five percent chance that any reported differences are not real but a consequence of sampling error.

Base sizes (i.e. the number of responses from which the findings are derived) are displayed under each table and chart to give an indication of the robustness of results.

[2] The survey data has not been weighted due to the lack of sufficiently accurate information on the size and profile of the administrator universe.

When interpreting the data presented in this report, please note that results may not sum to 100% due to rounding and/or because respondents were able to select more than one answer to some survey questions. In addition, some respondents answered “Don’t know” or did not provide a response to the question and these figures are typically not shown in the charts/tables and are instead displayed in the base descriptions (unless the proportion is particularly high and therefore an interesting finding in its own right).

3. Research findings

3.1 Administrator profile

Respondents were asked to provide details of the type and size of pension schemes which their organisation administered. As set out in Table 3.1.1, over half (54%) administered defined benefit (DB) schemes and around a third administered defined contribution (DC) and public service schemes (33% and 35% respectively).

Across the surveyed administrators there was good coverage of different sizes of pension scheme, with 41% administering very large schemes (20,000+ members), 36% large schemes (1,000-19,999 members), 23% medium schemes (100-999 members) and 35% micro or small schemes (2-99 members).

Reflecting the fact that they typically administered multiple schemes, TPAs were generally more likely than in-house administrators to work with each type and size of scheme.

These findings were very similar to those seen in the 2020/21 survey.

Table 3.1.1 Type and size of schemes administered

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro /Small	Med-ium	Large	Very large
Scheme type										
DB schemes	**54%**	49%	74%	66%	53%	31%	57%	90%	76%	28%
DC schemes	**33%**	27%	63%	43%	23%	44%	50%	40%	25%	27%
Public service schemes	**35%**	39%	17%	5%	47%	58%	0%	10%	24%	68%
Scheme size										
Micro/small (2-99 members)	**35%**	27%	71%	75%	8%	28%	100%	30%	16%	12%
Medium (100-999 members)	**23%**	14%	66%	29%	12%	36%	0%	100%	16%	21%
Large (1,000-19,999 members)	**36%**	30%	66%	2%	56%	44%	0%	0%	100%	25%
Very large (20,000+ members)	**41%**	41%	43%	3%	46%	97%	0%	0%	0%	100%

Base: All respondents (Base)
Total (196), In-house (161), TPA (35), <1k 65), 1k-99k (93), 100k+ (36), Mic/Small (44), Med (20), Large (51), V. Large (81)

Table 3.1.2 shows that over half of respondents (55%) reported that their organisation provided administration services to only one pension scheme. TPAs typically administered a greater number of schemes than in-house administrators (49% dealt with 50+ schemes).

While there was a correlation between total number of memberships and number of schemes administered, it remained the case that over a third (36%) of large administrators with 100,000 or more total memberships dealt with only one scheme (typically a public service scheme).

Table 3.1.2 Number of schemes administered

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k +	Micro /Small	Med-ium	Large	Very large
Only 1	**55%**	63%	17%	63%	58%	36%	66%	55%	55%	49%
2-4	**29%**	32%	14%	31%	31%	22%	30%	30%	27%	30%
5-9	**3%**	2%	9%	5%	2%	3%	2%	5%	4%	2%
10-49	**3%**	1%	11%	0%	4%	6%	0%	5%	4%	4%
50-99	**3%**	1%	14%	2%	1%	8%	2%	5%	4%	2%
100-499	**5%**	1%	26%	0%	2%	19%	0%	0%	4%	10%
500 or more	**2%**	0%	9%	0%	1%	6%	0%	0%	2%	2%

Base: All respondents (Base, Don't know)
Total (196, 0%), In-house (161, 0%), TPA (35, 0%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51%, 0%), V. large (81, 0%)

The scale of administration operations in terms of total membership numbers varied widely across the sample (Table 3.1.3). Around a quarter (23%) of organisations administered fewer than 100 memberships, whereas 18% dealt with 100,000 or more memberships, rising to 46% of TPAs[3].

[3] There were a small number of inconsistencies in responses: 2 respondents indicated that their largest scheme was medium (100-999 members) but also said they administered <100 memberships in total, and 3 respondents indicated that their largest scheme was large or very large (1,000+ members) but also said they administered <1,000 memberships in total. We assume these respondents selected the wrong option at one of these questions by mistake, but it was not possible to identify which question was incorrect from the survey data so results have been reported as provided by respondents.

Table 3.1.3 Number of memberships administered

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k +	Micro / Small	Med-ium	Large	Very large
Fewer than 100	**23%**	24%	17%	69%	-	-	93%	10%	2%	1%
100-999	**10%**	11%	9%	31%	-	-	7%	80%	-	1%
1,000-49,999	**33%**	35%	23%	-	70%	-	-	10%	92%	20%
50,000-99,999	**14%**	17%	3%	-	30%	-	-	-	2%	33%
100,000-999,999	**15%**	11%	34%	-	-	83%	-	-	2%	36%
1,000,000 or more	**3%**	1%	11%	-	-	17%	-	-	-	7%

Base: All respondents (Base, Don't know)
Total (196, 1%), In-house (161, 1%), TPA (35, 3%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51%, 2%), V. large (81, 1%)

3.2 Pensions dashboards readiness

Survey respondents were asked a series of questions about their awareness of pensions dashboards, the Pensions Dashboards Programme (PDP) team and the legal requirement to provide data to savers through the dashboards, as follows:

- During the 2016 Budget, the government made a commitment to facilitate the pensions industry in the creation of a digital interface that will present all of a person's pensions together in one place. It is most often referred to in the industry as the 'pensions dashboards' project. **Before today, had you heard about pensions dashboards?**
- The Money and Pensions Service has established the Pensions Dashboards Programme team to develop the system which will connect pensions dashboards to pension schemes. **Before this survey, were you aware of the Pensions Dashboards Programme team and its role?**
- The Pensions Schemes Act 2021 contains provisions to require trustees and scheme managers to provide data to savers through pensions dashboards. **Before today, were you aware of this change to pensions law?**

As shown in Table 3.2.1, around 88% of administrators had heard of pensions dashboards and 80% also knew that trustees and scheme managers would be required to provide data to savers through the dashboards. Slightly fewer (71%) were aware of the Pensions Dashboards Programme (PDP) team at MaPS.

Awareness varied widely depending on the size of the largest scheme administered. Among those administering very large schemes, who will be first to connect to the dashboards, awareness was near universal across all three areas (99-100%). In contrast, while 90% of those whose largest scheme was medium were aware of dashboards, fewer were aware of the legal requirement to provide data to savers

(70%) or of the PDP team (30%)[4]. There was no difference in awareness between in-house administrators and TPAs.

Table 3.2.1 Awareness of the pensions dashboards, PDP team and the requirement to provide data to savers through dashboards

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k +	Micro / Small	Med-ium	Large	Very large
Pensions dashboards	**88%**	87%	91%	68%	98%	97%	57%	90%	94%	100%
PDP team	**71%**	71%	74%	28%	91%	97%	25%	30%	84%	99%
Legal requirement to provide data to savers	**80%**	80%	83%	46%	97%	97%	34%	70%	92%	100%

Base: All respondents
Total (196), In-house (161), TPA (35), <1k (65), 1k-99k (93), 100k+ (36), Mic/Small (44), Med (20), Large (51), V. large (81)

Table 3.2.2 provides a comparison with the 2020/21 survey results, where available[5]. Awareness of dashboards was unchanged from 2020/21 (86% vs. 88%). While awareness of the requirement to provide data to savers appeared to have risen, this was only statistically significant among medium administrators with 1,000-99,999 memberships (up from 86% to 97%).

Table 3.2.2 Awareness of the pensions dashboards and the requirement to provide data to savers through dashboards – over time

Proportion aware of…		Total	Type		Total memberships		
			In-house	TPA	<1k	1k-99k	100k+
Pensions dashboards	2020/21	86%	84%	93%	61%	94%	100 %
	2022	**88%**	**87%**	**91%**	**68%**	**98%**	**97%**
Legal requirement to provide data to savers	2020/21	73%	74%	73%	39%	86%	95%
	2022	**80%**	**80%**	**83%**	**46%**	**97%** ↑	**97%**

[4] For completeness, results have also been shown for those whose largest scheme was micro or small. However, micro and small schemes are out of scope for dashboard duties so the results from this group are less relevant.
[5] There is no comparative data for awareness of the PDP team and it is also not possible to provide analysis by size of largest scheme, as neither of these questions were included in the previous survey.

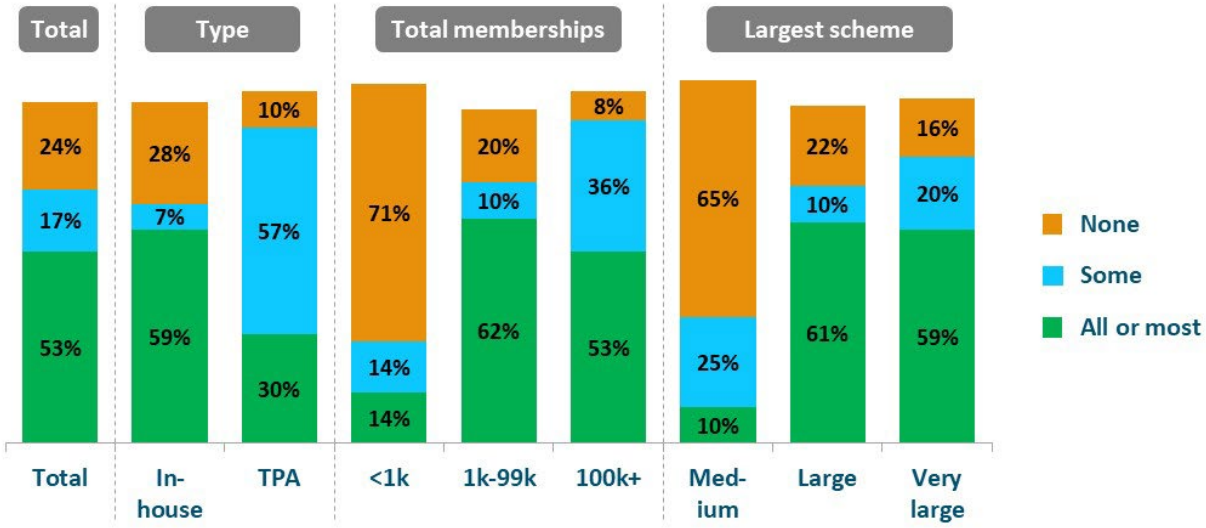
Green/red arrow denotes significantly higher/lower than previous year
Base: All respondents
2020/21: Total (203), In-house (163), TPA (40), <1k (57), 1k-99k (103), 100k+ (37)
2022: Total (196), In-house (161), TPA (35), <1k (65), 1k-99k (93), 100k+ (36)

The remaining questions in this section of the report only applied to those who administered any medium, large or very large schemes (i.e. with 100+ memberships). Those who only administered micro or small schemes were not asked detailed questions about dashboards preparations because their schemes were not in scope of the draft dashboards regulations.

Figure 3.2.1 shows that half (53%) of respondents stated that all or most of the trustee boards or scheme managers of the schemes which they administered had engaged with them about readiness for pensions dashboards in the last 12 months. A further 17% reported that some of their schemes had done this.

However, reported engagement levels were lower among small administrators with fewer than 1,000 total memberships and those who did not administer any large/very large schemes (71% and 65% respectively said that none of their schemes had engaged with them about dashboards).

Figure 3.2.1 Scheme engagement about pensions dashboards readiness



Base: All administering schemes with 100+ memberships (Base, Don't know/No response)
Total (152, 5%), In-house (122, 6%), TPA (30, 3%), <1k (21, 0%), 1k-99k (93, 8%), 100k+ (36, 3%), Med (20, 0%), Large (51, 8%), V. large (81, 5%) - View a table showing all data from the above figure

Table 3.2.3 provides a comparison with the previous survey results and provides clear evidence that trustee/scheme manager engagement with pensions dashboards increased over time. In the 2020/21 survey 15% of administrators reported that all or most of their schemes had engaged with them on this topic in the previous 12 months, but this rose to 53% in the 2022 survey. This increase was apparent for both in-house administrators and TPAs.

Table 3.2.3 Scheme engagement about pensions dashboards readiness – over time

Proportion where 'all or most' have engaged	Total	Type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
2020/21	15%	18%	3%	21%	10%	31%
2022	**53%**	**59%↑**	**30%↑**	**14%**	**62%↑**	**53%**

Green/red arrow denotes significantly higher/lower than previous year
Base: All administering schemes with 100+ memberships (Base, Don't know/No response)
2020/21: Total (159, 7%), In-house (127, 6%), TPA (32, 13%), <1k (14, 7%), 1k-99k (103, 7%), 100k+ (36, 3%)
2022: Total (152, 5%), In-house (122, 6%), TPA (30, 3%), <1k (21, 0%), 1k-99k (93, 8%), 100k+ (36, 3%)

The remainder of this section of the report relates to understanding of and preparation for pensions dashboards. All analysis is therefore based solely on those respondents who were aware of dashboards (97% of all those who administered any medium or large schemes).

Table 3.2.4 shows the proportion of respondents that had personally accessed information about dashboards through various channels.

Table 3.2.4 Accessing information about pensions dashboards

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Read guidance or other materials about pensions dashboards put out by an industry body	**76%**	76%	76%	32%	80%	91%	33%	75%	86%
Heard of pensions dashboards from an industry body	**76%**	75%	79%	53%	76%	91%	56%	67%	86%
Heard of pensions dashboards through another source	**74%**	73%	79%	79%	73%	77%	72%	75%	74%
Attended an industry event which included pensions dashboards	**67%**	66%	69%	32%	66%	91%	28%	54%	83%
Visited the PDP's website	**58%**	56%	66%	16%	54%	91%	11%	44%	77%
Attended a webinar hosted by the PDP	**46%**	42%	66%	21%	43%	71%	17%	29%	63%
Received the PDP's newsletter	**42%**	40%	52%	21%	41%	60%	22%	23%	58%
Engaged with any other material put out by the PDP	**16%**	14%	24%	5%	10%	37%	6%	10%	21%
None of these	**1%**	2%	0%	5%	1%	0%	6%	2%	0%

Base: All administering schemes with 100+ memberships and aware of dashboards (Base, Don't know/No response) Total (147, 0%), In-house (118, 0%), TPA (29, 0%), <1k (19, 0%), 1k-99k (91, 0%), 100k+ (35, 0%), Med (18, 0%), Large (48, 0%), V. large (81, 0%)

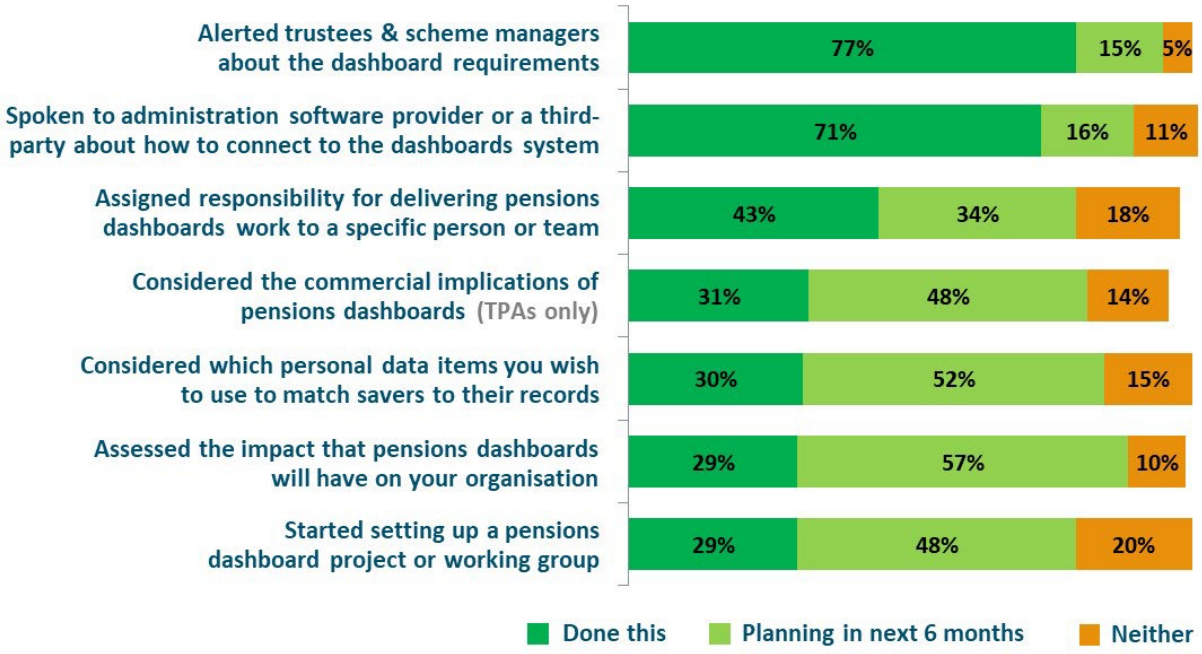
As detailed above, three-quarters of respondents had read dashboards guidance/materials from an industry body (76%), heard about dashboards from an industry body (76%) and heard of dashboards via another source (74%). Two-thirds had attended an industry event which covered dashboards (67%), but fewer had accessed information provided by the PDP (58% visited their website, 46% attended a webinar, 42% received their newsletter, 16% engaged with other PDP material).

Use of all of these channels typically increased in line with total number of memberships administered and the size of their largest scheme.

Administrators were then presented with a list of various actions and asked whether their organisation had already done these, was planning to do them in the next six months, or neither.

As set out in Figure 3.2.2, most had already alerted trustees and scheme managers about the dashboard requirements (77%) and had spoken to their administration software provider or a third-party about how they could connect to the dashboards system (71%). While fewer had taken the other actions (between 29% and 43%), most of those who had not already done them were planning to within the next six months.

Figure 3.2.2 Actions taken or planned around pensions dashboards



Base: All administering schemes with 100+ memberships and aware of dashboards (Base, Don't know/No response) Total (147, 3-7%) - View a table showing all data from the above figure

Table 3.2.5 provides further analysis by size and type of administrator. The vast majority of large administrators with 100,000+ memberships had either taken these actions or were planning to do so in the next six months (97-100%). A similar picture was seen for those administering any very large schemes with 20,000+ members (91-100%).

Table 3.2.5 Proportion that had taken each action or were planning to in the next six months

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Alerted trustees & scheme managers about dashboard requirements	**92%**	93%	86%	68%	95%	100%	72%	90%	98%
Spoken to administration software provider/third-party about how to connect to dashboards system	**86%**	89%	76%	37%	92%	100%	33%	88%	98%
Assigned responsibility for pensions dashboards work to a specific person/team	**77%**	76%	79%	42%	77%	97%	39%	67%	91%
Considered commercial implications of pensions dashboards *(TPAs only)*	**79%**	-	79%	25%	78%	100%	60%	56%	100%
Considered which personal data items to use to match savers to their records	**82%**	81%	83%	37%	85%	100%	39%	77%	94%
Assessed impact that pensions dashboards will have on your organisation	**86%**	87%	83%	58%	88%	100%	61%	77%	98%
Started setting up pensions dashboards project or working group	**76%**	75%	79%	37%	77%	97%	39%	65%	91%

Base: All administering schemes with 100+ memberships and aware of dashboards (Base, Don't know/No response) Total (147, 3-7%), In-house (118, 0-3%), TPA (29, 7-10%), <1k (19, 0-5%), 1k-99k (91, 3-11%), 100k+ (35, 0-3%), Med (18, 0-6%), Large (48, 6-22%), V. large (81, 0-4%)

To test understanding of dashboard requirements, administrators were provided with 12 statements about dashboards and asked whether they felt each one was true or false. Table 3.2.6 shows whether each statement was correct, along with the proportion of respondents who said each one was true, false or didn't know.

