Broadstone

# Broadstone Academy
# Pensions Dashboards

Jon Pocock

1. How Pensions Dashboards work
2. Steps for connection
3. Key deadlines and what they mean

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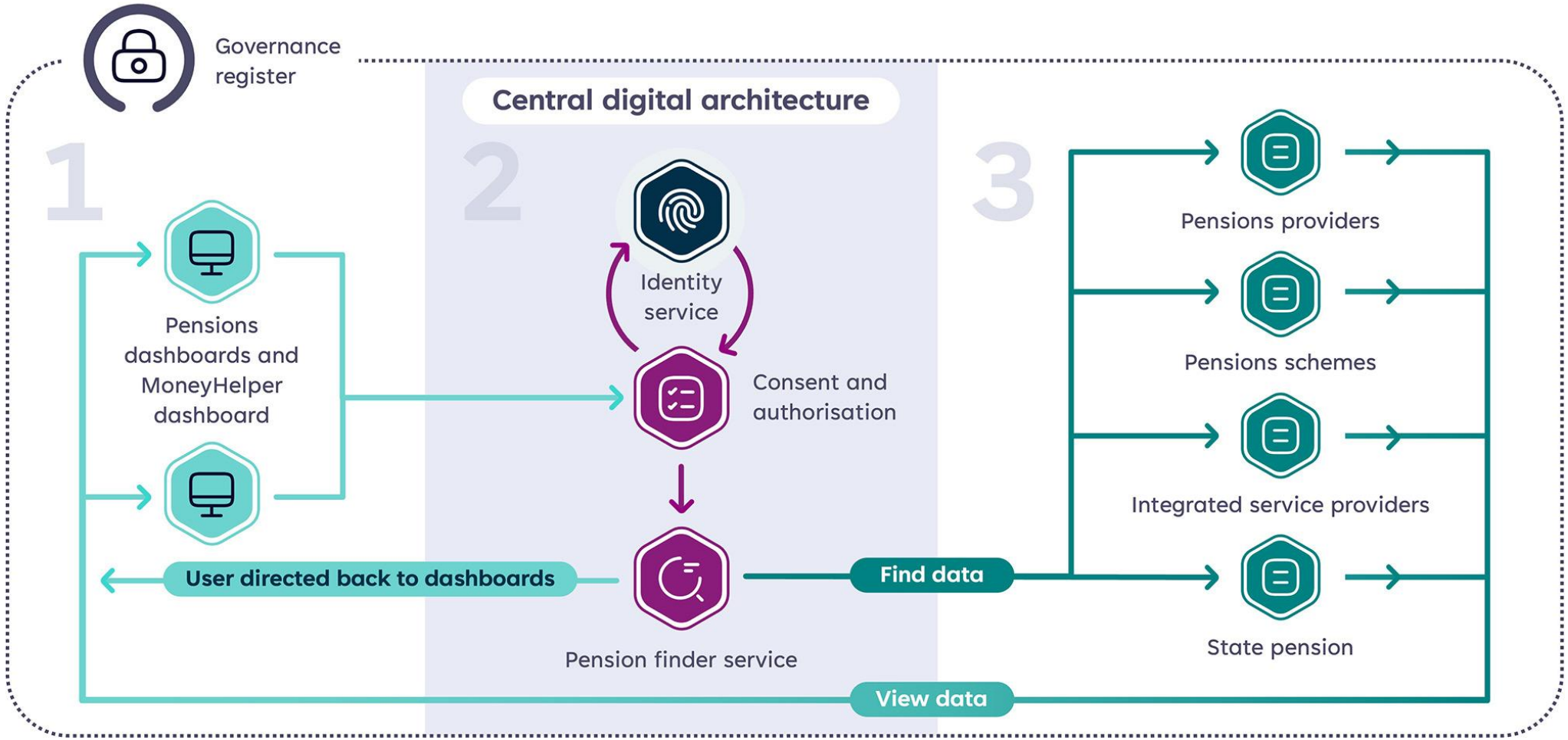
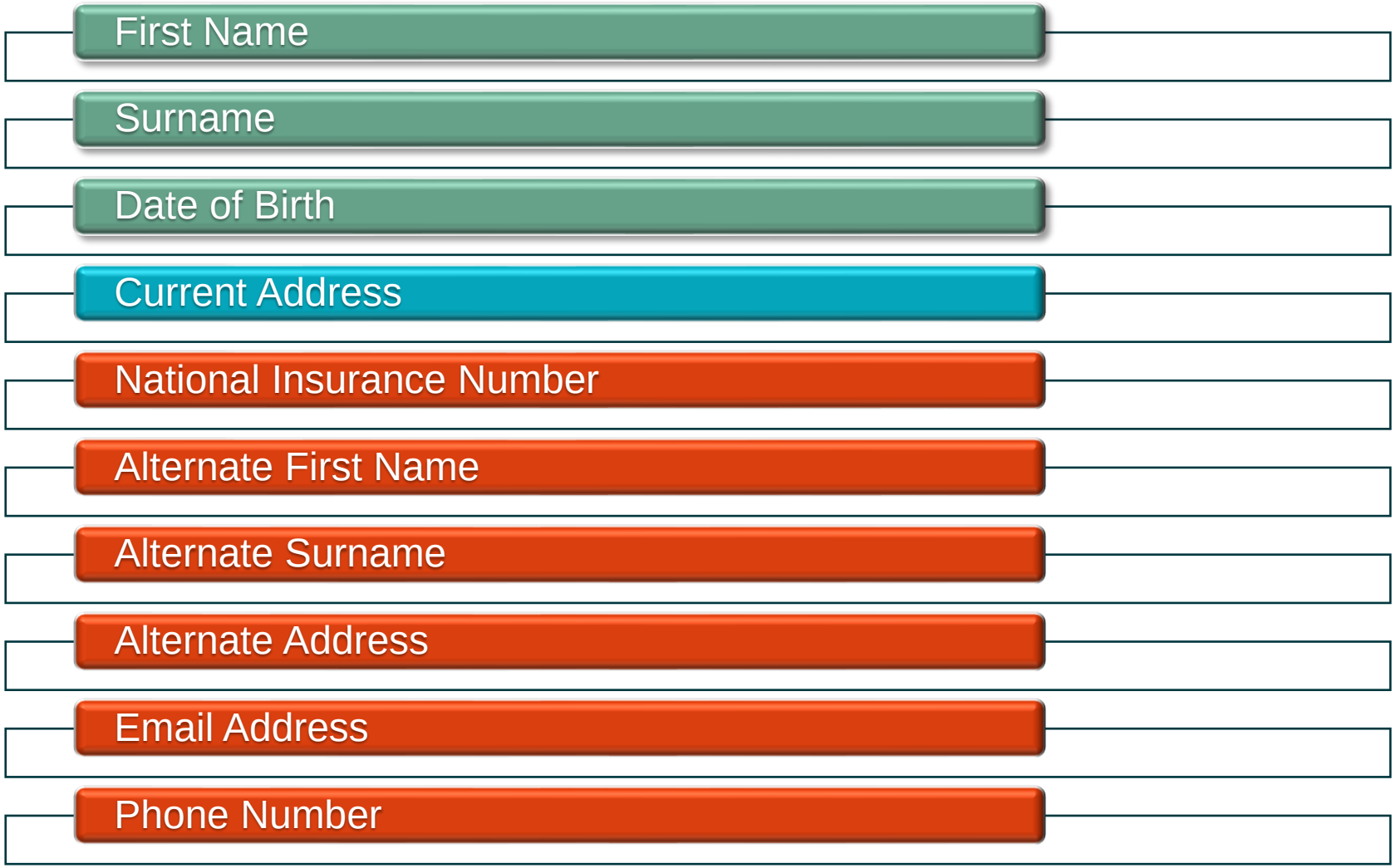
# The Process – how do dashboards work?