Administrators' understanding varied widely across these areas. They were most likely to correctly identify that 'There will need to be an IT interface between your pension scheme's records and the dashboards system/pensions dashboards' (93% true) and to know that it was incorrect that 'The interface will only need to be available between 9am and 5pm Monday to Friday' (80% false).

However, there were five statements where fewer than half of respondents knew the right answer: 29% correctly identified 'You will need to verify the identity of members requesting information through pensions dashboards' as false, 21% correctly identified 'All personal data must match in order for you to return a saver's pensions information to the dashboards' as false, 36% correctly identified 'You must return some information to savers immediately' as true, 42% correctly identified 'You can take up to two months to return value information to savers' as false, and 26% correctly identified 'You can return "no value known" if you don't have the information available on the value of the pension' as false.

In many cases where respondents did not identify the correct answer, they answered 'don't know'.

Table 3.2.6 Understanding of pensions dashboards

= correct answer provided	Correct?	True	False	Don't know
There will need to be an IT interface between your pension scheme's records and the dashboards system	✓	93%	1%	5%
This interface will only need to be available between 9am and 5pm Monday to Friday	✗	1%	80%	18%
You will receive personal information which you can use to match savers to your records	✓	64%	12%	22%
You will need to verify the identity of members requesting information through pensions dashboards	✗	60%	29%	10%
All personal data must match in order for you to return a saver's pensions information to the dashboards	✗	56%	21%	22%
You must return a saver's pension information even if you are not 100% sure you have the correct record	✗	3%	76%	20%
You can return a 'partial match' asking a saver to contact you if you are not 100% sure you have the correct record	✓	71%	5%	22%
You must return some information to savers immediately	✓	36%	28%	35%
You can take up to 2 months to return value information to savers	✗	14%	42%	43%
You can return 'no value known' if you do not have the information available on the value of the pension	✗	33%	26%	39%
You can return any value known, e.g. the value provided to the saver at leaving several years ago	✗	9%	54%	36%

All personal and value data must be stored in a government-owned database	✕	16%	57%	25%

Base: All administering schemes with 100+ memberships and aware of dashboards (Base, No response) Total (147, 1-2%)

Table 3.2.7 summarises the proportion who gave the correct response to each statement and provides analysis by size and type of administrator. Overall, relatively few (5%) got all 12 statements correct, but 29% got at least three-quarters of them right and 61% got at least half right. The mean was 6.5 correct responses.

Detailed understanding of pensions dashboards increased with administrator size. On average those administering 100,000+ total memberships gave the correct response to 8.9 statements, compared with a mean of 5.9 for those with 1,000-99,999 memberships and 4.1 for those with fewer than 1,000 memberships.

A similar pattern was seen when looking at the size of the largest scheme administered (means of 7.7 for very large, 5.4 for large, 3.9 for medium). The mean was also higher among TPAs (7.9) than in-house administrators (6.1).

Table 3.2.7 Understanding of pensions dashboards - proportion giving the correct answer to each statement

% giving correct answer *T=True statement* *F=False statement*	Total	Type		Total m'ships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
There will need to be an IT interface between your scheme's records and the dashboards system *(T)*	**93%**	93%	90%	74%	93%	100%	72%	90%	99%
This interface will only need to be available between 9am-5pm Mon-Fri *(F)*	**80%**	79%	83%	58%	79%	91%	56%	75%	88%
You will receive personal information which you can use to match savers to records *(T)*	**64%**	63%	69%	42%	58%	89%	44%	48%	78%
You will need to verify the identity of members requesting information through dashboards *(F)*	**29%**	23%	52%	16%	16%	63%	17%	13%	41%
All personal data must match for you to return a saver's pensions information to the dashboards *(F)*	**21%**	16%	41%	11%	15%	40%	6%	15%	28%
You must return a saver's pension information even if you are not 100% sure you have the correct record *(F)*	**76%**	75%	79%	47%	73%	97%	44%	63%	90%
You can return a 'partial match' asking a saver to contact you if you are not 100% sure you have the correct record *(T)*	**71%**	69%	79%	47%	67%	94%	33%	71%	80%

You must return some information to savers immediately *(T)*	**36%**	31%	59%	26%	32%	49%	39%	31%	38%
You can take up to 2 months to return value information to savers *(F)*	**42%**	36%	66%	5%	36%	74%	11%	31%	56%
You can return 'No value known' if you do not have the information available on the value of the pension *(F)*	**26%**	25%	28%	16%	23%	37%	11%	15%	36%
You can return any value known, e.g. the value provided to the saver at leaving several years ago *(F)*	**54%**	48%	76%	32%	49%	74%	28%	46%	64%
All personal and value data must be stored in a government-owned database *(F)*	**57%**	55%	66%	32%	51%	86%	33%	40%	73%
All 12 correct	**5%**	1%	21%	0%	1%	14%	0%	2%	7%
At least three-quarters correct (9+)	**29%**	22%	55%	11%	20%	57%	6%	17%	41%
At least half correct (6+)	**61%**	58%	72%	26%	54%	94%	28%	42%	79%
Mean number correct	**6.5**	6.1	7.9	4.1	5.9	8.9	3.9	5.4	7.7

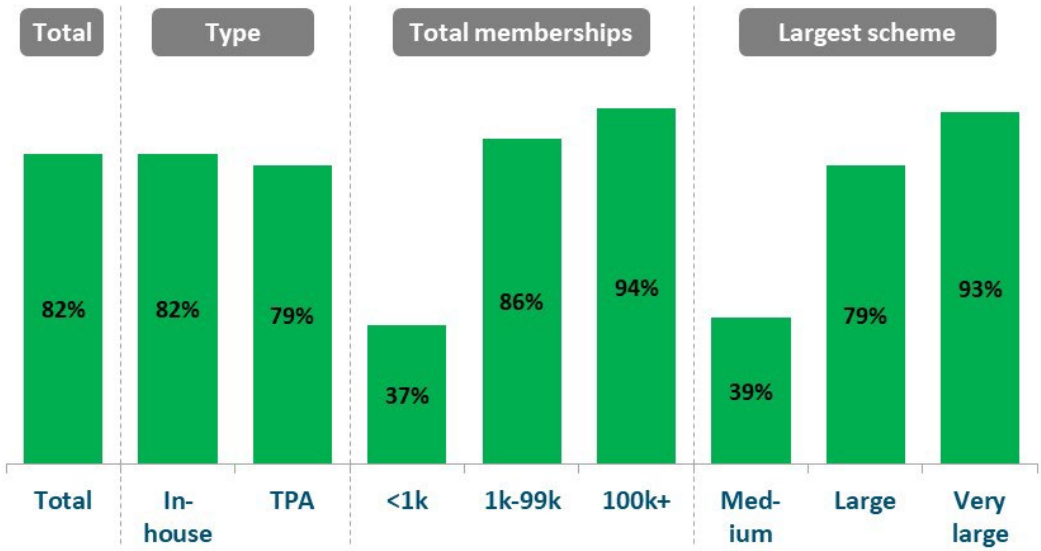
Base: All administering schemes with 100+ memberships and aware of dashboards
Total (147), In-house (118), TPA (29), <1k (19), 1k-99k (91), 100k+ (35), Med (18), Large (48), V. large (81)

Those aware of dashboards were asked whether they knew the pension dashboard connection deadline date for the largest scheme which they administered. As set out in Figure 3.2.3, over four-fifths (82%) were aware of this date.

However, this varied widely by size of the largest scheme they administered (93% for very large, 79% for large and 39% for medium), and by total memberships (94% for 100,000+, 86% for 1,000-99,999 and 37% for <1,000).

Similar proportions of in-house administrators and TPAs were aware of their first dashboard connection deadline date (82% and 79% respectively).

Figure 3.2.3 Proportion aware of pensions dashboard connection deadline date (for largest scheme administered)



Base: All administering schemes with 100+ memberships and aware of dashboards (Base, Don't know/No response) Total (147, 7%), In-house (118, 7%), TPA (29, 7%), <1k (19, 26%), 1k-99k (91, 4%), 100k+ (35, 3%), Med (18, 28%), Large (48, 6%), V. large (81, 2%) - View a table showing all data from the above figure

Respondents were asked how they intended to connect to the pensions dashboards system (Table 3.2.8). Two-thirds (66%) planned to use a third-party supplier to do this, with 63% intending to use a single supplier and 3% several different third-parties. Relatively few (6%) intended to build their own interface to connect directly to the dashboards system, although this increased to 21% of TPAs and 17% of large administrators with 100,000+ total memberships.

Over a quarter (28%) had not yet decided on their approach. This was particularly likely to be the case among small administrators with fewer than 1,000 total memberships (68%) and those whose largest scheme was medium (72%), whose duties were further in the future.

The majority (82%) of those who planned to use a third-party supplier indicated that this would be an existing supplier, with 2% intending to use a new supplier and 16% undecided.

Table 3.2.8 Connecting to pensions dashboards

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Intend to build an interface to connect directly to the dashboards system	**6%**	3%	21%	0%	2%	17%	0%	2%	10%
Will use a single third-party supplier to connect to the dashboards system	**63%**	67%	45%	32%	64%	77%	28%	52%	77%
Will use several third-party suppliers to connect to the dashboards system	**3%**	3%	7%	0%	5%	0%	0%	6%	2%
Will not be connecting to dashboards system ourselves	**0%**	0%	0%	0%	0%	0%	0%	0%	0%
Don't know / not decided yet	**28%**	28%	28%	68%	29%	6%	72%	40%	11%

Base: All administering schemes with 100+ memberships and aware of dashboards (Base, No response) Total (147, 0%), In-house (118, 0%), TPA (29, 0%), <1k (19, 0%), 1k-99k (91, 0%), 100k+ (35, 0%), Med (18, 0%), Large (48, 0%), V. large (81, 0%)

Respondents were also asked about the approach they would take to calculating or recalculating pension value data for dashboards. They were asked this separately for their largest scheme and (if they administered more than one scheme) for their smallest scheme. The data from both questions has been combined to show the intended approaches for each scheme size (Table 3.2.9).

Most administrators had not yet decided on an approach, and this was true across all scheme sizes (56% for medium, 60% for large, 52% for very large). Among those who had decided, most planned to undertake bulk revaluation of all member records in advance (30%, 26% and 30% respectively).

Figure 3.2.9 Calculating pension value data for dashboards

	Scheme size		
	Medium	Large	Very large
Bulk revaluation of all member records in advance	30%	26%	30%
Individual revaluation as and when requested	11%	4%	10%
Bulk revaluation of some records in advance and individual revaluation (when requested) for others	4%	9%	8%
Don't know / not decided yet	56%	60%	52%

Base: All administering schemes with 100+ memberships and aware of dashboards (Base, No response) Medium (27, 0%), Large (68, 0%), V. large (99, 0%)

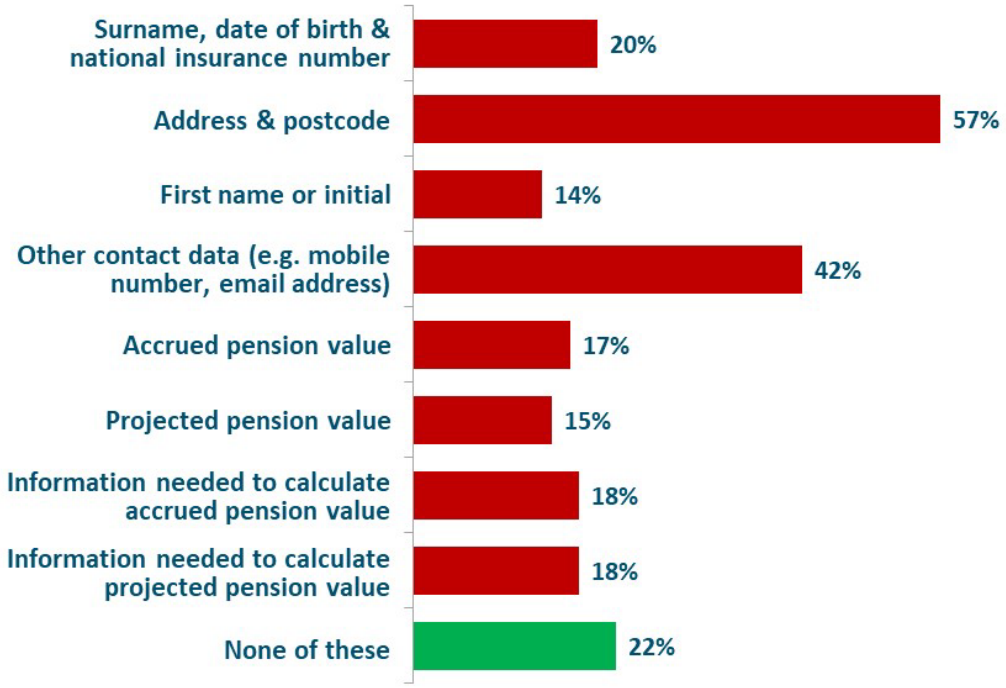
3.3 Data quality

The questions in the 'data quality' section of the survey were asked specifically about each administrator's largest scheme. They were only asked to those who administered any medium, large or very large schemes (i.e. 100+ memberships), because micro and small schemes are not currently in scope of the draft dashboards regulations.

Respondents were first asked whether they had identified issues with the accuracy of various types of data in their largest scheme. As shown in Figure 3.3.1, administrators were most likely to have identified issues with address/postcode data (57%), followed by other contact data such as mobile number or email address (42%). Between 14% and 20% had identified accuracy issues with each of the other data types.

Approaching a quarter of administrators (22%) reported that they had not found issues with any of this data for their largest scheme.

Figure 3.3.1 Proportion identifying issues with data accuracy (for largest scheme administered)



Base: All administering schemes with 100+ memberships (Base, Don't know/No response)
Total (152, 8%) - View a table showing all data from the above figure

Table 3.3.1 provides further analysis by administrator type, total memberships and size of largest scheme administered. Reflecting their greater number of memberships, issues with data accuracy were generally more prevalent among very large schemes (e.g. 64% had identified issues with address/postcode, 47% with other contact data and 27% with surname/date of birth/NI number). In contrast, they were least prevalent among medium schemes, with 45% of this group reporting no data accuracy issues.

Table 3.3.1 Proportion identifying issues with data accuracy (for largest scheme administered)

Proportion identifying data accuracy issues with…	Type		Total memberships			Largest scheme		
	In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Surname, date of birth & national insurance number	17%	33%	14%	14%	36%	15%	12%	27%
Address & postcode	55%	67%	38%	58%	64%	45%	51%	64%
First name or initial	11%	30%	5%	11%	25%	10%	12%	17%
Other contact data	41%	47%	19%	42%	53%	20%	43%	47%
Accrued pension value	16%	20%	5%	17%	22%	15%	16%	19%
Projected pension value	14%	20%	0%	16%	22%	0%	20%	16%
Information needed to calculate accrued pension value	16%	23%	10%	16%	28%	15%	18%	19%
Information needed to calculate projected pension value	16%	27%	5%	17%	25%	10%	22%	17%
None of these	23%	17%	48%	19%	14%	45%	22%	16%

Base: All administering schemes with 100+ memberships (Base, Don't know/No response)
In-house (122, 8%), TPA (30, 7%), <1k (21, 10%), 1k-99k (93, 9%), 100k+ (36, 6%), Med (20, 10%), Large (51, 14%), V. large (81,4%)

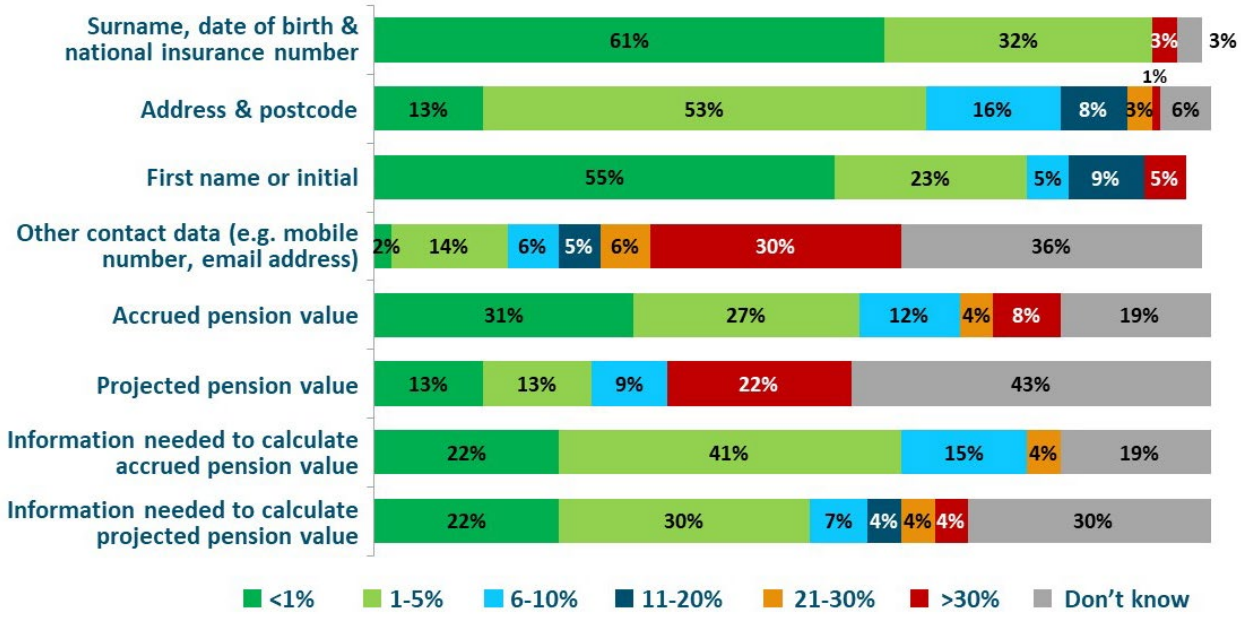
Those administrators who had identified any data accuracy issues in their largest scheme were asked the approximate percentage of memberships affected. Figure 3.3.2 shows that the scale of the issues varied widely across the different types of data items.

Almost two-thirds (61%) of those identifying issues with surname/date of birth/NI number indicated that less than 1% of memberships were affected, and a further 32% said that this affected between 1-5% of memberships. A similar picture was seen for first name and initial (55% said it affected less than 1% of memberships and 23% between 1-5% of memberships).

In contrast, 30% of those identifying inaccuracies with other contact data and 22% of those reporting inaccuracies with projected pension value estimated that these issues affected over 30% of the scheme's memberships. A further 36% and 43% respectively were unsure of the percentage of memberships affected.

For the remaining types of data, the majority (52-66%) of those who had identified any inaccurate data indicated that this affected no more than 5% of memberships.

Figure 3.3.2 Proportion of memberships affected among those reporting accuracy issues (for largest scheme administered)



Base: All administering schemes with 100+ memberships who identified data issues (Base, No response) Surname/DoB/NI number (31, 0%), Address/postcode (87, 0%), First name/initial (22, 5%), Other contact data (64, 2%), Accrued value (26, 0%), Projected value (23, 0%), Info for accrued value (27, 0%), Info for projected value (27, 0%)

View a table showing all data from the above figure

The above results are based just on those who had identified issues with each type of data, but the base sizes are too low to provide a similar breakdown by the different types and sizes of administrator. Instead, the analysis in Table 3.3.2 is based on all respondents (including those who hadn't identified any accuracy issues) and shows the overall proportion who reported that data accuracy issues affected over 5% of memberships.[6]

A third (35%) of all respondents reported that other contact data such as mobile number or email address was inaccurate for over 5% of memberships in their largest scheme. A fifth (20%) indicated that address/postcode data was inaccurate for over 5% of memberships. These issues were more prevalent among larger schemes.

These proportions were lower for the other data types, particularly surname/date of birth/NI number (1% said this was inaccurate for over 5% of memberships) and first name/initial (3% said this was inaccurate for over 5% of memberships).