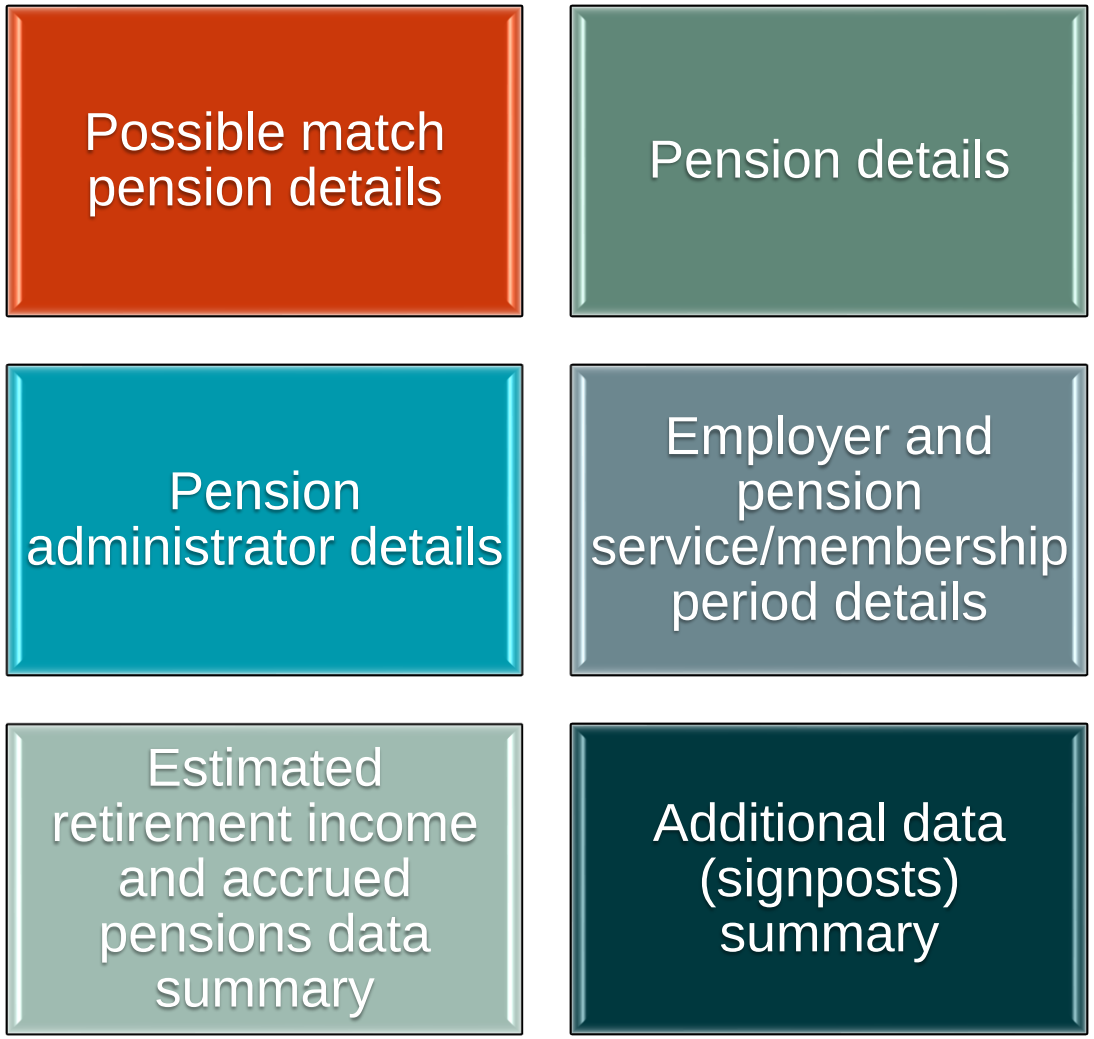
# Pensions Dashboards Ecosystem



# Pension Find Data

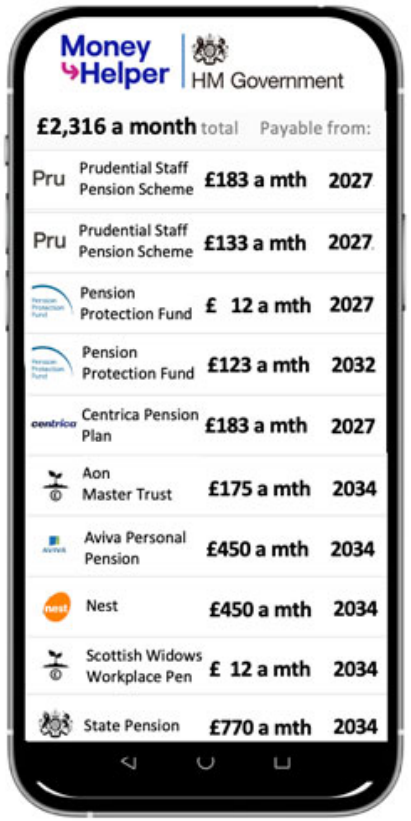


# Pension View Data



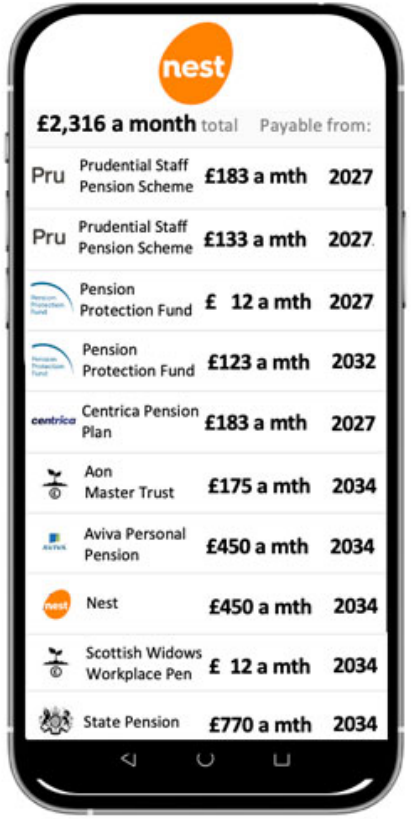
# Dashboards

(1)




(2)

(3)




(4)

Source : PLSA

# Dashboards

## Our approach

- a principles-based approach but we may be directive for consumer protection purposes
- if there is a tension between the needs of the user and those of the dashboard, we favour the user
- design standards are a minimum expectation
- design standards will not replicate existing legal or regulatory requirements
- across all dashboards:
- users should have a broadly consistent dashboard experience
- users should have a minimum level of consumer protection
- we will use guidance to set out good practice

**Design standards**

## Dashboard display

- pensions information must be presented in a clear and comprehensible (as well as neutral and logical) manner
- dashboards must be inclusive and accessible
- dashboards must undertake user-testing
- dashboards have scope to tailor their offering, for example positioning on a page, branding, colouring, font, headers and footers
- dashboards may present information in a way which enhances the user's experience without doing calculations.
- dashboards may (subject to consumer protections) may graphically illustrate income estimated over a period