[6] For the purposes of this analysis, those respondents who had identified issues but didn't know the proportion of memberships affected have been included in the >5% group.

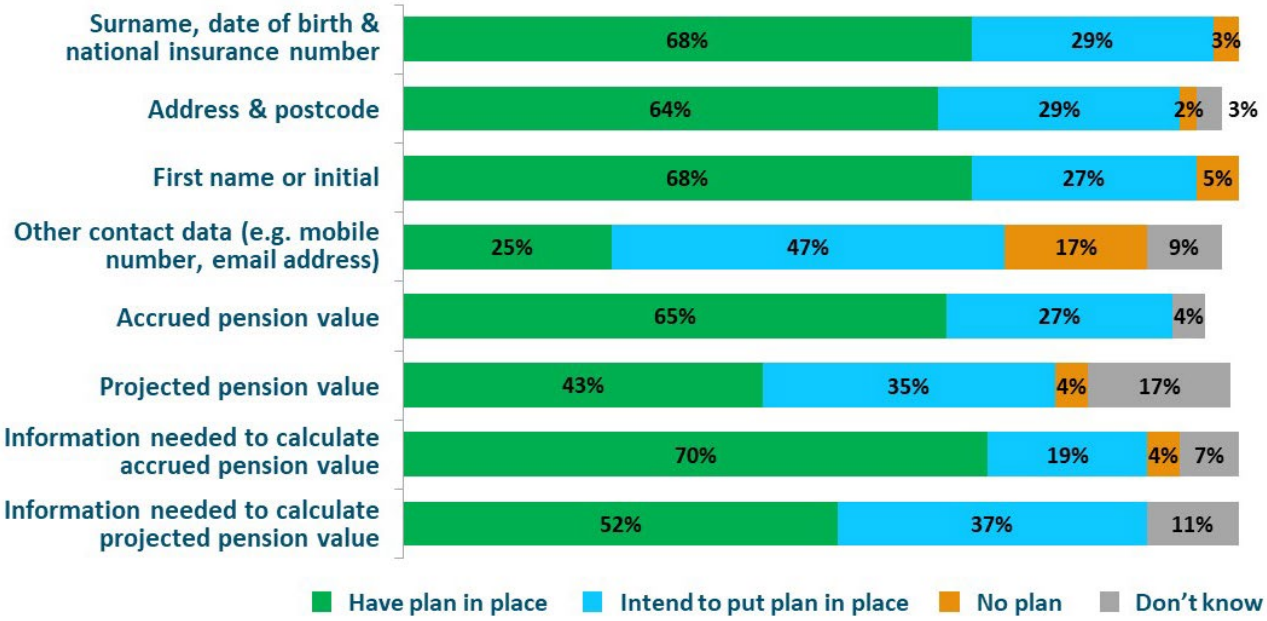
Table 3.3.2 Proportion of all administrators reporting that data was inaccurate for over 5% of memberships (for largest scheme administered)

Proportion with inaccurate data for >5% of memberships (or don't know %)	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Surname, date of birth & national insurance number	1%	1%	3%	0%	1%	0%	0%	2%	1%
Address & postcode	20%	17%	30%	10%	22%	22%	15%	18%	22%
First name or initial	3%	2%	3%	0%	4%	0%	0%	6%	1%
Other contact data	35%	34%	40%	14%	34%	47%	15%	35%	40%
Accrued pension value	7%	7%	7%	0%	8%	8%	5%	8%	7%
Projected pension value	11%	11%	13%	0%	13%	14%	0%	16%	11%
Information needed to calculate accrued pension value	7%	7%	3%	0%	8%	8%	0%	8%	7%
Information needed to calculate projected pension value	9%	7%	13%	0%	8%	14%	0%	12%	9%

Base: All administering schemes with 100+ memberships
Total (152), In-house (122), TPA (30), <1k (21), 1k-99k (93), 100k+ (36), Med (20), Large (51), V. large (81)

Figure 3.3.3 shows the proportion of those identifying any data issues who had a plan for how and when they would ensure that their data was accurate for all membership records. For each type of data, the majority (72-97%) either already had a plan or intended to put one in place.

Figure 3.3.3 Data improvement plans among those reporting accuracy issues (for largest scheme administered)

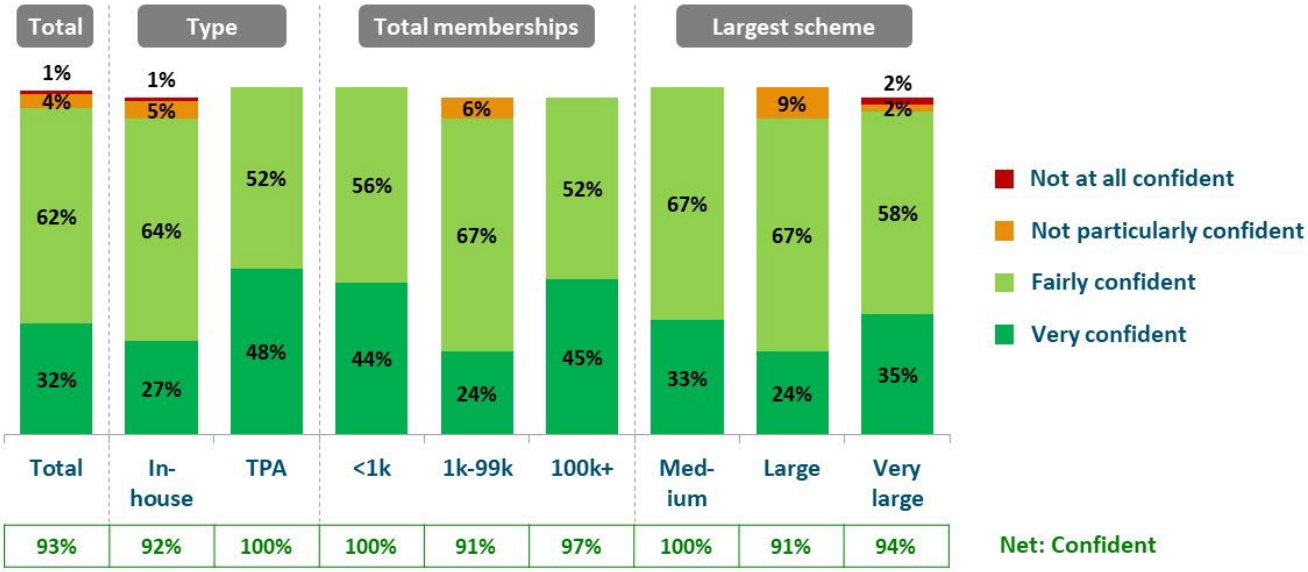


Base: All administering schemes with 100+ memberships who identified data issues (Base, No response) Surname/DoB/NI number (31, 0%), Address/postcode (87, 1%), First name/initial (22, 0%), Other contact data (64, 2%), Accrued value (26, 4%), Projected value (23, 0%), Info for accrued value (27, 0%), Info for projected value (27, 0%) View a table showing all data from the above figure

Administrators who had identified data accuracy issues were then asked how confident they were, as an organisation, that they would be able to deliver accurate data for their largest scheme ahead of its pensions dashboards connection deadline (Figure 3.3.4).

Overall, 93% of those identifying any data accuracy issues were confident that these would be resolved by the scheme's connection deadline, with a third (32%) describing themselves as very confident. Confidence levels were broadly similar across all types and sizes of administrator (91-100%), although TPAs were more likely than in-house administrators to be very confident (48% vs. 27%).

Figure 3.3.4 Confidence in ability to deliver accurate data before pensions dashboards connection deadline (for largest scheme administered)



Base: All administering schemes with 100+ memberships who identified data issues (Base, Don't know/No response) Total (107, 2%), In-house (84, 2%), TPA (23, 0%), <1k (9, 0%), 1k-99k (67, 3%), 100k+ (29, 0%), Med (9, 0%), Large (33, 0%), V. large (65, 3%) - View a table showing all data from the above figure

As detailed in Table 3.3.3, the main barriers to improving the data in their largest scheme were identified as lack of resources or time (54%), inability to fill historical data gaps (48%) and issues with the quality of data from employers (39%). A quarter also mentioned issues with their systems (26%).

In-house administrators were more likely than TPAs to identify lack of resources or time (61%) and issues with their systems (33%) as a barrier. TPAs were comparatively more likely to mention lack of engagement or willingness to pay by sponsoring employers (22%) and trustees/scheme managers (17%).

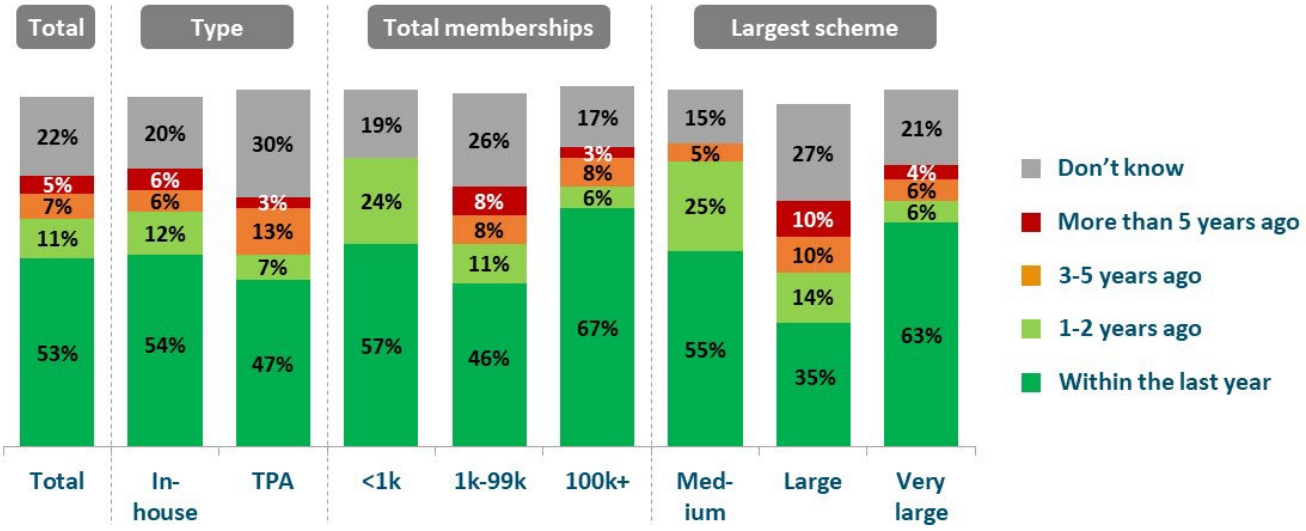
Table 3.3.3 Barriers to improving data (for largest scheme administered)

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k +	Med-ium	Larg e	Very large
We lack resources or time	**54%**	61%	30%	22%	67%	34%	11%	76%	49%
Inability to fill historical data gaps	**48%**	45%	57%	56%	40%	66%	56%	27%	57%
Issues with quality of data provided by employer(s)	**39%**	40%	35%	33%	31%	59%	33%	12%	54%
Issues with systems (IT, payroll, administration systems, etc)	**26%**	33%	0%	22%	34%	10%	11%	39%	22%
Sponsoring employer lack of engagement or willingness to pay	**9%**	6%	22%	0%	7%	14%	11%	9%	9%
Trustee/scheme manager lack of engagement or willingness to pay	**5%**	1%	17%	0%	1%	14%	0%	3%	6%
Other barriers	**23%**	21%	30%	11%	25%	24%	22%	30%	20%
There are no barriers	**7%**	6%	13%	22%	6%	3%	22%	9%	5%

Base: All administering schemes with 100+ memberships who identified data issues (Base, Don't know/No response) Total (107, 1%), In-house (84, 1%), TPA (23, 0%), <1k (9, 0%), 1k-99k (67, 1%), 100k+ (29, 0%), Med (9, 0%), Large (33, 3%), V. Large (65, 0%)

Figure 3.3.5 shows that half (53%) of administrators had performed a benefit audit on their largest scheme in the last year, 11% had done so between one and two years ago and 12% had done so three or more years ago (with 22% unsure).

Figure 3.3.5 Most recent benefit audit (for largest scheme administered)



Base: All administering schemes with 100+ memberships (Base, No response)
Total (152, 1%), In-house (122, 2%), TPA (30, 0%), <1k (21, 0%), 1k-99k (93, 2%), 100k+ (36, 0%), Med (20, 0%), Large (51, 4%), V. large (81, 0%) - View a table showing all data from the above figure

3.4 Data digitisation

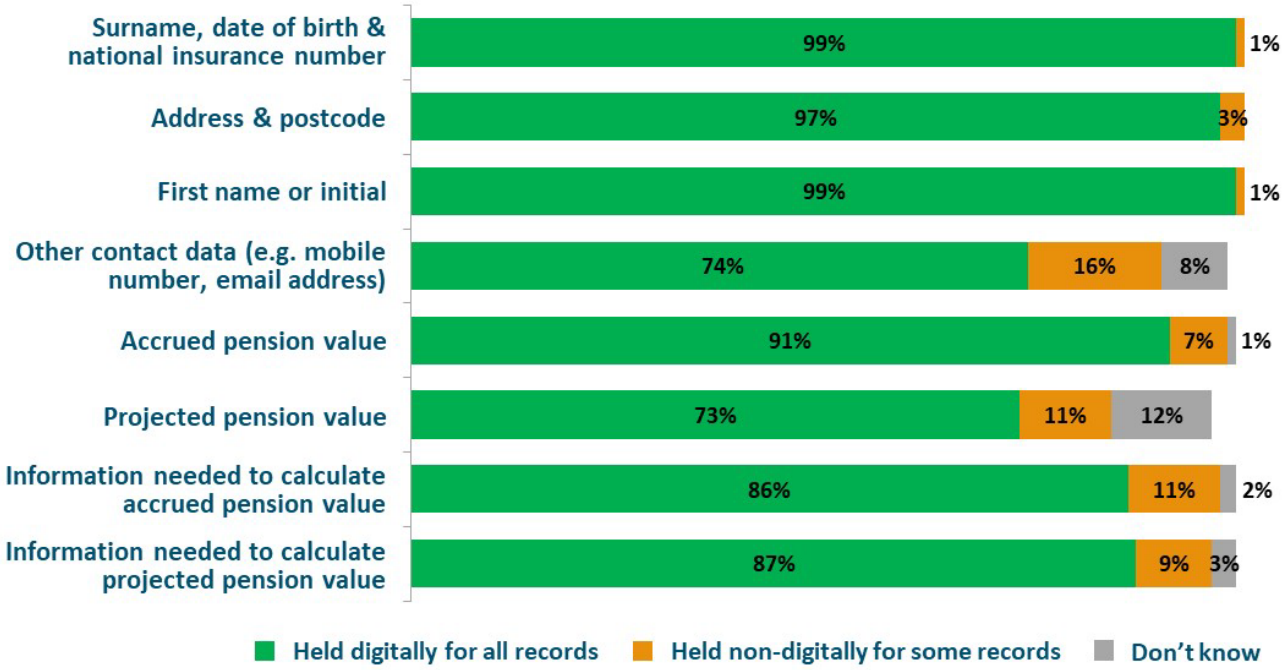
The questions in the data digitisation section of the survey were asked specifically about each administrator's largest scheme. They were only asked to those who administered any medium, large or very large schemes (i.e. 100+ memberships), because micro and small schemes were not in scope of the draft dashboards regulations.

Respondents were first asked whether various types of data were held digitally for all of the scheme's memberships or whether these were held in non-digital formats for some memberships. In this context, digitally was defined as an electronic and searchable format (e.g. a database) and non-digitally was defined as paper records, microfiche or scanned copies of hard copy documents.

As shown in Figure 3.4.1, in most cases the various data items were held digitally for all memberships, with this particularly true of surname/date of birth/NI number (99%), first name/initial (99%) and address/postcode (97%).

However, 16% of administrators said that other contact data (e.g. mobile number/email address) was held non-digitally for at least some memberships. Around one in ten also reported that projected pension value (11%), information needed to calculate accrued pension value (11%) and information need to calculate projected pension value (9%) were held non-digitally in some cases.

Figure 3.4.1 Format of data held (for largest scheme administered)



Base: All administering schemes with 100+ memberships (Base, No response) - Total (152, 0-5%)
View a table showing all data from the above figure

Across all the types of data, a quarter of administrators (26%) indicated that they held any data in non-digital formats for their largest scheme.

Table 3.4.1 shows that the smaller the scheme, the more likely data was to be held non-digitally. Of those answering about a medium scheme, 45% said that one or more of these data types were held non-digitally for at least some members, compared with 35% of those answering about a large scheme and 15% of those answering about a very large scheme. A similar pattern was seen by administrator size (in terms of total memberships).

Table 3.4.1 Proportion holding any data in non-digital formats (for largest scheme administered)

Proportion holding any data non-digitally	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Surname, date of birth & national insurance number	**1%**	1%	0%	5%	0%	0%	5%	0%	0%
Address & postcode	**3%**	2%	7%	19%	0%	0%	20%	0%	0%
First name or initial	**1%**	2%	0%	5%	1%	0%	5%	0%	1%
Other contact data	**16%**	16%	13%	24%	18%	6%	25%	22%	10%
Accrued pension value	**7%**	7%	7%	10%	10%	0%	15%	16%	0%
Projected pension value	**11%**	11%	10%	24%	12%	0%	20%	18%	4%
Information needed to calculate accrued pension value	**11%**	9%	20%	19%	12%	6%	25%	14%	6%
Information needed to calculate projected pension value	**9%**	7%	17%	14%	9%	6%	10%	14%	5%
Any data held non-digitally	**26%**	23%	37%	43%	28%	11%	45%	35%	15%
All data held digitally	**57%**	58%	50%	43%	54%	72%	40%	37%	73%
Don't know for some (and others held digitally)	**18%**	19%	13%	14%	18%	17%	15%	27%	12%

Base: All administering schemes with 100+ memberships (Base, Don't know/No response)
Total (152, 0-16%), In-house (122, 0-16%), TPA (30, 0-20%), <1k (21, 0-19%), 1k-99k (93, 0-16%), 100k+ (36, 0-17%), Med (20, 0-20%), Large (51, 0-20%), V. large (81, 0-14%)

Those who held any data non-digitally for their largest scheme were also asked to indicate the percentage of memberships this affected. However, due to the low number of respondents who held each type of data in non-digital formats it is not possible to provide robust analysis at this level of detail. Instead, the analysis in Table 3.4.2 is based on all respondents (including those who held all data digitally)

and shows the overall proportion who reported that data was held non-digitally for over 5% of memberships.[7]

Just 1% of administrators reported that surname/date of birth/NI number, address/postcode and first name/initial were held in non-digital formats for over 5% of memberships in their largest scheme. This proportion was slightly higher for the other data items (5-10%).

Large administrators with 100,000 or more memberships were least likely to indicate that data was held non-digitally for over 5% of memberships (3% for other contact data, 0% for all other data types). A similar picture was seen for those administering very large schemes (0-6% across the various data types). There was little difference between in-house administrators and TPAs.