Source PDP Consultation on design standards Dec 2022

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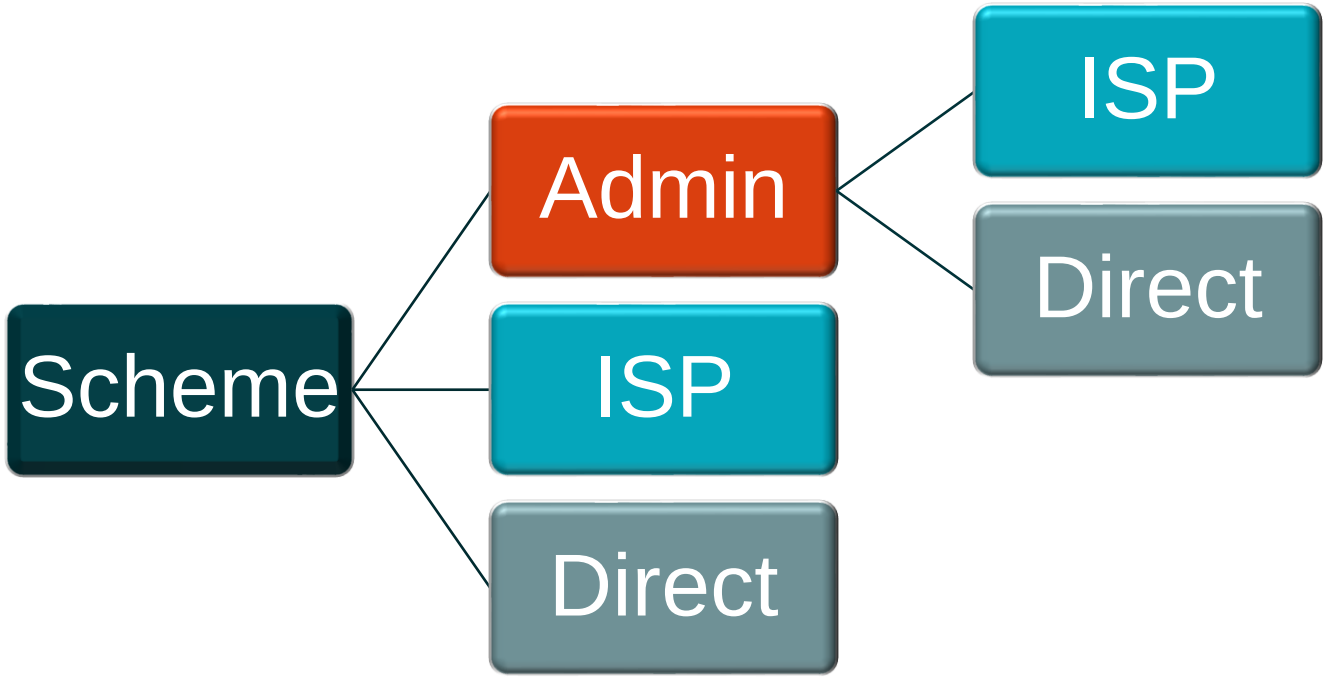
# Steps to connection

# How to Connect



# Influences

**Find Data**

- Provide a view on data completeness
- What further action to take?

**View Data**

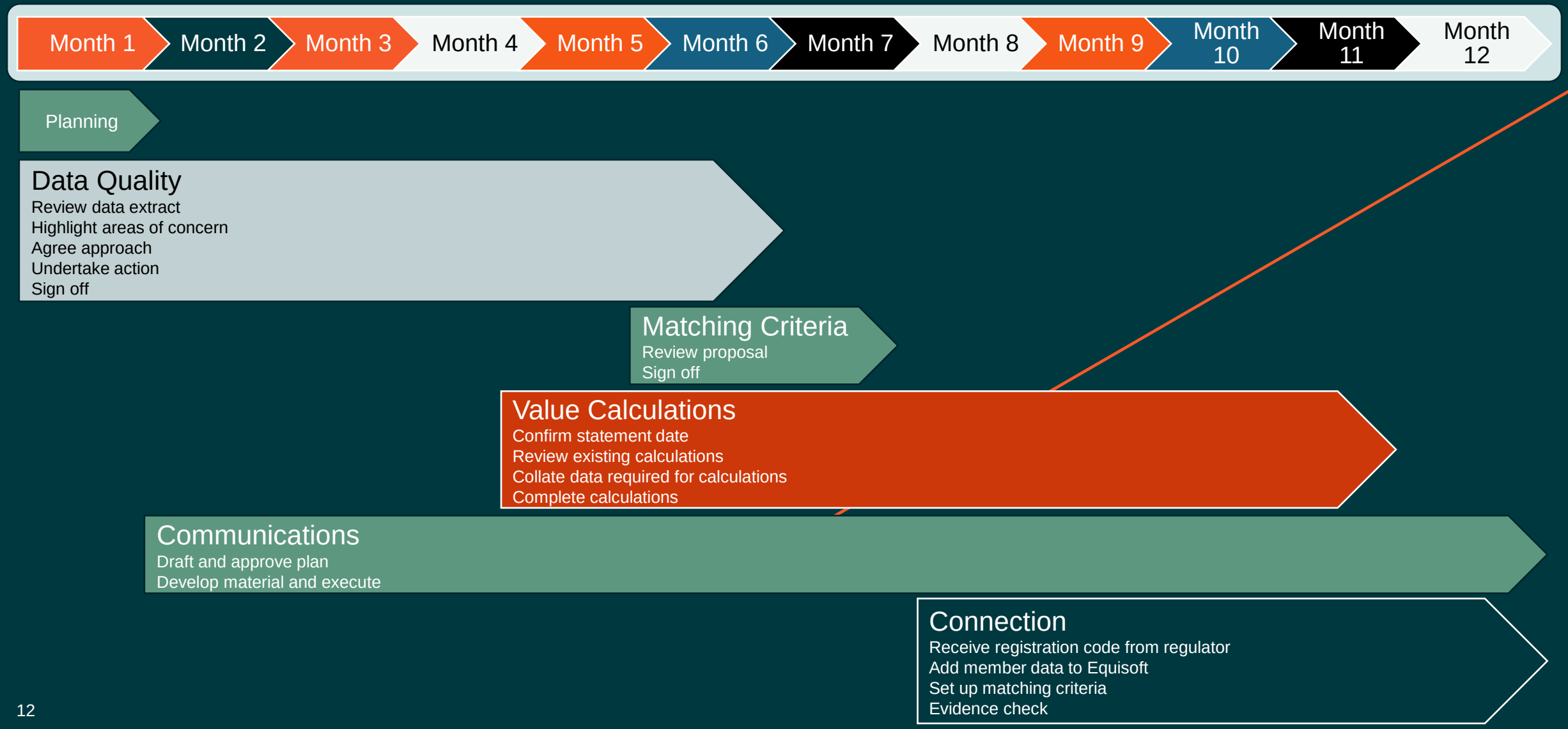
- What view data is currently available?
- How do we close the gaps?

**AVC / 3rd Parties**

- How are AVC providers connecting?
- Are there data activities that need to be undertaken on AVC data

# Planning

## 12 Month Action Plan



# Data Quality

## Names

- Surname present and in suitable format.
- First names present and in suitable format
- If the first name is not present, whether there is an initial

## Address

- Address and Postcode present (or if overseas).
- Address flagged as unknown, gone away or care of

## Personal Information

- National Insurance No present and acceptable
- Date of birth present and appropriate
- Deferred member beyond NRA

Enhanced data cleansing:

- Use an agency
- Member write out
- On-line services

# Matching Criteria

## Option1

- Perfect Match Only
- Mo ‘maybe matches’
- Increased chance of ‘false negative’

## Option1 enhanced

- As Option 1 but introduces Alternate name
- Higher likelihood of positive match

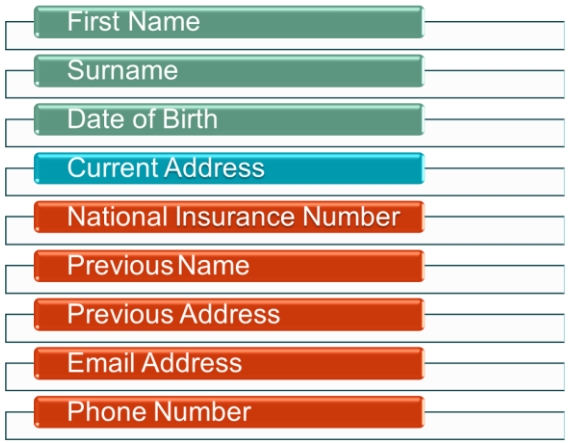
## Option2

- As Option 1 but allows for maybe matches
- Reduces risk of false negatives

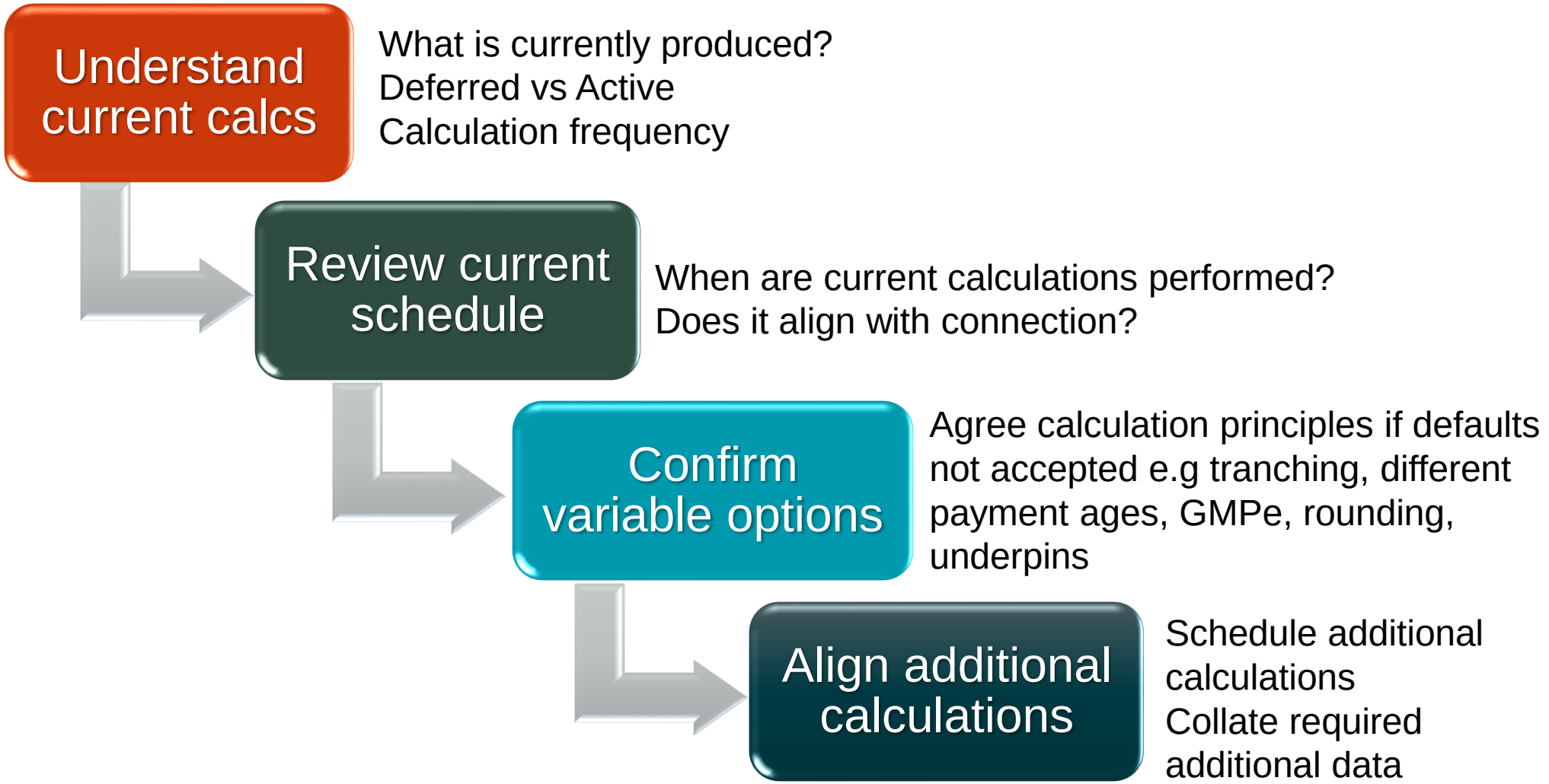
## Option3

- As Option2 but introduces other attributes
- Maybe matches can be enhanced with forename for example

**PASA Data Matching Convention (DMC) Guidance**



# Estimated Retirement Income



# Estimated Retirement Income

| | | | | |
|---|---|---|---|---|
| Stored or Real Time | Use of Simplified Calc | Over NRA | Different Payment Ages | Tranches |
| GMPe | Underpins & Guarantees | Salary Link | Step ups & Downs | Partial Retirement |
| Split Admin & AVCs | Pension Debits & Credits | Scheme Pays | Multiple Separate Benefits | Transfers In |
| | | When To Refresh | | |

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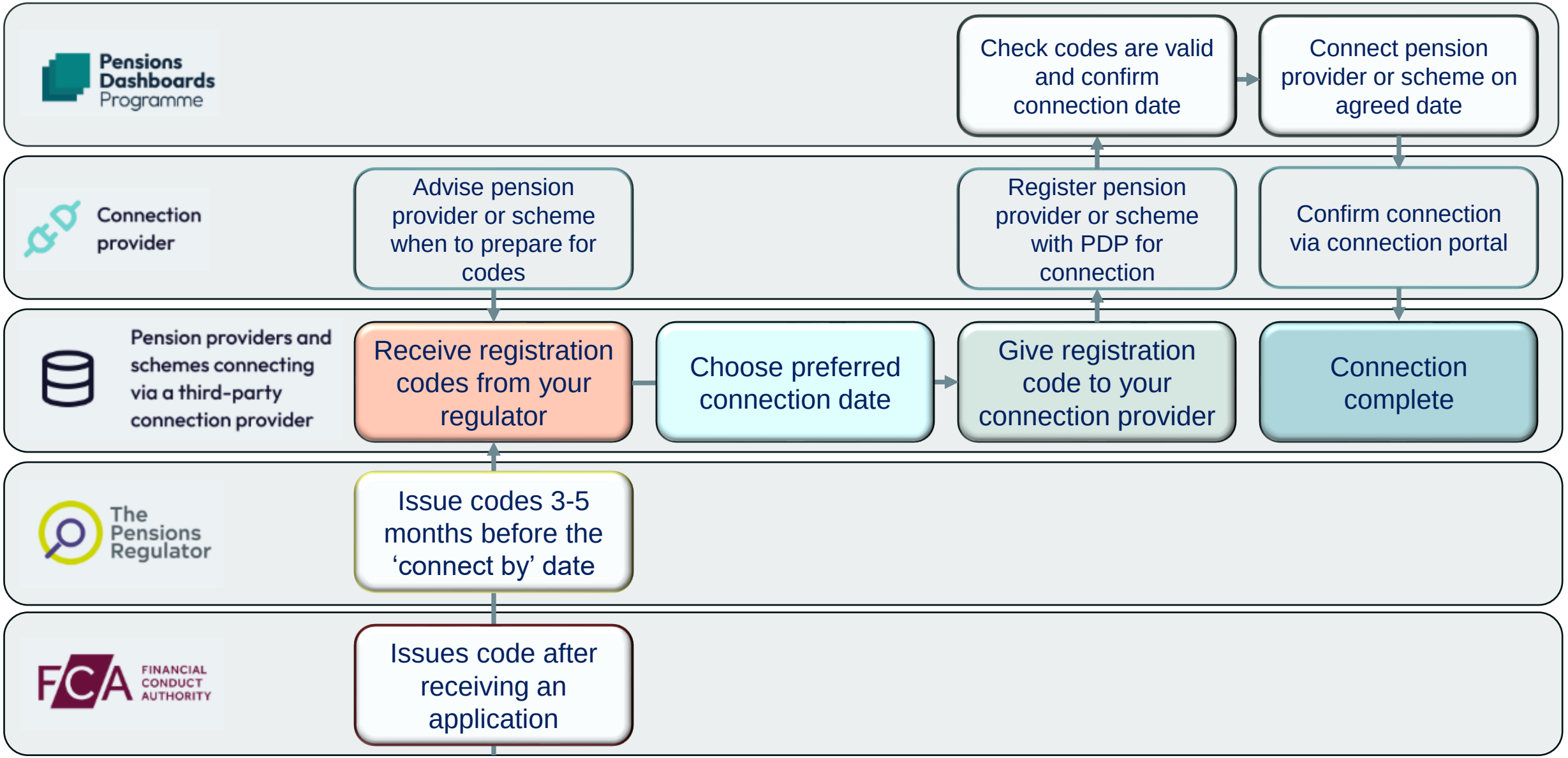
# Connection to the central architecture