Table 3.4.2 Proportion of all administrators reporting that data was held non-digitally for over 5% of memberships (for largest scheme administered)

Proportion holding data non-digitally for >5% of m'ships (or don't know %)	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Surname, date of birth & national insurance number	**1%**	1%	0%	5%	0%	0%	5%	0%	0%
Address & postcode	**1%**	2%	0%	10%	0%	0%	10%	0%	0%
First name or initial	**1%**	1%	0%	5%	0%	0%	5%	0%	0%
Other contact data	**10%**	10%	10%	14%	12%	3%	15%	14%	6%
Accrued pension value	**5%**	5%	7%	5%	8%	0%	10%	12%	0%
Projected pension value	**9%**	8%	10%	19%	10%	0%	15%	14%	4%
Information needed to calculate accrued pension value	**6%**	6%	7%	10%	8%	0%	15%	8%	2%
Information needed to calculate projected pension value	**5%**	6%	3%	10%	6%	0%	10%	10%	1%

Base: All administering schemes with 100+ memberships
Total (152), In-house (122), TPA (30), <1k (21), 1k-99k (93), 100k+ (36), Med (20), Large (51), V. large (81)

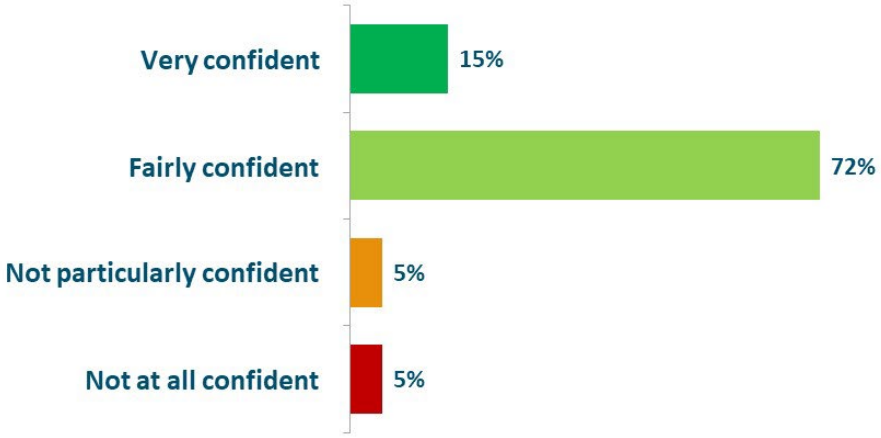
Those administrators who held over 5% of membership records non-digitally for any data items were asked further questions about whether they had a plan for digitising these records and, if so, when they expected to have fully digitised their data. Base sizes were too low to provide meaningful analysis for each type of data, but in each case the majority either already had a plan to resolve this or intended to put a plan in place. Of these, most expected to have fully digitised their data with a year.

[7] For the purposes of this analysis, those respondents who held non-digital data but didn't know the proportion of memberships affected have been included in the >5% group.

Administrators who held any data non-digitally were then asked how confident they were that they would be able to deliver the necessary digitisation of their largest scheme's data ahead of its pensions dashboards connection deadline.

Figure 3.4.2 shows that 87% were confident, although comparatively few described themselves as very confident (15%). Overall, 5% were not at all confident they would be able to deliver the required digitisation, and the same proportion were not particularly confident.

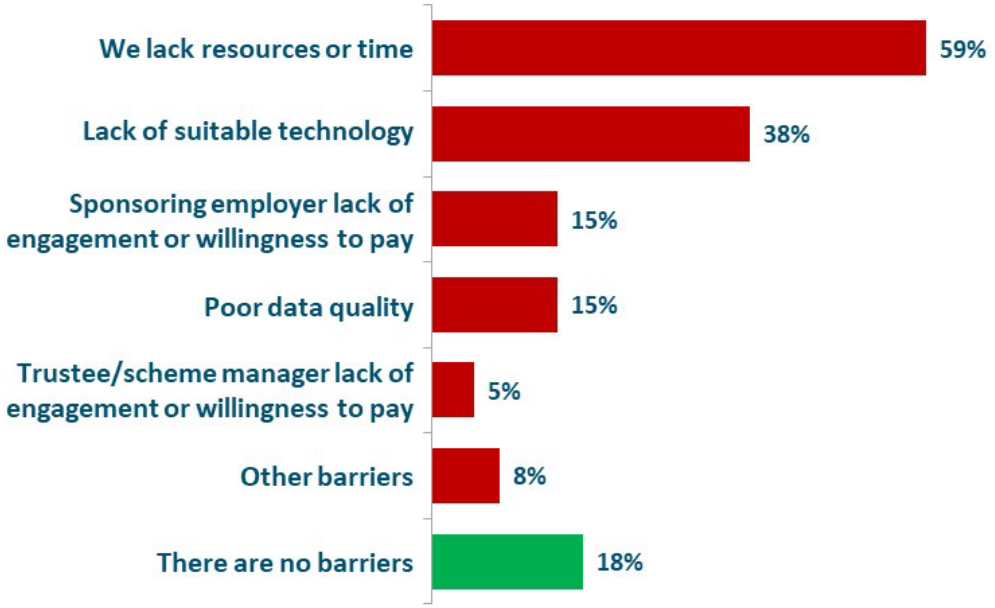
Figure 3.4.2 Confidence in ability to deliver the necessary digitisation before pensions dashboards connection deadline (for largest scheme administered)



Base: All administering schemes with 100+ memberships who held data non-digitally (Base, Don't know/No response) Total (39, 3%) - View a table showing all data from the above figure

As set out in Figure 3.4.3, the primary barrier to delivering full digitisation of their largest scheme's data was felt to be a lack of resources or time (59%), followed by a lack of suitable technology (38%). Around one in seven mentioned the sponsoring employer's lack of engagement or willingness to pay (15%) and poor data quality (15%).

Figure 3.4.3 Barriers to data digitisation (for largest scheme administered)



Base: All administering schemes with 100+ memberships who held data non-digitally (Base, Don't know/No response) Total (39, 5%) - View a table showing all data from the above figure

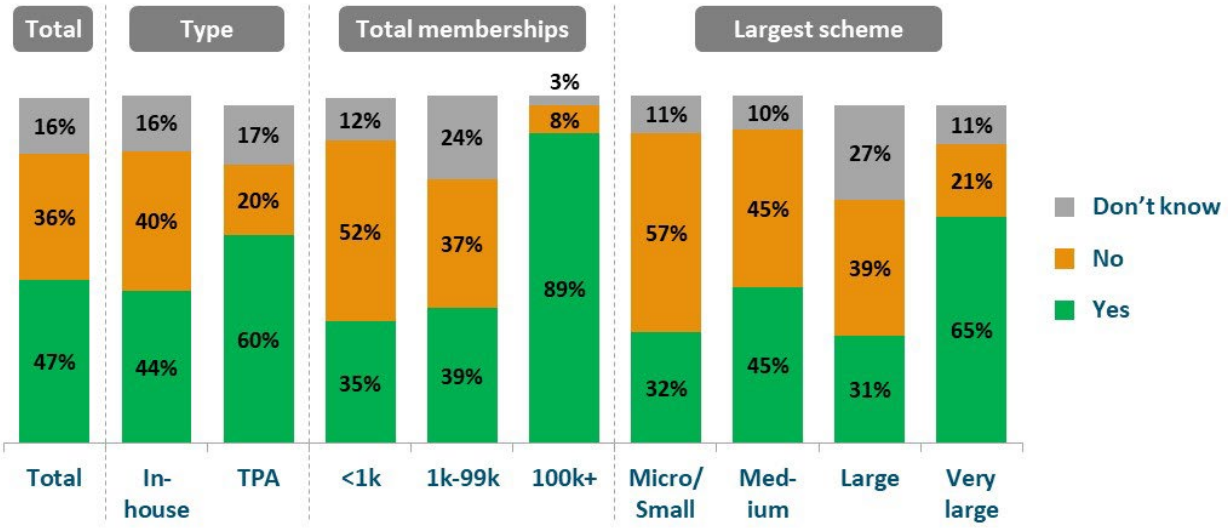
It is not possible to provide further analysis by type or size of administrator for either of the above questions, due to the low number of respondents who held data non-digitally.

3.5 Systems

The survey included a series of questions about the IT systems and processes used by administrators. As detailed in Figure 3.5.1, approaching half (47%) of administrators had a documented IT or technology strategy/roadmap, with 36% reporting that they did not have this in place and 16% unsure.

Large administrators with 100,000+ total memberships were most likely to have an IT or technology strategy/roadmap in place (89%, compared with 39% of those with 1,000-99,999 memberships and 35% of those with fewer than 1,000 memberships). It was also higher among those that administered any very large schemes (65%).

Figure 3.5.1 Proportion with a documented IT or technology strategy/roadmap

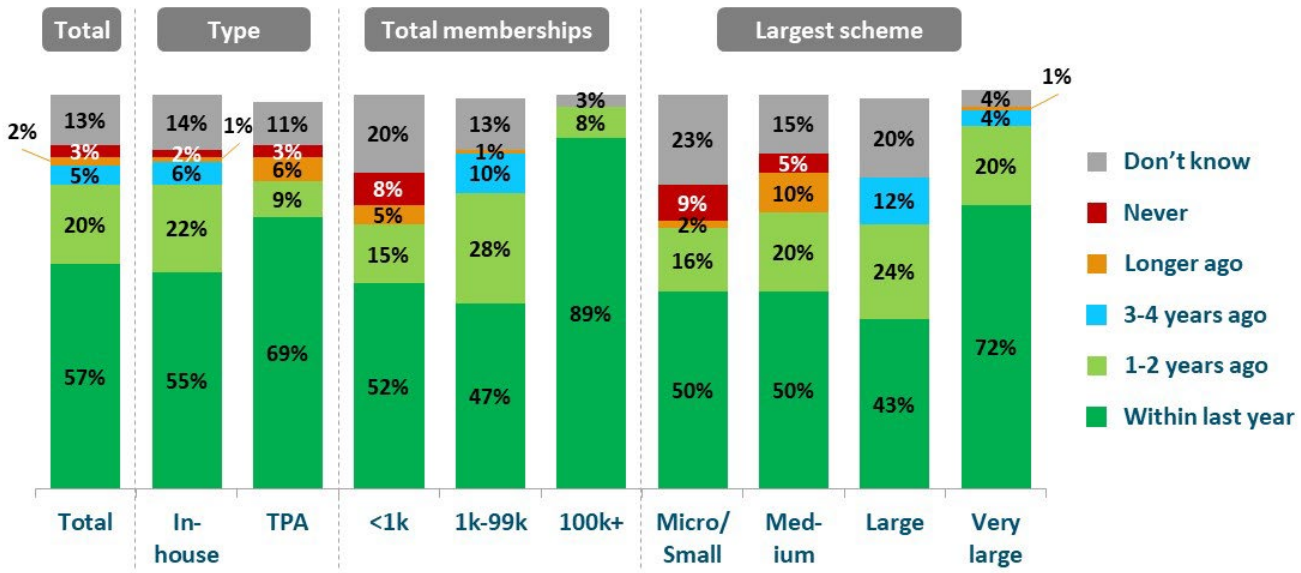


Base: All respondents (Base, No response)
Total (196, 1%), In-house (161, 0%), TPA (35, 3%), <1k (65, 0%), 1k-99k (93, 1%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 2%), V. large (81, 0%) - View a table showing all data from the above figure

Figure 3.5.2 shows that three-quarters (77%) of administrators had reviewed the suitability of their IT systems in the last 2 years, with 57% having done this in the last 12 months. Most of the remainder didn't know if/when their systems had last been reviewed, but 7% had done this 3 or more years ago and 3% had never done it. All of the latter were small administrators with fewer than 1,000 total memberships.

Nine in ten (89%) large administrators with 100,000 or more memberships had reviewed their IT systems in the last year, as had almost three-quarters (72%) of those administering very large schemes.

Figure 3.5.2 Most recent review of suitability of IT systems



Base: All respondents (Base, No response)
Total (196, 1%), In-house (161, 0%), TPA (35, 3%), <1k (65, 0%), 1k-99k (93, 1%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 2%), V. large (81, 0%) - View a table showing all data from the above figure

Respondents were also asked if they had identified a need to significantly upgrade or replace any of their IT systems in the next two years and, if so, whether they had sufficient budget and resources to do so (Table 3.5.1).

Overall, a quarter (24%) of administrators needed to upgrade their systems, increasing to 39% of large administrators with 100,000+ total memberships. There was no difference in this respect between in-house administrators (24%) and TPAs (26%).

In most cases, those who had identified a need to upgrade felt that they had the required budget and resources to do this (17% of all respondents). A minority (2%) needed to upgrade or replace any of their IT systems but did not have sufficient budget or resources, and 5% were unsure.

Table 3.5.1 Whether identified a need to upgrade or replace any IT systems in next 2 years

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro /Small	Med-ium	Large	Very large
Yes	**24%**	24%	26%	18%	23%	39%	16%	20%	25%	30%
- Have sufficient budget/resources	***17%***	*18%*	*14%*	*11%*	*15%*	*36%*	*5%*	*20%*	*16%*	*25%*
- Do not have sufficient budget/ resources	***2%***	*2%*	*0%*	*3%*	*1%*	*0%*	*5%*	*0%*	*0%*	*1%*
- Don't know if have sufficient budget/ resources	***5%***	*4%*	*9%*	*5%*	*5%*	*3%*	*7%*	*0%*	*8%*	*4%*
No	**68%**	69%	66%	72%	69%	61%	77%	65%	61%	69%
Don't know	**7%**	7%	6%	9%	8%	0%	7%	15%	12%	1%

Base: All respondents (Base, No response if need to upgrade, No response if budget)
Total (196, 1%, 1%), In-house (161, 0%, 0%), TPA (35, 3%, 3%), <1k (65, 0%, 0%), 1k-99k (93, 1%, 1%), 100k+ (36, 0%, 0%), Mic/Small (44, 0%, 0%), Med (20, 0%, 0%), Large (51, 2%, 2%), V. large (81, 0%, 0%)

As set out in Table 3.5.2, most administrators backed up their critical data on a daily basis (87%). A minority (3%) indicated that data was backed up less than once a week and 1% stated that it was never backed up.

Every (100%) large administrator with 100,000+ total memberships undertook daily data backups, compared with 91% of those with 1,000-99,999 memberships and 72% of those with fewer than 1,000 memberships. A similar pattern was seen by size of largest scheme (ranging from 96% of those administering very large schemes to 68% of those only administering micro/small schemes).

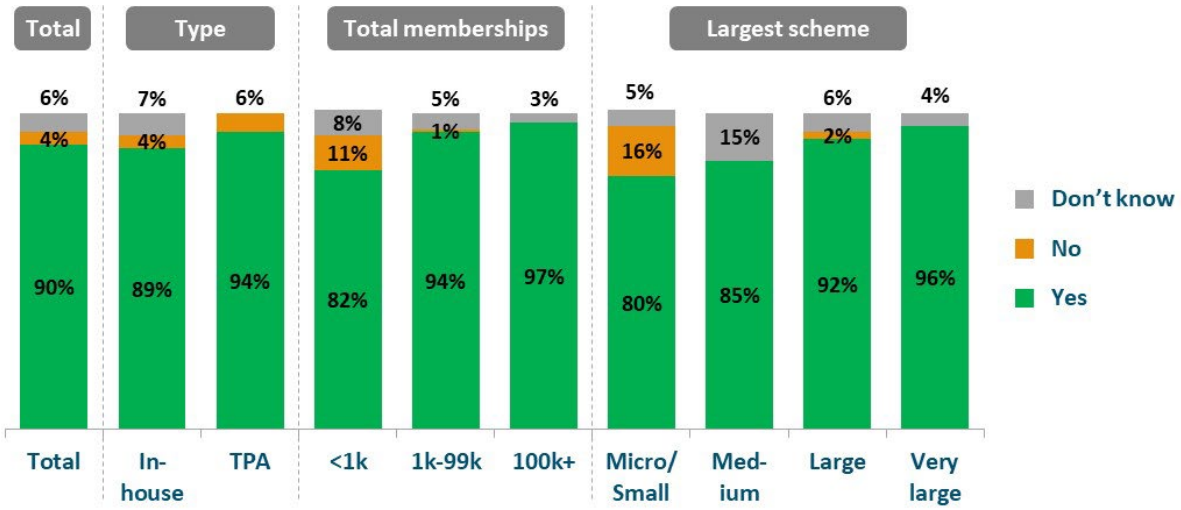
Table 3.5.2 Frequency of backing up critical data

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro/Small	Med-ium	Large	Very large
Daily (or more often)	**87%**	87%	86%	72%	91%	100%	68%	80%	90%	96%
Several times a week	**4%**	4%	0%	6%	3%	0%	7%	5%	2%	2%
Weekly	**3%**	2%	3%	6%	1%	0%	5%	10%	2%	0%
Less frequently	**3%**	2%	3%	8%	0%	0%	9%	5%	0%	0%
Never	**1%**	1%	3%	3%	0%	0%	5%	0%	0%	0%

Base: All respondents (Base, Don't know/No response)
Total (196, 4%), In-house (161, 3%), TPA (35, 6%), <1k (65, 5%), 1k-99k (93, 4%), 100k+ (36, 0%), Mic/Small (44, 7%), Med (20, 0%), Large (51, 6%), V. large (81, 1%)

Figure 3.5.3 shows that 90% of administrators kept offsite backups of their data (i.e. at an external location or in the cloud). This proportion was lower among small administrators with fewer than 1,000 total memberships (82%). Those who only administered smaller schemes were also less likely to keep offsite backups (80% of those whose largest scheme was micro/small).

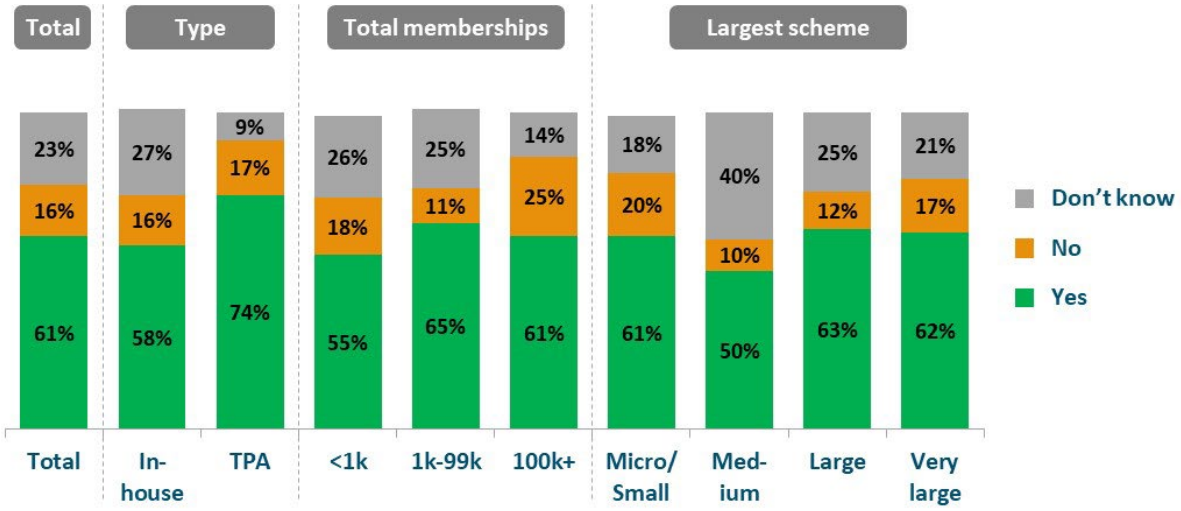
Figure 3.5.3 Whether keep offsite data backups



Base: All respondents (Base, No response)
Total (196, 0%), In-house (161, 0%), TPA (35, 0%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 0%), V. large (81, 0%) - View a table showing all data from the above figure

In comparison to offsite backups, fewer administrators (61%) said that they kept offline data backups (i.e. isolated from their main IT system). However, this lower figure was partly because almost a quarter of respondents (23%) didn't know whether or not they did this.

Figure 3.5.4 Whether keep offline data backups



Base: All respondents (Base, No response)
Total (196, 0%), In-house (161, 0%), TPA (35, 0%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 0%), V. large (81, 0%) - View a table showing all data from the above figure

3.6 Trustee/scheme manager engagement with administration

Respondents were asked to rate engagement with scheme administration among the trustees and scheme managers of the pension schemes which they administered (on a 1-10 scale, where 1 meant engagement was very low and 10 meant it was very high). The survey asked about three separate periods; the 12 months before the start of the COVID-19 pandemic (March 2019 – February 2020), during the period of COVID-19 restrictions (March 2020 – February 2022), and since restrictions were lifted (March 2022 onwards).

Table 3.6.1 provides the mean ratings and shows that results were very similar across all three periods. The mean rating for trustee/scheme manager engagement with administration was 8.1 before the pandemic, 8.3 during the period of COVID-19 restrictions and 8.3 following the easing of restrictions.

Large administrators with 100,000+ total memberships tended to give higher engagement ratings for all three periods (means of between 8.5 and 9.0), as did those administering very large schemes (mean of between 8.7 and 8.9).

Table 3.6.1 Perceptions of trustee/scheme manager engagement with administration

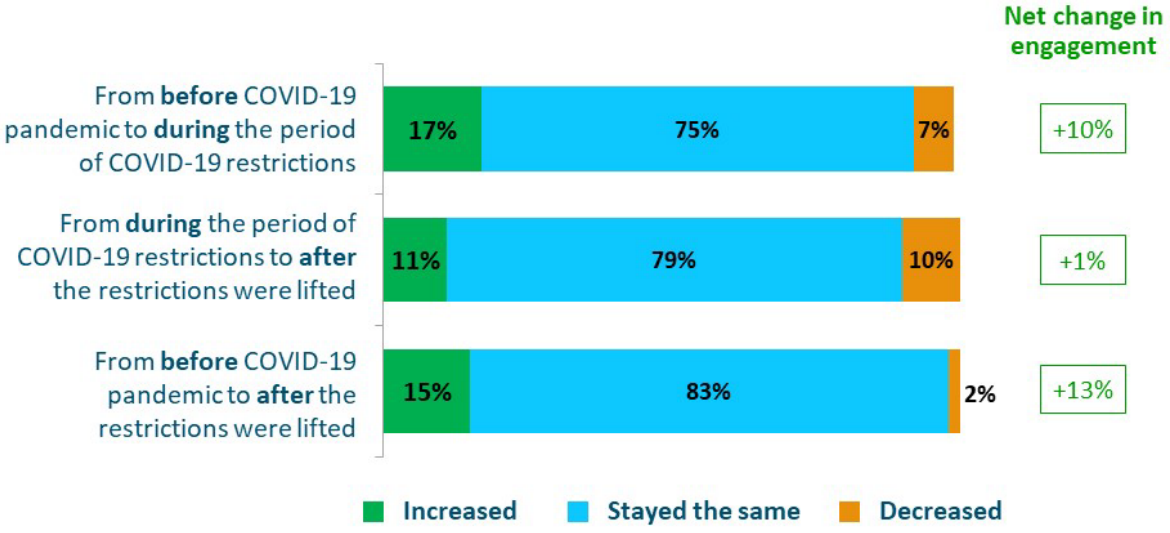
Mean engagement rating	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro /Small	Med-ium	Large	Very large
In the 12 months before the start of COVID-19 pandemic	**8.1**	8.2	7.8	7.9	8.1	8.5	7.4	8.5	7.7	8.7
During the period of COVID-19 restrictions	**8.3**	8.2	8.5	7.6	8.4	9.0	7.1	8.5	8.0	8.9
Since Covid-19 restrictions were lifted	**8.3**	8.3	8.2	7.9	8.4	8.8	7.4	8.6	8.0	8.9

Base: All respondents (Base, Don't know/No response)
Total (196, 6-9%), In-house (161, 6-10%), TPA (35, 3%), <1k (65, 6-14%), 1k-99k (93, 4-5%), 100k+ (36, 6%), Mic/Small (44, 9-14%), Med (20, 0-15%), Large (51, 4%), V. large (81%, 6-7%)

Figure 3.6.1 provides an alternative analysis of this data, comparing the ratings given by respondents for each of the three periods. Although it was typically felt to have remained consistent, this analysis suggests that there was an overall net increase in trustee/scheme manager engagement during the COVID-19 pandemic and that this higher engagement was maintained since restrictions were lifted.

Overall, 17% of administrators felt that engagement was higher during the period of restrictions than before the pandemic began, whereas 7% said it was lower (i.e. a net increase of +10%). There was no net change when comparing the period during restrictions to the period after restrictions were lifted (11% reported that engagement increased and 10% that it decreased). The overall net increase in engagement from before the pandemic to after restrictions were lifted was therefore +13% (with 15% reporting an increase and 2% a decrease).

Figure 3.6.1 Summary of change in trustee/scheme manager engagement with administration during the COVID-19 pandemic



Base: All respondents providing a rating for each period (179)
View a table showing all data from the above figure

Respondents were then asked whether the trustee boards or scheme managers of the schemes they administered had engaged with them about various topics in the previous 12 months. Table 3.6.2 shows the proportion who stated that all or most of their schemes had engaged with them about each topic.

Over two-thirds of administrators stated the majority of their schemes had engaged with them about scams (70%), transfers (70%) and data quality (67%) in the last year. Slightly fewer indicated that all or most of their schemes had engaged with them about GMP equalisation and rectification (63% of those administering DB or public service schemes), cyber security (61%) and business continuity (56%). Approaching half said that all or most had engaged with them about member experience (48%), readiness for pensions dashboards (45%)[8] and administrator costs (45%).

Those administrators who dealt with any large or very large schemes, and those with 1,000 or more total memberships, typically reported higher levels of trustee/scheme manager engagement. For most areas, in-house administrators were more likely than TPAs to report that all or most of their schemes had engaged with them in the previous 12 months.

[8] The detailed results for engagement about readiness for pensions dashboards have also been shown in Section 3.2 of this report. However, the earlier analysis excluded respondents who only administered micro/small schemes.

Table 3.6.2 Scheme engagement on administration topics in last 12 months

% stating that all/ most schemes had engaged about…	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro /Small	Med-ium	Large	Very large
Scams	**70%**	73%	60%	54%	83%	72%	45%	65%	84%	77%
Transfers	**70%**	72%	60%	55%	83%	67%	48%	65%	82%	75%
Data quality	**67%**	71%	49%	48%	81%	69%	39%	55%	75%	81%
GMP equalisation and rectification *(DB & PS administrators only)*	**63%**	63%	67%	47%	73%	60%	36%	58%	76%	65%
Cyber security	**61%**	70%	20%	40%	81%	53%	39%	40%	76%	69%
Business continuity	**56%**	63%	23%	38%	71%	53%	36%	40%	61%	68%
Member experience	**48%**	52%	34%	22%	62%	64%	11%	40%	49%	70%
Readiness for pensions dashboards	**45%**	50%	26%	17%	62%	53%	18%	10%	61%	59%
Administrator costs	**45%**	48%	29%	32%	53%	50%	36%	25%	39%	58%

Base: All respondents (Base, Don't know/No response)
Total (196, 4-7%), In-house (161, 4-7%), TPA (35, 3-6%), <1k (65, 3-8%), 1k-99k (93, 3-8%), 100k+ (36, 3%), Mic/Small (44, 5-11%), Med (20, 0-5%), Large (51, 4-8%), V. large (81, 2-5%)

This question was also asked in the 2020/21 survey, and Table 3.6.3 provides a comparison over time. Please note that no comparable data is available for transfers or cyber security as they were not covered in the previous survey.

The greatest change was for engagement about readiness for pensions dashboards (an increase from 15% to 45%). There was also increased engagement on scams (from 54% to 70%) and administrator costs (from 34% to 45%).

Table 3.6.3 Scheme engagement on administration topics in last 12 months – over time

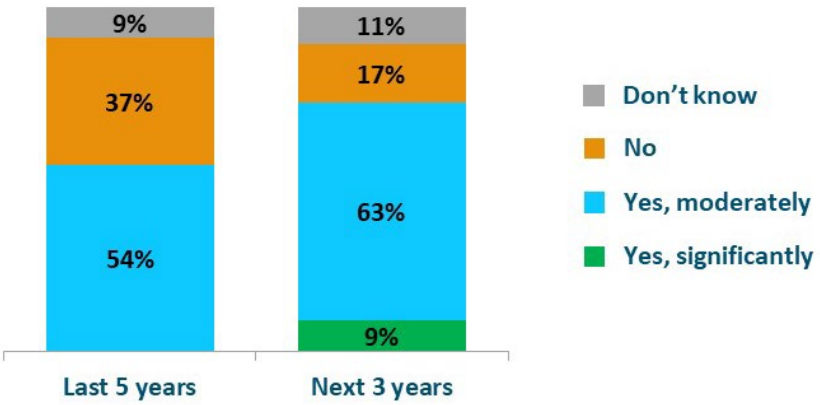
% stating that all/most schemes had engaged with them about…	2020/21	2022
Scams	54%	**70%↑**
Data quality	69%	**67%**
GMP equalisation and rectification *(DB & PS administrators only)*	63%	**63%**
Business continuity	59%	**56%**
Member experience	44%	**48%**
Readiness for pensions dashboards	15%	**45%↑**
Administrator costs	34%	**45%↑**

Green/red arrow denotes significantly higher/lower than previous year
Base: All respondents (Base, Don't know/No response) – 2020/21 (203, 4-7%), 2022 (196, 4-7%)

TPAs were asked whether they had increased the fees they charged for administration services over the last five years, and whether they expected to increase these fees over the next three years.

As shown in Figure 3.6.2, just over half (54%) had increased fees in the last five years, and in each case these were described as moderate increases. However, a higher proportion of TPAs (71%) expected to increase fees over the next three years, with a minority of these (9%) anticipating significant increases.

Figure 3.6.2 Changes in TPA fees charged for administration



Base: All TPAs (35) - View a table showing all data from the above figure

Table 3.6.4 shows that the primary reasons for both increasing fees in the last five years and planning to increase fees in the next three years were legislative changes/burden (79% and 80% respectively) and increases in line with inflation or average earnings (79% and 72%). Among those who expected to increase fees in future, around two-thirds (64%) also mentioned preparations for pensions dashboards.

Table 3.6.4 Main reasons for increased TPA fees

	Last 5 years	Next 3 years
Legislative changes/burden	79%	80%
Increases to core fees in line with inflation or average weekly earnings	79%	72%
Preparing for pensions dashboards	-	64%
Providing additional services	68%	60%
Increased volume of work	53%	60%
Fees not meeting costs	47%	52%
Increased quality of service provision	21%	24%
Digital investment	16%	28%
Other reasons	0%	0%

Base: All TPAs who had increased fees or planned to increase fees (Base, Don't know/No response)
Last 5 years (19, 5%), Next 3 years (25, 0%)

3.7 Resource and capacity

Respondents were asked about staff recruitment, retention and resources in relation to both pensions administration personnel (i.e. those directly involved in administration tasks such as the collection and management of scheme member records) and specialist technical staff (i.e. those who provide support for pensions administration activity, such as project managers and data specialists).

Table 3.7.1 shows that recruitment of pensions administration personnel was seen as a challenge by almost three-quarters (72%) of respondents, and over half (54%) felt that retention of these staff was a challenge. However, the majority (57%) believed that they were sufficiently resourced to deliver the administration services required by trustees and scheme managers.

Small administrators with fewer than 1,000 total memberships were comparatively less likely to see the recruitment and retention of administration personnel as a challenge (29% and 25% respectively) and were more likely to believe that they were sufficiently resourced (82%).

Recruitment was a greater issue among TPAs than in-house administrators, with 89% and 68% respectively viewing this as a challenge.

Table 3.7.1 Pensions administration personnel: recruitment, retention and resourcing

% agreeing that…	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Recruiting skilled & experienced pensions personnel is a challenge	**72%**	68%	89%	29%	91%	97%	27%	35%	88%	95%
Retaining skilled & experienced pensions personnel is a challenge	**54%**	52%	63%	25%	65%	75%	23%	35%	59%	72%
You are sufficiently resourced to deliver the administration services that trustees & scheme managers require	**57%**	54%	69%	82%	40%	58%	84%	70%	39%	49%

Base: All respondents (Base, Don't know/No response)
Total (196, 4-16%), In-house (161, 4-18%), TPA (35, 0-9%), <1k (65, 9-42%), 1k-99k (93, 0-4%), 100k+ (36, 0%), Mic/small (44, 11-48%), Med (20, 5-30%), Large (51, 0-6%), V. Large (81, 0-1%)

In comparison to the 2020/21 survey, more administrators saw staff retention as a challenge (up from 37% to 54%). There were no statistically significant changes over time for staff recruitment and resourcing.

Table 3.7.2 shows that administrators of public service pension schemes were most likely to describe the recruitment (96%) and retention (67%) of administration staff as a challenge. They were also less likely to feel that they were sufficiently resourced (33%). This is consistent with the picture seen in the previous survey.

Table 3.7.2 Pensions administration personnel: recruitment, retention and resourcing – by type of schemes administered

% agreeing that…	DB	DC	Public service
Recruiting skilled & experienced pensions personnel is a challenge	65%	63%	96%
Retaining skilled & experienced pensions personnel is a challenge	50%	49%	67%
You are sufficiently resourced to deliver the administration services that trustees & scheme managers require	64%	68%	33%

Base: All respondents (Base, Don't know/No response)
DB (105, 5-21%), DC (65, 3-18%), PS (69, 0-1%)

As set out in Table 3.7.3, these issues were a little less pronounced for specialist technical staff than for administration personnel. Overall, 60% saw recruitment of specialist technical staff as a challenge, 44% viewed the retention of these staff as a challenge and 53% believed they had sufficient specialist technical resources to support their administration activities. No comparative data was available from the 2020/21 survey for this question.

As with administration personnel, small administrators were less likely to see recruitment (20%) and retention (15%) of specialist technical staff as a challenge and more likely to feel they were sufficiently resourced (68%). TPAs were also more likely to report recruitment issues than in-house administrators, although they were also more likely to say they had sufficient specialist technical resources.

Table 3.7.3 Specialist technical staff: recruitment, retention and resourcing

% agreeing that…	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k +	Micro / Small	Med-ium	Large	Very large
Recruiting skilled and experienced specialist technical staff is a challenge	**60%**	56%	77%	20%	77%	83%	18%	25%	71%	84%
Retaining skilled and experienced specialist technical staff is a challenge	**44%**	42%	57%	15%	53%	72%	16%	15%	47%	65%
You have sufficient specialist technical resources to support your administration activities	**53%**	49%	71%	68%	44%	50%	68%	60%	41%	51%

Base: All respondents (Base, Don't know/No response)
Total (196, 12-23%), In-house (161, 13-26%), TPA (35, 6-9%), <1k (65, 20-48%), 1k-99k (93, 10-15%), 100k+ (36, 3%), Mic/Small (44, 23-50%), Med (20, 15-45%), Large (51, 16-22%), V. Large (81, 2-5%)

Public service administrators were comparatively more likely to report issues with specialist technical staff (Table 3.7.4); 84% described recruitment as a challenge, 59% described retention as a challenge and 38% felt they had sufficient resources.

Table 3.7.4 Pensions administration personnel: recruitment, retention and resourcing – by type of schemes administered

% agreeing that…	DB	DC	Public service
Recruiting skilled and experienced specialist technical staff is a challenge	54%	52%	84%
Retaining skilled and experienced specialist technical staff is a challenge	40%	40%	59%
You have sufficient specialist technical resources to support your administration activities	60%	58%	38%

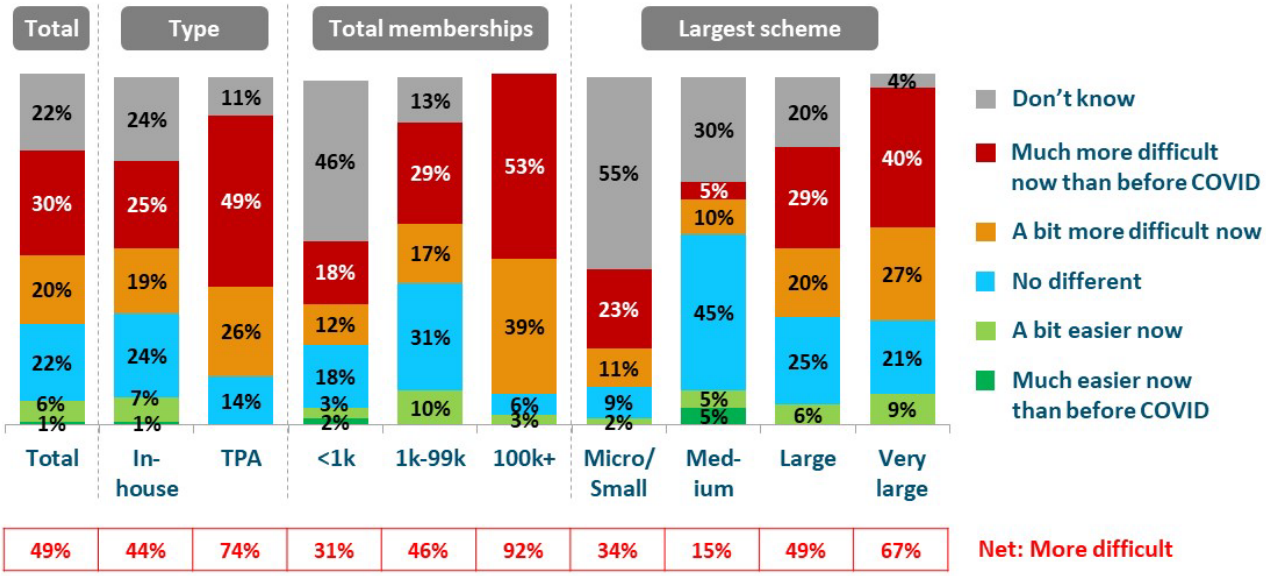
Base: All respondents (Base, Don't know/No response)
DB (105, 14-30%), DC (65, 14-25%), PS (69, 3-4%)

Respondents were also asked whether it had become easier or more difficult to recruit suitable staff compared with before the COVID-19 pandemic (thinking about both administration personnel and specialist technical staff).

Figure 3.7.1 shows that half (49%) of administrators reported that staff recruitment had become more difficult since the pandemic, with 30% describing it as much more difficult. A minority (7%) felt it had become easier.

Over nine in ten (92%) large administrators with 100,000 or more memberships had found recruitment more difficult than before COVID-19. TPAs were also more likely than those working in-house to have found this more difficult (74% vs. 44%).

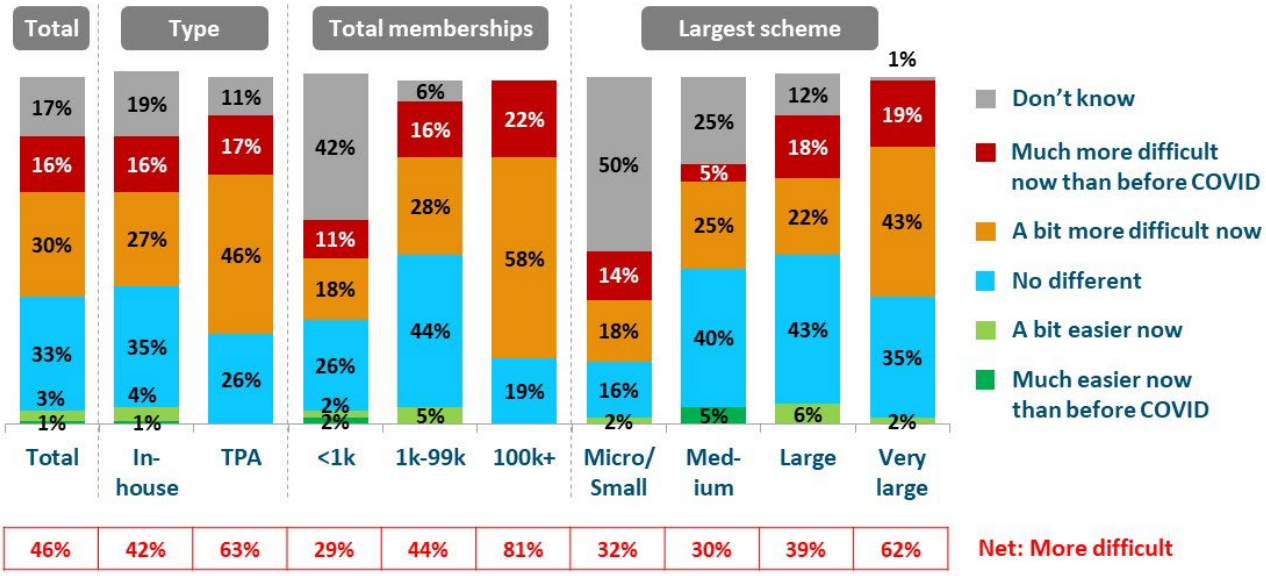
Figure 3.7.1 Impact of COVID-19 on staff recruitment



Base: All respondents (Base, No response)
Total (196, 0%), In-house (161, 0%), TPA (35, 0%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 0%), V. Large (81, 0%) - View a table showing all data from the above figure

Results were similar when it came to staff retention, with 46% finding this more difficult since the pandemic and 4% easier. Again, large administrators (81%) and TPAs (63%) were most likely to report increased difficulties.