# PDP – Connection Hub

https://www.pensionsdashboardsprogramme.org.uk/connection/how-to-connect



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# Milestones and Dates

# Milestones and Dates

## Legislative Connection Date

- 31st October 2026

# Milestones and Dates

Legislative connection date

Scheme connection date

- Confirm desired connection date
- Registration code – 3-5 months before connection
- Decision log complete
- Connection process followed

# Connection dates

| Master Trust Schemes | |
|---|---|
| Members | Connection Deadline |
| 20,000 or more | 30 Apr 2025 |
| 5,000 to 19,999 | 31 May 2025 |
| 1,000 to 4,999 | 30 Jun 2025 |

| Money purchase schemes (DC) used for automatic enrolment | |
|---|---|
| Members | Connection Deadline |
| 5,000 or more | 31 May 2025 |
| 1,000 to 4,999 | 30 Jun 2025 |

| Non money purchase schemes; other large money purchase schemes, including hybrids and CDCs | |
|---|---|
| Members | Connection Deadline |
| 20,000 or more | 31 May 2025 |
| 5,000 to 19,999 | 30 Jun 2025 |
| 2,500 to 4,999 | 31 Aug 2025 |
| 1,500 to 2,499 | 30 Sep 2025 |
| 1,000 to 1,499 | 30 Nov 2025 |

| Contract-based scheme* | |
|---|---|
| Members | Connection Deadline |
| 5,000 or more | 30 Apr 2025 |

| Public service schemes | |
|---|---|
| Members | Connection Deadline |
| All sizes | 31 Oct 2025 |

| Schemes for members of the UK or Welsh Parliaments | |
|---|---|
| Members | Connection Deadline |
| All sizes | 31 Oct 2025 |

| Contract-based schemes | |
|---|---|
| Members | Connection Deadline |
| 4,999 or below | 31 Jan 2026 |

| Relevant occupational pensions schemes | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Members | 750 to 999 | 600 to 749 | 400 to 599 | 320 to 399 | 250 to 319 | 195 to 249 | 155 to 194 | 125 to 154 | 100 to 124 |
| Connection Deadline | 31 Jan 2026 | 28 Feb 2026 | 31 Mar 2026 | 30 Apr 2026 | 31 May 2026 | 30 Jun 2026 | 31 Jul 2026 | 31 Aug 2026 | 30 Sep 2026 |

# Milestones and Dates

Legislative connection date

Scheme connection date

First connections

- 30th April 2025 – Master Trusts >20,000 members

# Milestones and Dates

Legislative connection date

Scheme connection date

First connections

MoneyHelper Dashboard testing phase 1

- Summer 2025

# MoneyHelper Dashboard

## Two phases of testing

### Phase 1 - Moderated

| | |
|---|---|
| Period | Approx. 2-3 months |
| Volumes | Low (50-60 pm) |
| Service | End-to-end with limited support |
| Purpose | Prove find pensions and service working as expected |
| Recruitment | Pension schemes |
| Participants | Employees / panel members |

### Phase 2 – Unmoderated

| | |
|---|---|
| Period | Approx. 8-9 months |
| Volumes | High (200 to 11,000 pm) |
| Service | End-to-end incl. full support model |
| Purpose | Improve and iterate the service |
| Recruitment | Schemes, charities, agencies |
| Participants | Pension members / specific groups |