Figure 3.7.2 Impact of COVID-19 on staff retention



Base: All respondents (Base, No response)
Total (196, 0%), In-house (161, 0%), TPA (35, 0%), <1k (65, 0%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 0%), Large (51, 0%), V. Large (81, 0%) - View a table showing all data from the above figure

There was little difference between those who administered DB, DC or public service pension schemes in terms of the reported impact of the pandemic on either recruitment or retention.

3.8 Transfers

Respondents were asked what types of support they provided to members who were considering transferring out of a scheme which they administered. As detailed in Table 3.8.1, the majority provided guidance on how to avoid scams (89%) and information about benefits of the scheme a member is in (86%). Those who only administered micro/small schemes were less likely to provide each of these types of support, other than referring the member to a trusted IFA.

Table 3.8.1 Support offered to members who are considering transferring out

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Guidance on how to avoid scams	**89%**	88%	94%	71%	99%	100%	64%	85%	100%	98%
Information about benefits of scheme they are in	**86%**	85%	89%	69%	94%	97%	64%	80%	94%	94%
Referring them to trusted IFAs	**42%**	42%	43%	49%	40%	36%	55%	30%	51%	33%
Guidance on how to select an appropriate scheme	**19%**	18%	23%	14%	20%	25%	9%	25%	22%	21%
Anything else	**16%**	14%	26%	5%	19%	31%	2%	10%	12%	28%
No support provided	**2%**	1%	3%	5%	0%	0%	7%	0%	0%	0%

Base: All respondents (Base, Don't know/No response)
Total (196, 3%), In-house (161, 3%), TPA (35, 0%), <1k (65, 6%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 7%), Med (20, 5%), Large (51, 0%), V. Large (81, 1%)

These findings were largely consistent with the 2020/21 survey (Table 3.8.2), and the only statistically significant change was an increase in the proportion that offered other types of support to members (from 8% to 16%). The most widely mentioned types of 'other' support in 2022 were following DWP/TPR requirements (5%), referring members to TPR guidance/information (4%), referring members to MaPS (4%) and requiring/encouraging them to use an independent financial adviser (3%).

Table 3.8.2 Support offered to members who are considering transferring out – over time

	2020/21	2022
Guidance on how to avoid scams	84%	**89%**
Information about benefits of scheme they are in	81%	**86%**
Referring them to trusted IFAs	46%	**42%**
Guidance on how to select an appropriate scheme	13%	**19%**
Anything else	8%	**16%↑**
No support provided	1%	**2%**

Green/red arrow denotes significantly higher/lower than previous year
Base: All respondents (Base, Don't know/no response) - 2020/21 (203, 1%), 2022 (196, 3%)

Overall, 81% of administrators had received any transfer requests from members in the previous two years (Table 3.8.3). While the majority (97-98%) of medium and large administrators (i.e. 1,000+ total memberships) indicated that they had received transfer requests in this period, this only applied to 48% of small administrators with fewer than 1,000 total memberships.

The proportion that had received transfer requests was lower than in the 2020/21 survey (down from 89% to 81%).

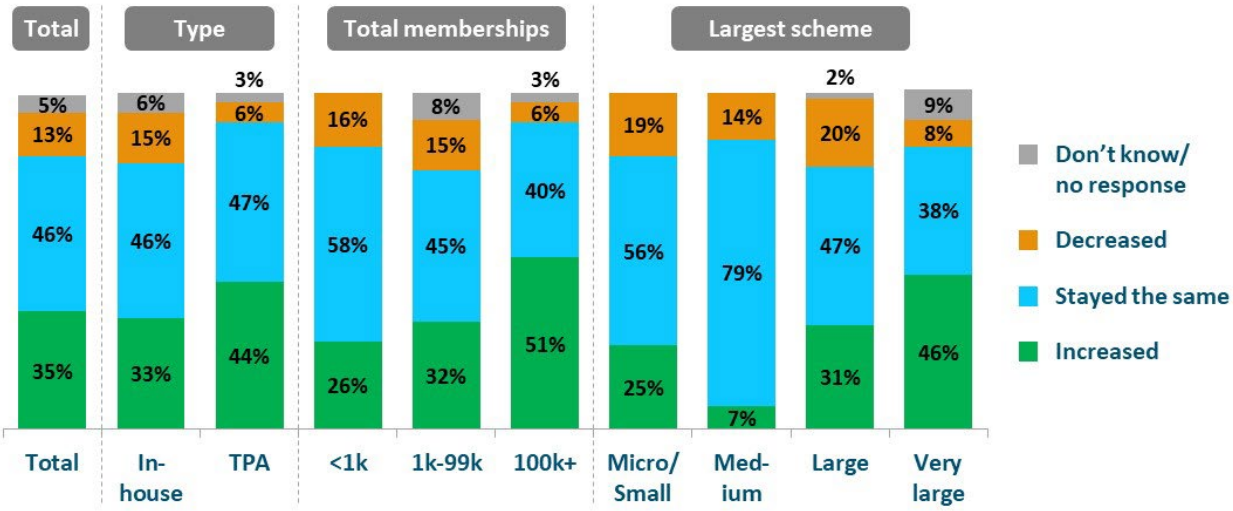
Table 3.8.3 Whether received any transfer requests in previous two years – over time

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
2020/21	89%	88%	95%	61%	100%	100%	-	-	-	-
2022	**81%↓**	**78%↓**	**91%**	**48%**	**98%**	**97%**	**36%**	**70%**	**96%**	**98%**

Green/red arrow denotes significantly higher/lower than previous year
Base: All administering any medium or large schemes (Base, Don't know/No response)
2020/21: Total (203, 0%), In-house (163, 0%), TPA (40, 0%), <1k (57, 0%), 1k-99k (103, 0%), 100k+ (37, 0%)
2022: Total (196, 1%), In-house (161, 1%), TPA (35, 0%), <1k (65, 2%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 0%), Med (20, 5%), Large (51, 0%), V. Large (81, 1%)

Administrators that had received transfer requests were asked whether the number of transfer illustration requests had changed in the last 12 months (compared to the previous 12 months). Figure 3.8.1 suggests there has been a net rise in the volume of requests over this period, with 35% reporting an increase and only 13% a decrease (with 46% saying this had stayed the same).

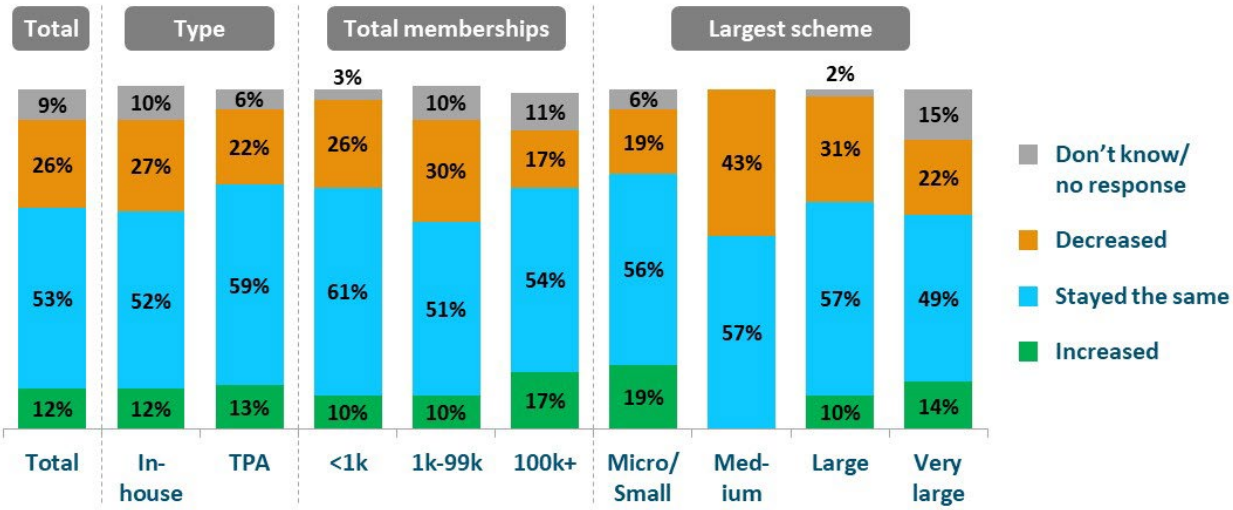
Figure 3.8.1 Change in total number of transfer illustration requests



Base: All receiving transfer requests in the last 2 years (Base)
Total (158), In-house (126), TPA (32), <1k (31), 1k-99k (91), 100k+ (35), Mic/Small (16), Med (14) Large (49), V. Large (79) - View a table showing all data from the above figure

Respondents were also asked about any change in the proportion of illustration requests that had proceeded to a completed transfer (Figure 3.8.2). The results suggest an overall fall in this respect, with 26% reporting a decrease compared with 12% reporting an increase. This pattern was evident across most types and sizes of administrator, although not among those with 100,000+ total memberships.

Figure 3.8.2 Change in proportion of transfer illustration requests proceeding to completed transfer



Base: All receiving transfer requests in the last 2 years (Base)
Total (158), In-house (126), TPA (32), <1k (31), 1k-99k (91), 100k+ (35), Mic/Small (16), Med (14) Large (49), V. Large (79) - View a table showing all data from the above figure

Figure 3.8.3 shows that 13% of respondents had been concerned about a high volume of transfer requests from the same adviser(s) in the previous 12 months. No small administrators (<1,000 total memberships) had experienced any concerns in this respect, and nor had those who only administered micro/small schemes. These results were consistent with the 2020/21 survey, when 12% were concerned.

Figure 3.8.3 Proportion that have been concerned about a high volume of transfer requests from the same adviser(s) in the previous 12 months

Base: All receiving transfer requests in the last 2 years (Base, Don't know/No response)
Total (158, 3%), In-house (126, 3%), TPA (32, 3%), <1k (31, 3%), 1k-99k (91, 3%), 100k+ (35, 3%), Mic/Small (16, 6%), Med (14, 0%), Large (49, 4%), V. Large (79, 3%) - View a table showing all data from the above figure

Administrators were asked what actions they would take if they identified a high volume of transfer requests from the same adviser(s) and still had concerns after conducting checks and due diligence. As set out in Table 3.8.4, two-thirds would give the member information about the risk of transfers (68%) and report it to the trustees or scheme manager (68%), and half would report it to the FCA (52%).

Around one in ten (9%) mentioned other actions, and the most common of these were raising concerns internally (3%), directing the member to Money Helper (3%) and reporting it to Action Fraud or another relevant body (2%).

TPAs were more likely than in-house administrators to notify the trustees or scheme manager (86% vs. 64%) in this scenario. Larger administrators were more likely than those with fewer than 1,000 memberships to provide information to the member about transfer risks and report their concerns to the FCA.

Table 3.8.4 Actions that would be taken if had concerns about a high volume of transfer requests from the same adviser(s)

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Give the member information about the risks of transfers	**68%**	69%	63%	57%	73%	75%	48%	70%	80%	70%
Report it to trustees or scheme manager	**68%**	64%	86%	71%	69%	61%	64%	90%	84%	54%
Report it to the FCA	**52%**	52%	54%	38%	57%	64%	34%	55%	57%	58%
Anything else	**9%**	6%	23%	0%	11%	19%	0%	0%	8%	16%
None of these	**7%**	7%	6%	8%	6%	6%	11%	0%	4%	7%

Base: All respondents (Base, Don't know/No response)
Total (196, 8%), In-house (161, 9%), TPA (35, 3%), <1k (65, 8%), 1k-99k (93, 8%), 100k+ (36, 8%), Mic/small (44, 9%), Med (20, 5%), Large (51, 8%), V. Large (81, 9%)

Table 3.8.5 shows that fewer administrators said they would give the member information about the risks of transfers than in 2020/21 (down from 78% to 68%), and there was also a decrease in the proportion that would do 'anything else' (down from 17% to 9%). There was an increase in the proportion that would not take any action if they had concerns (up from 1% to 7%).

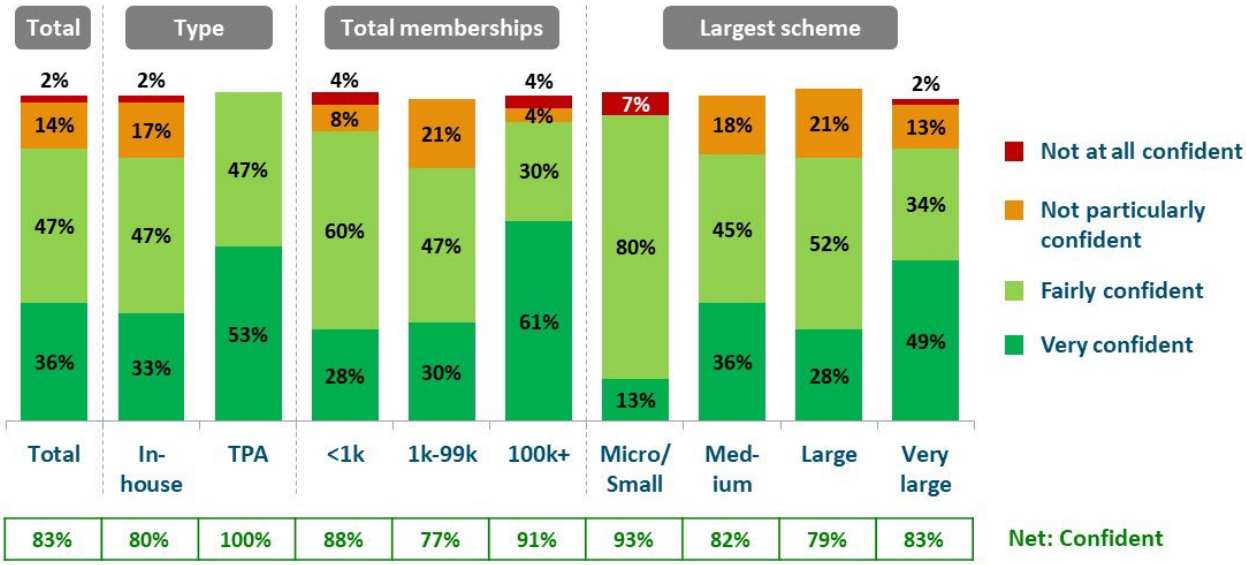
Table 3.8.5 Actions that would be taken if had concerns about a high volume of transfer requests from the same adviser(s) – over time

	2020/21	2022
Give the member information about the risks of transfers	78%	**68%↓**
Report it to trustees or scheme manager	73%	**68%**
Report it to the FCA	50%	**52%**
Anything else	17%	**9%↓**
None of these	1%	**7%↑**

Green/red arrow denotes significantly higher/lower than previous year
Base: All respondents (Base, Don't know/No response)
2020/21 (203, 3%), 2022 (196, 8%)

Those administrators who said they would report their concerns to the FCA were asked how confident they were that they would know how to do this. As detailed in Figure 3.8.4, 83% were confident in this regard, with around a third (36%) describing themselves as very confident. All of those who were not particularly or not at all confident were in-house administrators.

Figure 3.8.4 Confidence that know how to report any concerns to the FCA



Base: All who would report concerns to FCA (Base, Don't know/No response)
Total (102, 1%), In-house (83, 1%), TPA (19, 0%), <1k (25, 0%), 1k-99k (53, 2%), 100k+ (23, 0%), Mic/Small (15, 0%), Med (11, 0%), Large (29, 0%), V. Large (47, 2%) - View a table showing all data from the above figure

Respondents were informed that in November 2021 TPR had produced guidance relating to pension transfers, to reflect new duties for trustees, and asked whether they were aware of this guidance.

As shown in Figure 3.8.5, around nine in ten administrators (88%) knew about this guidance, increasing to 100% of TPAs. Awareness was lowest among small

administrators with fewer than 1,000 memberships (72%) and those who only administered micro/small schemes (68%).

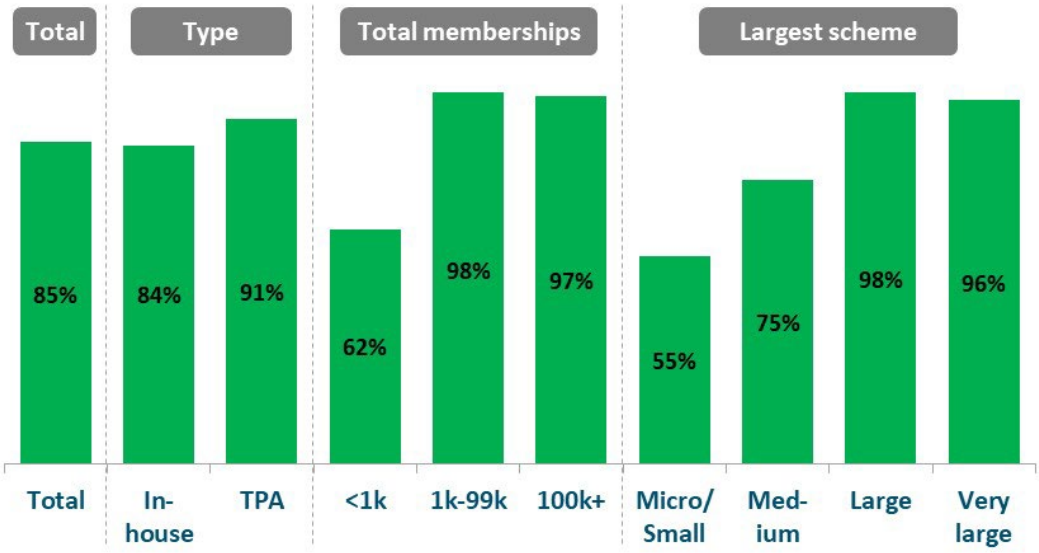
Figure 3.8.5 Proportion aware of new pension transfer guidance

Base: All respondents (Base, Don't know/No response)
Total (196, 2%), In-house (161, 2%), TPA (35, 0%), <1k (65, 3%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 2%), Med (20, 5%), Large (51, 0%), V. Large (81, 1%) - View a table showing all data from the above figure

3.9 Scams

Figure 3.9.1 shows that the majority (85%) of administrators provided information or guidance to members about how to spot potential pension scam activity. This increased to 97% of large administrators with 100,000+ total memberships and 98% of those with 1,000-99,999 memberships, but was lower among those administering fewer than 1,000 memberships (62%).

Figure 3.9.1 Proportion who provide information or guidance to members on how to spot potential pension scams



Base: All respondents (Base, Don't know/No response)
Total (196, 3%), In-house (161, 2%), TPA (35, 3%), <1k (65, 5%), 1k-99k (93, 0%), 100k+ (36, 3%), Mic/Small (44, 7%), Med (20, 0%), Large (51, 0%), V. Large (81, 2%) - View a table showing all data from the above figure

As set out below (Table 3.9.1), this was consistent with the 2020/21 survey when 86% of administrators provided information or guidance to members on how to spot scams. There were also no statistically significant changes by administrator type or size.

Table 3.9.1 Proportion who provide information or guidance to members on how to spot potential pension scams – over time

	Total	Type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
2020/21	86%	83%	95%	61%	95%	97%
2022	85%	84%	91%	62%	98%	97%

Green/red arrow denotes significantly higher/lower than previous year
Base: All administering any medium or large schemes (Base, Don't know/No response)
2020/21: Total (203, 2%), In-house (163, 2%), TPA (40, 3%), <1k (57, 7%), 1k-99k (103, 0%), 100k+ (37, 0%)
2022: Total (196, 3%), In-house (161, 2%), TPA (35, 3%), <1k (65, 5%), 1k-99k (93, 0%), 100k+ (36, 3%)

Table 3.9.2 shows that the most common methods of communicating this information to members were via the scheme's website (53%), in newsletters (46%), in annual benefit statements (44%) and in dedicated letters (36%). Use of each channel typically increased in line with total number of memberships and size of largest scheme.

Table 3.9.2 How information or guidance on how to spot potential pension scams is communicated to members

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
On the scheme's website	**53%**	51%	60%	15%	65%	89%	7%	30%	59%	79%
In a regular newsletter	**46%**	46%	46%	15%	58%	69%	0%	45%	63%	60%
In their annual benefit statement	**44%**	40%	63%	28%	44%	75%	32%	25%	35%	60%
Send dedicated letters	**36%**	34%	46%	22%	42%	47%	18%	30%	41%	43%
Send dedicated emails	**15%**	13%	23%	12%	11%	31%	11%	5%	12%	21%
Other	**20%**	19%	29%	11%	27%	19%	9%	15%	31%	21%
Does not provide scams information to members	**12%**	14%	6%	34%	2%	0%	39%	25%	2%	1%

Base: All respondents (Base, Don't know/No response, Don't know if provide scams info to members)
Total (196, 1%, 3%), In-house (161, 1%, 2%), TPA (35, 3%, 3%), <1k (65, 2%, 5%), 1k-99k (93, 0%, 0%), 100k+ (36, 3%, 3%), Mic/small (44, 0%, 7%), Med (20, 5%, 0%), Large (51, 0%, 0%), V. Large (81, 1%, 2%)

While use of most channels remained consistent with 2020/21, there was an increase in the proportion of administrators who provided scams information in members' annual benefit statements (from 34% to 44%).

Table 3.9.3 How information or guidance on how to spot potential pension scams is communicated to members – over time

	2020/21	2022
On the scheme's website	45%	**53%**
In a regular newsletter	37%	**46%**
In their annual benefit statement	34%	**44%**↑
Send dedicated letters	37%	**36%**
Send dedicated emails	12%	**15%**
Other	22%	**20%**
Does not typically provide scams information to members	12%	**12%**

Green/red arrow denotes significantly higher/lower than previous year
Base: All respondents (Base, Don't know/No response/Don't know if typically provide scams info to members) 2020/21 (203, 4%), 2022 (196, 4%)

Administrators who had received any transfer requests in the previous two years were asked what actions they usually took if they suspected that a transfer request was associated with pension scam activity.

As shown in Table 3.9.4, around nine in ten (92%) put the transfer request on hold while they investigated further or sought advice. Approaching three-quarters (72%) called or spoke to the member and two-thirds (68%) raised their concerns with the trustees or scheme manager (rising to 91% of TPAs), but comparatively few notified the sponsoring employer (9%).

The likelihood of putting the transfer request on hold and speaking to the member both increased in line with total number of memberships administered and size of largest scheme.

Table 3.9.4 Actions taken if suspect a transfer request is associated with scam activity

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Put the transfer request on hold while you investigate or seek advice	**92%**	91%	94%	77%	95%	97%	69%	86%	92%	97%
Call or speak with the member about your suspicions	**72%**	71%	72%	52%	73%	86%	44%	57%	63%	85%
Raise it with trustees or scheme manager	**68%**	63%	91%	68%	66%	74%	56%	86%	80%	61%
Notify the sponsoring employer	**9%**	8%	13%	16%	5%	11%	25%	7%	4%	9%
Any other actions	**18%**	17%	19%	10%	18%	26%	0%	14%	14%	24%
None of these/no action	**0%**	0%	0%	0%	0%	0%	0%	0%	0%	0%

Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
Total (158, 3%), In-house (126, 3%), TPA (32, 0%), <1k (31, 10%), 1k-99k (91, 1%), 100k+ (35, 0%), Mic/Small (16, 19%), Med (14, 0%), Large (49, 2%), V. Large (79, 0%)

There were no statistically significant changes since 2020/21 (Table 3.9.5).

Table 3.9.5 Actions taken if suspect a transfer request is associated with scam activity – over time

	2020/21	2022
Put the transfer request on hold while you investigate or seek advice	92%	**92%**
Call or speak with the member about your suspicions	65%	**72%**
Raise it with trustees or scheme manager	65%	**68%**
Notify the sponsoring employer	14%	**9%**
Any other actions	12%	**18%**
None of these/no action	1%	**0%**

Green/red arrow denotes significantly higher/lower than previous year
Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
2020/21 (181, 3%), 2022 (158, 3%)

Administrators were then asked who they would report it to if they concluded that a transfer request was probably a scam, with results shown in Table 3.9.6. Respondents were most likely to report suspected scams to the trustees or scheme manager (84%) and TPR (73%), followed by another regulator (60%) and a law enforcement body (58%)[9].

Fewer (20%) would report it to the sponsoring employer, although this was more likely among small administrators with fewer than 1,000 memberships (48%) and those whose largest scheme was micro/small (56%) or medium (43%).

Table 3.9.6 Who suspected scams would be reported to

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
The trustees or scheme manager	**84%**	79%	100%	81%	84%	86%	69%	93%	92%	80%
TPR	**73%**	71%	78%	61%	71%	86%	56%	71%	65%	81%
Another regulator	**60%**	59%	66%	39%	60%	80%	19%	64%	65%	65%
A law enforcement body	**58%**	54%	75%	39%	54%	86%	31%	50%	57%	66%
The sponsoring employer	**20%**	17%	31%	48%	13%	14%	56%	43%	18%	10%
None of these	**0%**	0%	0%	0%	0%	0%	0%	0%	0%	0%

Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
Total (158, 6%), In-house (126, 7%), TPA (32, 0%), <1k (31, 19%), 1k-99k (91, 2%), 100k+ (35, 3%), Mic/Small (16, 31%), Med (14, 7%), Large (49, 2%), V. Large (79, 3%)

Table 3.9.7 shows that results were consistent with those seen in the 2020/21 survey. The only change was a decrease in the proportion of administrators who would not report the suspected scam to anyone (from 3% to 0%).

[9] Respondents were given the following examples of law enforcement bodies: Police, National Crime Agency, National Economic Crime Centre, Action Fraud.

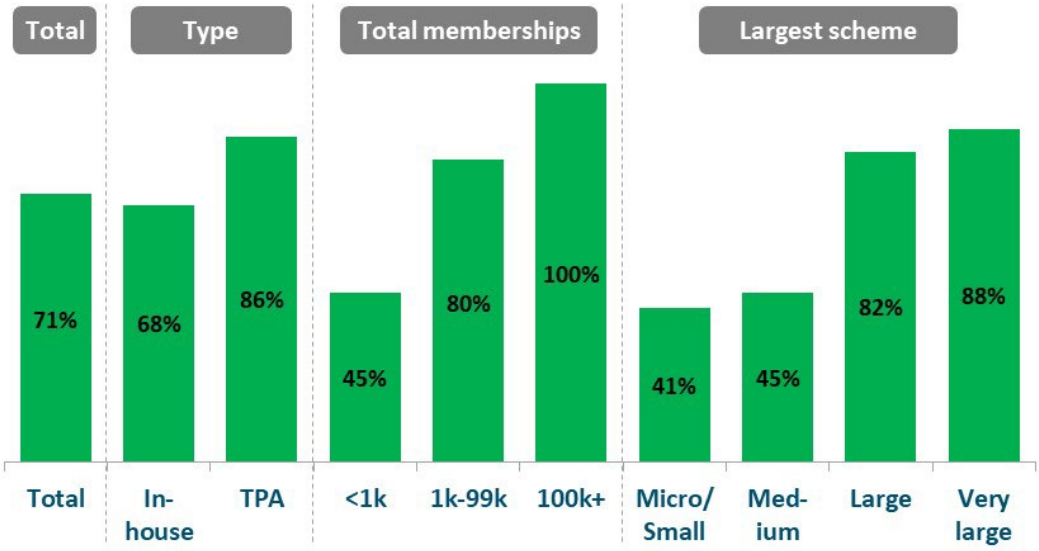
Table 3.9.7 Who suspected scams would be reported to – over time

	2020/21	2022
The trustees or scheme manager	79%	**84%**
TPR	72%	**73%**
Another regulator	56%	**60%**
A law enforcement body	50%	**58%**
The sponsoring employer	27%	**20%**
None of these	3%	**0%↓**

Green/red arrow denotes significantly higher/lower than previous year
Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
2020/21 (181, 3%), 2022 (158, 6%)

Administrators were asked whether they were aware of the Pension Scams Industry Group (PSIG) Code of Good Practice. As set out in Figure 3.9.2, approaching three-quarters (71%) were aware of the code. Awareness was higher among TPAs (86%) than in-house administrators (68%). It also increased with administrator size, ranging from 100% of those with 100,000+ memberships to 45% of those with fewer than 1,000 memberships.

Figure 3.9.2 Proportion aware of PSIG code



Base: All respondents (Base, Don't know/No response)
Total (196, 7%), In-house (161, 8%), TPA (35, 3%), <1k (65, 8%), 1k-99k (93, 9%), 100k+ (36, 0%), Mic/Small (44, 11%), Med (20, 5%), Large (51, 8%), V. Large (81, 5%) - View a table showing all data from the above figure

Awareness of the PSIG code increased from 54% in 2020/21 to 71% in 2022 (Table 3.9.8). This increase was evident among in-house administrators (+20 percentage points), those with 1,000-99,999 memberships (+25 percentage points) and those with over 100,000 memberships (+16 percentage points).

Table 3.9.8 Proportion aware of PSIG code – over time

	Total	Type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
2020/21	54%	48%	80%	32%	55%	84%
2022	**71%↑**	**68%↑**	**86%**	**45%**	**80%↑**	**100%↑**

Green/red arrow denotes significantly higher/lower than previous year
Base: All administering any medium or large schemes (Base, Don't know/No response)
2020/21: Total (203, 10%), In-house (163, 11%), TPA (40, 5%), <1k (57, 11%), 1k-99k (103, 13%), 100k+ (37, 0%) 2022: Total (196, 7%), In-house (161, 8%), TPA (35, 3%), <1k (65, 8%), 1k-99k (93, 9%), 100k+ (36, 0%)

Respondents were asked whether they had implemented various specific processes to combat pension scams, with results shown in Table 3.9.9. The most widely adopted procedures were knowing the warning signs of a scam and best practice for transfers (88%) and amended processes to establish whether conditions are met for a statutory right to transfer and understand requirements in relation to discretionary rights (76%).

Around half had procedures to identify vulnerable customers (46%), but fewer ensured that the trustees of the receiving scheme were listed as Data Controllers with the ICO (26%) or obtained details of the signatories on the trustee bank account (12%).

The likelihood of implementing these procedures typically increased with total number of memberships and size of largest scheme, although this was not the case for ensuring trustees are listed as Data Controllers and obtaining details of trustee bank account signatories.

Table 3.9.9 Processes implemented to combat pension scams

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Know warning signs of a scam & best practice for transfers	**88%**	86%	97%	69%	98%	100%	64%	80%	98%	98%
Amended processes to establish whether conditions are met for statutory right to transfer & understand requirements in relation to discretionary rights	**76%**	73%	89%	37%	95%	97%	20%	70%	98%	93%
Have procedures to identify vulnerable customers	**46%**	41%	71%	32%	47%	72%	32%	35%	49%	56%
Ensure trustees of receiving scheme are listed as Data Controllers with ICO	**26%**	23%	37%	28%	23%	31%	25%	35%	22%	26%
Get details of signatories on trustee bank account	**12%**	11%	20%	14%	10%	17%	14%	15%	10%	12%
None of these	**5%**	6%	0%	11%	2%	0%	14%	5%	2%	1%

Base: All respondents (Base, Don't know/No response)
Total (196, 4%), In-house (161, 4%), TPA (35, 0%), <1k (65, 9%), 1k-99k (93, 0%), 100k+ (36, 0%), Mic/Small (44, 9%), Med (20, 10%), Large (51, 0%), V. Large (81, 1%)

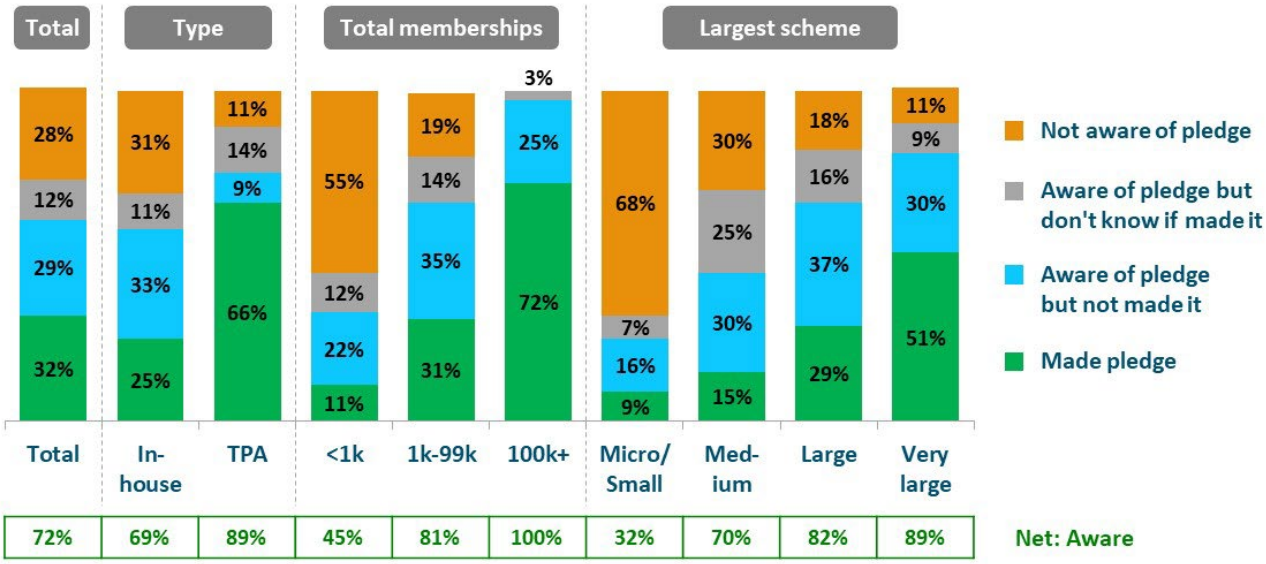
Large administrators with 100,000 or more memberships were also asked if they had a specialist team to deal with suspect scams activity, and 61% said that they did (an increase from 27% in the 2020/21 survey).

The survey included several questions about TPR's pledge to combat pension scams[10]. Respondents were first asked whether they were aware of this pledge prior to the interview and, if so, whether their organisation had formally made the pledge (by submitting the necessary details on TPR's website). Results for both questions are summarised in Figure 3.9.3.

Overall, 72% of administrators were aware of the scams pledge and a third (32%) had made it. Awareness was higher among TPAs than in-house administrators (89% vs. 69%), and they were also more likely to have made the pledge (66% vs. 25%).

Both awareness and uptake also increased with size of administrator; every large administrator (100%) was aware of the pledge and 72% had made it, whereas 45% of small administrators were aware and 11% had made it. A similar pattern was seen by size of the largest scheme they administered.

Figure 3.9.3 Awareness and uptake of TPR pledge to combat pension scams



Base: All respondents (Base) - Total (196), In-house (161), TPA (35), <1k (65), 1k-99k (93), 100k+ (36), Mic/Small (44), Med (20), Large (51), V. Large (81) - View a table showing all data from the above figure

As shown in Table 3.9.10, among those who were aware of the pledge but had not yet made it, the main reason was lack of time or resources to focus on this (34%). A quarter said that they were planning to make the pledge in future (25%).

[10] TPR has asked trustees, providers and administrators to make a pledge to do more to protect scheme members from pension scams and follow the principles of the Pension Scams Industry Group (PSIG) Code of Good Practice.

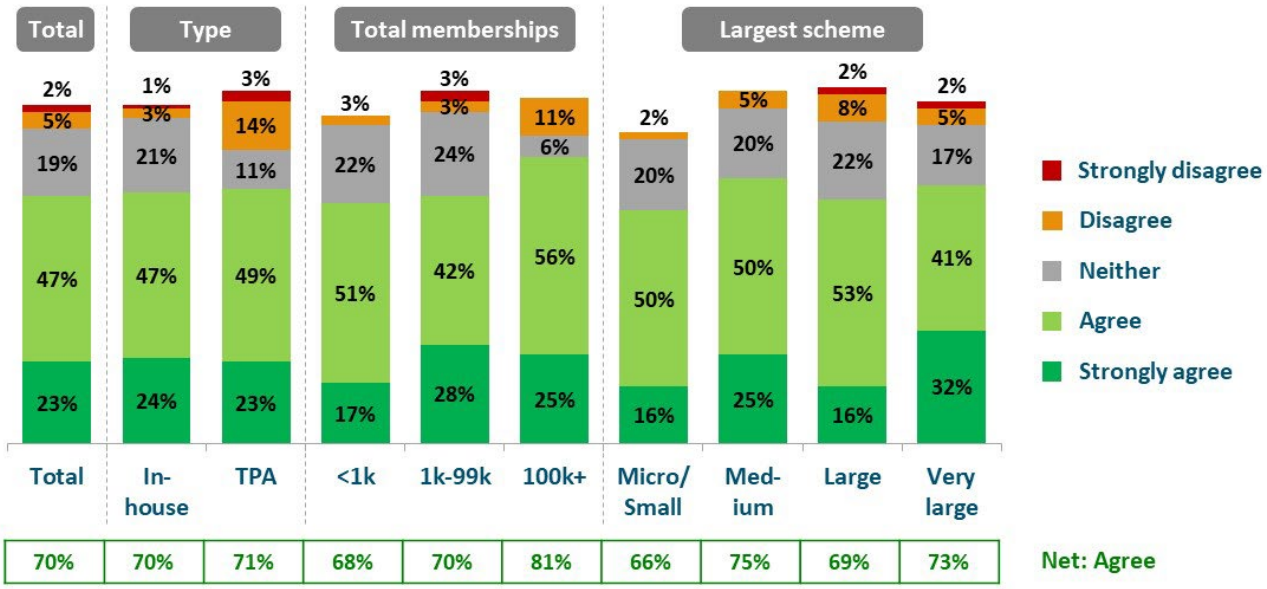
Table 3.9.10 Main reasons for not making the pledge

	Total
You don't have enough time or resources to focus on this	34%
You are planning to make pledge soon / preparations still ongoing	25%
You don't see the benefits of making the pledge	13%
It wasn't clear what actions you'll have to take going forwards if you make the pledge	11%
The process for making the pledge was confusing or complicated	7%
You don't have the authority to make the pledge (e.g. need approval from someone else)	7%
You are still reviewing the pledge	5%
The pledge does not apply to an organisation like yours	2%
Other reason	9%

Base: All who were aware of the pledge but had not made it (Base, Don't know/No response)
Total (56, 7%)

Approaching three-quarters (70%) of administrators agreed that TPR was doing all it reasonably could to combat pension scams, with 23% agreeing strongly (Figure 3.9.4). Most of the remainder neither agreed nor disagreed (19%), with a minority disagreeing (7%). This pattern was broadly consistent by type and size of administrator.

Figure 3.9.4 Extent that TPR is doing all it reasonably can to combat pension scams



Base: All respondents (Base, Don't know/No response)
Total (196, 4%), In-house (161, 4%), TPA (35, 0%), <1k (65, 8%), 1k-99k (93, 0%), 100k+ (36, 3%), Mic/Small (44, 11%), Med (20, 0%), Large (51, 0%), V. Large (81 2%) - View a table showing all data from the above figure

3.10 Saver vulnerability

Administrators were provided with a list of different personal circumstances in which people may be considered vulnerable and asked to select the three of these that they dealt with most often among the savers whose pensions they administered. Their responses are shown in Table 3.10.1.

The most commonly encountered personal circumstances that could be associated with vulnerable savers were low financial knowledge or confidence (57%) and recent life events such as bereavement, divorce or job loss (47%). These were the top responses for all types and sizes of administrator.

Administrators who only dealt with micro/small schemes were less likely to mention most of these circumstances, primarily because over half of this group (57%) stated that they did not deal with any vulnerable savers.

Table 3.10.1 Most commonly encountered personal circumstances associated with vulnerable savers

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Low knowledge or confidence in managing financial matters	**57%**	53%	71%	32%	69%	69%	27%	50%	67%	68%
Recent life event e.g. bereavement, divorce or job loss	**47%**	45%	57%	31%	53%	67%	23%	45%	45%	63%
Severe or long-term illness	**34%**	32%	40%	14%	40%	56%	7%	25%	39%	47%
Over indebtedness or low income	**22%**	25%	9%	17%	27%	22%	18%	15%	20%	28%
Poor mental health	**18%**	16%	29%	9%	18%	33%	9%	5%	16%	27%
Caring responsibilities	**4%**	3%	9%	3%	5%	3%	5%	5%	6%	2%
Physical disability	**3%**	1%	9%	2%	2%	6%	2%	0%	4%	2%
None of these / do not encounter vulnerable savers	**21%**	24%	11%	46%	12%	3%	57%	25%	22%	1%

Base: All respondents (Base, Don't know/No response)
Total (196, 7%), In-house (161, 8%), TPA (35, 3%), <1k (65, 8%), 1k-99k (93, 5%), 100k+ (36, 8%), Mic/Small (44, 5%), Med (20, 15%), Large (51, 0%), V. Large (81, 11%)

Due to questionnaire changes, it is not possible to provide direct comparisons with the 2020/21 survey. However, the top three responses were the same (i.e. low financial knowledge/confidence, recent life events and severe/long-term illness).

Those administrators who dealt with any vulnerable savers were asked what external sources of support or guidance they used to help them. As set out in Table 3.10.2, the most widely used support channel was financial guidance bodies such as MaPS (55%). This was followed by the FCA (34%), industry bodies such as the Pensions Administration Standards Association or the Pensions and Lifetime Savings Association (28%), external consultants or advisers (23%) and relevant charities (20%). However, a fifth (18%) of administrators did not access any support or guidance to help deal with vulnerable savers, with this more likely among in-house administrators (21%) than TPAs (3%).

Use of these sources of support and guidance typically increased in line with administrator size, although small administrators were most likely to use external consultants/advisers (37%).

Table 3.10.2 External support or guidance used to help deal with vulnerable savers

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Financial guidance bodies (e.g. Money & Pensions Service)	**55%**	50%	74%	49%	51%	69%	58%	47%	55%	55%
Information from FCA on treatment of vulnerable customers	**34%**	24%	74%	37%	23%	57%	42%	40%	28%	35%
Industry bodies (e.g. PASA, PLSA)	**28%**	24%	42%	14%	28%	43%	11%	13%	28%	35%
External consultants or advisers	**23%**	24%	19%	37%	20%	17%	53%	13%	23%	18%
Relevant charities	**20%**	17%	32%	17%	12%	43%	21%	13%	13%	25%
Other sources	**4%**	5%	0%	0%	4%	9%	0%	0%	5%	5%
Do not access support or guidance	**18%**	21%	3%	9%	22%	17%	5%	7%	15%	24%

Base: All that deal with any vulnerable savers (Base, Don't know/No response)
Total (154, 9%), In-house (123, 9%), TPA (31, 10%), <1k (35, 23%), 1k-99k (82, 4%), 100k+ (35, 6%), Mic/Small (19, 11%), Med (15, 33%), Large (40, 5%), V. Large (80, 6%)

Administrators dealing with vulnerable savers adopted a range of approaches to this, as shown in Table 3.10.3. Around half considered the needs of vulnerable savers when developing communications (56%), signposted members to organisations that could provide support (48%) and ensured that customer service staff could identify when someone is vulnerable and had the skills/capability to meet their needs (47%).

Two-fifths (40%) reported that they had developed an understanding of the needs of vulnerable savers, but fewer had clear policies on vulnerable savers (15%) or monitored how well their needs were being met (6%).

The larger the administrator, the more likely they were to have these processes in place. TPAs were also typically more likely to have them than in-house administrators, although there was no difference in this respect when it came to signposting members to organisations that could provide support.

Table 3.10.3 Approaches to dealing with vulnerable savers

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Micro / Small	Med-ium	Large	Very large
Consider the needs of vulnerable savers when developing communications	**56%**	51%	74%	40%	51%	86%	53%	27%	50%	65%
Signpost members to organisations that can provide support	**48%**	48%	48%	34%	50%	60%	47%	20%	48%	54%
Ensure customer service staff can identify when someone is vulnerable and have skills and capability to meet their needs	**47%**	39%	81%	31%	40%	83%	32%	27%	40%	59%
Develop an understanding of the needs of vulnerable savers	**40%**	33%	71%	37%	32%	66%	42%	33%	40%	41%
Have clear policies on vulnerable savers	**15%**	7%	48%	9%	5%	46%	11%	7%	5%	23%
Monitor how well the needs of vulnerable savers are being met	**6%**	3%	19%	6%	1%	20%	0%	13%	5%	8%

Other	**1%**	1%	0%	0%	1%	0%	0%	0%	0%	1%
None of these	**10%**	11%	6%	20%	10%	0%	16%	27%	13%	5%

Base: All that deal with any vulnerable savers (Base, Don't know/No response)
Total (154, 10%), In-house (123, 12%), TPA (31, 3%), <1k (35, 17%), 1k-99k (82, 9%), 100k+ (35, 6%), Mic/Small (19, 11%), Med (15, 27%), Large (40, 10%), V. Large (80, 8%)

These above results were consistent with those seen in the 2020/21 survey, with no statistically significant changes over time.

4. Appendix: Underlying data for all figures/charts

This annex provides the underlying data for each of the figures/charts shown in the main body of this research report.

Data for Figure 3.2.1 Scheme engagement about pensions dashboards readiness

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Medium	Large	Very large
All or most	53%	59%	30%	14%	62%	53%	10%	61%	59%
Some	17%	7%	57%	14%	10%	36%	25%	10%	20%
None	24%	28%	10%	71%	20%	8%	65%	22%	16%

Return to the corresponding figure in the main body of the report

Data for Figure 3.2.2 Actions taken or planned around pensions dashboards

	Alerted trustees & scheme managers about dashboard requirements	Spoken to administration software provider/ third-party about how to connect to dashboards system	Assigned responsibility for pensions dashboards work to specific person/ team	Considered commercial implications of pensions dashboards *(TPAs only)*
Done this	77%	71%	43%	31%
Planning in next 6 months	15%	16%	34%	48%
Neither	5%	11%	18%	14%

	Considered which personal data items to use to match savers to their records	Assessed impact that pensions dashboards will have on your organisation	Started setting up a pensions dashboards project or working group
Done this	30%	29%	29%
Planning in next 6 months	52%	57%	48%
Neither	15%	10%	20%

Return to the corresponding figure in the main body of the report

Data for Figure 3.2.3 Proportion aware of pensions dashboard connection deadline date (for largest scheme administered)

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Yes	82%	82%	79%	37%	86%	94%	39%	79%	93%

Return to the corresponding figure in the main body of the report

Data for Figure 3.3.1 Proportion identifying issues with data accuracy (for largest scheme administered)

	Total
Surname, date of birth & national insurance number	20%
Address & postcode	57%
First name or initial	14%
Other contact data (e.g. mobile number, email address)	42%
Accrued pension value	17%
Projected pension value	15%
Information needed to calculate accrued pension value	18%
Information needed to calculate projected pension value	18%
None of these	22%

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Data for Figure 3.3.2 Proportion of memberships affected among those reporting accuracy issues (for largest scheme administered)

	Surname, date of birth & national insurance number	Address & postcode	First name or initial	Other contact data (e.g. mobile number, email address)
<1%	61%	13%	55%	2%
1-5%	32%	53%	23%	14%
6-10%	0%	16%	5%	6%
11-20%	0%	8%	9%	5%
21-30%	0%	3%	0%	6%
>30%	3%	1%	5%	30%
Don't know	3%	6%	0%	36%
	Accrued pension value	Projected pension value	Information needed to	Information needed to

			calculate accrued pension value	calculate projected pension value
<1%	31%	13%	22%	22%
1-5%	27%	13%	41%	30%
6-10%	12%	9%	15%	7%
11-20%	0%	0%	0%	4%
21-30%	4%	0%	4%	4%
>30%	8%	22%	0%	4%
Don't know	19%	43%	19%	30%

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Data for Figure 3.3.3 Data improvement plans among those reporting accuracy issues (for largest scheme administered)

	Surname, date of birth & national insurance number	Address & postcode	First name or initial	Other contact data (e.g. mobile number, email address)
Have plan in place	68%	64%	68%	25%
Intend to put plan in place	29%	29%	27%	47%
No plan	3%	2%	5%	17%
Don't know	0%	3%	0%	9%
	Accrued pension value	**Projected pension value**	**Information needed to calculate accrued pension value**	**Information needed to calculate projected pension value**
Have plan in place	65%	43%	70%	52%
Intend to put plan in place	27%	35%	19%	37%
No plan	0%	4%	4%	0%
Don't know	4%	17%	7%	11%

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Data for Figure 3.3.4 Confidence in ability to deliver accurate data before pensions dashboards connection deadline (for largest scheme administered)

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Very confident	32%	27%	48%	44%	24%	45%	33%	24%	35%
Fairly confident	62%	64%	52%	56%	67%	52%	67%	67%	58%
Not particularly confident	4%	5%	0%	0%	6%	0%	0%	9%	2%
Not at all confident	1%	1%	0%	0%	0%	0%	0%	0%	2%
Net: Confident	93%	92%	100%	100%	91%	97%	100%	91%	94%

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Data for Figure 3.3.5 Most recent benefit audit (for largest scheme administered)

	Total	Type		Total memberships			Largest scheme		
		In-house	TPA	<1k	1k-99k	100k+	Med-ium	Large	Very large
Within the last year	53%	54%	47%	57%	46%	67%	55%	35%	63%
1-2 years ago	11%	12%	7%	24%	11%	6%	25%	14%	6%
3-5 years ago	7%	6%	13%	0%	8%	8%	5%	10%	6%
More than 5 years ago	5%	6%	3%	0%	8%	3%	0%	10%	4%
Don’t know	22%	20%	30%	19%	26%	17%	15%	27%	21%

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Data for Figure 3.4.1 Format of data held (for largest scheme administered)

	Surname, date of birth & national insurance number	Address & postcode	First name or initial	Other contact data (e.g. mobile number, email address)
Held digitally for all records	99%	97%	99%	74%
Held non-digitally for some records	1%	3%	1%	16%
Don't know	0%	0%	0%	8%
	Accrued pension value	**Projected pension value**	**Information needed to calculate accrued pension value**	**Information needed to calculate projected pension value**
Held digitally for all records	91%	73%	86%	87%
Held non-digitally for some records	7%	11%	11%	9%
Don't know	1%	12%	2%	3%

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Data for Figure 3.4.2 Confidence in ability to deliver the necessary digitisation before pensions dashboards connection deadline (for largest scheme administered)

	Total
Very confident	15%
Fairly confident	72%
Not particularly confident	5%
Not at all confident	5%

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Data for Figure 3.4.3 Barriers to data digitisation (for largest scheme administered)

	Total
We lack resources or time	59%
Lack of suitable technology	38%
Sponsoring employer lack of engagement or willingness to pay	15%
Poor data quality	15%
Trustee/scheme manager lack of engagement or willingness to pay	5%
Other barriers	8%
There are no barriers	18%
We lack resources or time	59%

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Data for Figure 3.5.1 Proportion with a documented IT or technology strategy/roadmap

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	47%	44%	60%	35%	39%	89%	32%	45%	31%	65%
No	36%	40%	20%	52%	37%	8%	57%	45%	39%	21%
Don't know	16%	16%	17%	12%	24%	3%	11%	10%	27%	11%

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Data for Figure 3.5.2 Most recent review of suitability of IT systems

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Within the last year	57%	55%	69%	52%	47%	89%	50%	50%	43%	72%
1-2 years ago	20%	22%	9%	15%	28%	8%	16%	20%	24%	20%
3-4 years ago	5%	6%	0%	0%	10%	0%	0%	0%	12%	4%
Longer ago	2%	1%	6%	5%	1%	0%	2%	10%	0%	1%
Never	3%	2%	3%	8%	0%	0%	9%	5%	0%	0%
Don't know	13%	14%	11%	20%	13%	3%	23%	15%	20%	4%

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Data for Figure 3.5.3 Whether keep offsite data backups

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	90%	89%	94%	82%	94%	97%	80%	85%	92%	96%
No	4%	4%	6%	11%	1%	0%	16%	0%	2%	0%
Don't know	6%	7%	0%	8%	5%	3%	5%	15%	6%	4%

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Data for Figure 3.5.4 Whether keep offline data backups

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	61%	58%	74%	55%	65%	61%	61%	50%	63%	62%
No	16%	16%	17%	18%	11%	25%	20%	10%	12%	17%
Don't know	23%	27%	9%	26%	25%	14%	18%	40%	25%	21%

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Data for Figure 3.6.1 Summary of change in trustee/scheme manager engagement with administration during the COVID-19 pandemic

	From before COVID-19 pandemic to during the period of COVID-19 restrictions	From during the period of COVID-19 restrictions to after the restrictions were lifted	From before COVID-19 pandemic to after the restrictions were lifted
Increased	17%	11%	15%
Stayed the same	75%	79%	83%
Decreased	7%	10%	2%
Net change in engagement	+10%	+1%	+13%

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Data for Figure 3.6.2 Changes in TPA fees charged for administration

	Last 5 years	Next 3 years
Yes, significantly	0%	9%
Yes, moderately	54%	63%
No	37%	17%
Don’t know	9%	11%

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Data for Figure 3.7.1 Impact of COVID-19 on staff recruitment

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Much easier now than before COVID	1%	1%	0%	2%	0%	0%	0%	5%	0%	0%
A bit easier now	6%	7%	0%	3%	10%	3%	2%	5%	6%	9%
No different	22%	24%	14%	18%	31%	6%	9%	45%	25%	21%
A bit more difficult now	20%	19%	26%	12%	17%	39%	11%	10%	20%	27%
Much more difficult now than before COVID	30%	25%	49%	18%	29%	53%	23%	5%	29%	40%
Don't know	22%	24%	11%	46%	13%	0%	55%	30%	20%	4%
Net: More difficult	49%	44%	74%	31%	46%	92%	34%	15%	49%	67%

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Data for Figure 3.7.2 Impact of COVID-19 on staff retention

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Much easier now than before COVID	1%	1%	0%	2%	0%	0%	0%	5%	0%	0%
A bit easier now	3%	4%	0%	2%	5%	0%	2%	0%	6%	2%
No different	33%	35%	26%	26%	44%	19%	16%	40%	43%	35%
A bit more difficult now	30%	27%	46%	18%	28%	58%	18%	25%	22%	43%
Much more difficult now than before COVID	16%	16%	17%	11%	16%	22%	14%	5%	18%	19%
Don't know	17%	19%	11%	42%	6%	0%	50%	25%	12%	1%
Net: More difficult	46%	42%	63%	29%	44%	81%	32%	30%	39%	62%

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Data for Figure 3.8.1 Change in total number of transfer illustration requests

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Increased	35%	33%	44%	26%	32%	51%	25%	7%	31%	46%
Stayed the same	46%	46%	47%	58%	45%	40%	56%	79%	47%	38%
Decreased	13%	15%	6%	16%	15%	6%	19%	14%	20%	8%
Don't know/no response	5%	6%	3%	0%	8%	3%	0%	0%	2%	9%

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Data for Figure 3.8.2 Change in proportion of transfer illustration requests proceeding to completed transfer

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Increased	12%	12%	13%	10%	10%	17%	19%	0%	10%	14%
Stayed the same	53%	52%	59%	61%	51%	54%	56%	57%	57%	49%
Decreased	26%	27%	22%	26%	30%	17%	19%	43%	31%	22%
Don't know/no response	9%	10%	6%	3%	10%	11%	6%	0%	2%	15%

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Data for Figure 3.8.3 Proportion that have been concerned about a high volume of transfer requests from the same adviser(s) in the previous 12 months

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Yes	13%	13%	13%	0%	16%	17%	0%	7%	10%	19%

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Data for Figure 3.8.4 Confidence that know how to report any concerns to the FCA

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Very confident	36%	33%	53%	28%	30%	61%	13%	36%	28%	49%
Fairly confident	47%	47%	47%	60%	47%	30%	80%	45%	52%	34%
Not particularly confident	14%	17%	0%	8%	21%	4%	0%	18%	21%	13%
Not at all confident	2%	2%	0%	4%	0%	4%	7%	0%	0%	2%
Net: Confident	83%	80%	100%	88%	77%	91%	93%	82%	79%	83%

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Data for Figure 3.8.5 Proportion aware of new pension transfer guidance

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	88%	85%	100%	72%	97%	94%	68%	80%	94%	96%

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Data for Figure 3.9.1 Proportion who provide information or guidance to members on how to spot potential pension scams

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	85%	84%	91%	62%	98%	97%	55%	75%	98%	96%

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Data for Figure 3.9.2 Proportion aware of PSIG code

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Yes	71%	68%	86%	45%	80%	100%	41%	45%	82%	88%

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Data for Figure 3.9.3 Awareness and uptake of TPR pledge to combat pension scams

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/Small	Med-ium	Large	Very large
Made pledge	32%	25%	66%	11%	31%	72%	9%	15%	29%	51%
Aware of pledge but not made it	29%	33%	9%	22%	35%	25%	16%	30%	37%	30%
Aware of pledge but don't know if made it	12%	11%	14%	12%	14%	3%	7%	25%	16%	9%
Not aware of pledge	28%	31%	11%	55%	19%	0%	68%	30%	18%	11%
Net: Aware	72%	69%	89%	45%	81%	100%	32%	70%	82%	89%

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Data for Figure 3.9.4 Extent that TPR is doing all it reasonably can to combat pension scams

	Total	Type		Total memberships			Largest scheme			
		In-house	TPA	<1k	1k-99k	100k+	Mic/ Small	Med-ium	Large	Very large
Strongly agree	23%	24%	23%	17%	28%	25%	16%	25%	16%	32%
Agree	47%	47%	49%	51%	42%	56%	50%	50%	53%	41%
Neither	19%	21%	11%	22%	24%	6%	20%	20%	22%	17%
Disagree	5%	3%	14%	3%	3%	11%	2%	5%	8%	5%
Strongly disagree	2%	1%	3%	0%	3%	0%	0%	0%	2%	2%
Net: Agree	70%	70%	71%	68%	70%	81%	66%	75%	69%	73%

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