Source MoneyHelper Pension Dashboard Town Hall

# MoneyHelper Dashboard

## Phase 1 – Moderated Testing Overview

**Expected duration = 2-3 months**

| | |
|---|---|
| **Pension holdings status & focus** | circa **400** schemes connecting over that period with around **55m** pensions findable<br><br>Aiming to test with: **State Pension**, Workplace **DC** pensions, Private Sector **DB** & **AVC** |
| **Volumes** | **60 participants p/m (10-15 p/w)** |
| **Participant details, recruitment and testing methods** | Mix of demographics including those with access needs.<br><br>GOV.UK Registered and Unregistered for OneLogin.<br><br> Recruited from workplace pension staff schemes / research panels.<br><br>Ideally in person in a lab near the location of employer. Employer's office or remote also possible.<br><br> Follow ups to understand testers interactions and experiences post their moderated session. |



Source MoneyHelper Pension Dashboard Town Hall

# Milestones and Dates

Legislative connection date

Scheme connection date

First connections

MoneyHelper Dashboard testing phase 1

MoneyHelper Dashboard testing phase 2

- Autumn 2025

# MoneyHelper Dashboard

## Phase 2 – Unmoderated Testing Overview

**Expected duration = 6-10 months**

| | |
|---|---|
| **Pension holdings status & focus** | circa **3000** schemes connecting over the testing period enabling around **70m** pensions to be found<br><br>Aiming to test with: **All pension types** |
| **Volumes** | **200 p/m** **11,000 p/m** |
| **Participant details, recruitment and testing methods** | Mix of demographics including those with access needs.<br><br> Aiming to recruit participants to a panel from providers and schemes.<br><br> Two-pronged approach with structured and unstructured unmoderated testing.<br><br> Alternative recruitment methods to be used if not meeting quotas incl. charities, specialist recruiters & MoneyHelper website.<br><br>GOV.UK Registered & Unregistered for OneLogin.<br><br> Link to remain open with follow ups to understand testers overall interactions and experiences |



Source MoneyHelper Pension Dashboard Town Hall

# Milestones and Dates

Legislative connection date

Scheme connection date

First connections

MoneyHelper Dashboard testing phase 1

MoneyHelper Dashboard testing phase 2

Announcement of Dashboard Available Point

- at least 6 months' notice of the dashboards available point

# Dashboard Available point (DAP)

> The dashboards available point (DAP) is the date at which pensions dashboards will be made available to the public.

The DAP is decided by the Government (Secretary of State for Work and Pensions). This will be in consultation with the Money and Pensions Service, the Pensions Regulator and the Financial Conduct Authority.Government will provide at least 6 months' notice of the dashboards available point.

The connection deadline for pension providers and schemes to connect to the central digital architecture is not the same as the dashboards available point. If pension providers and schemes connect in line with the staging profile to be set out in guidance then DAP could come before the connection deadline.

See also:

https://www.gov.uk/government/consultations/pensions-dashboards-further-consultation/pensions-dashboards-further-consultation

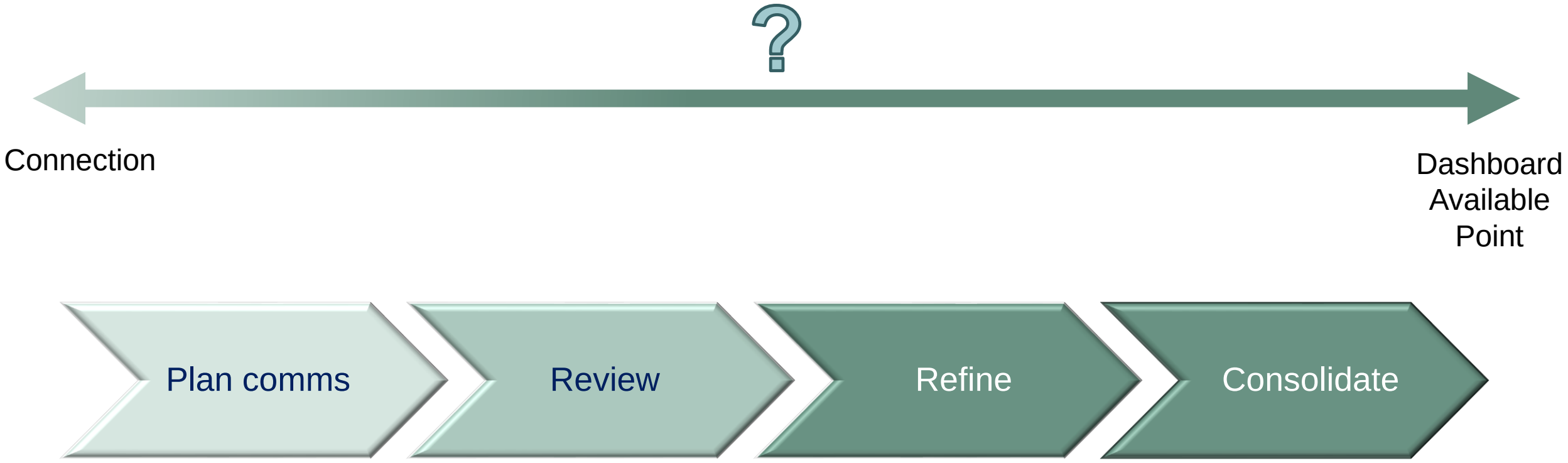


Source PDP website

# Milestones and Dates

- Legislative connection date
- Scheme connection date
- First connections
- MoneyHelper Dashboard testing phase 1
- MoneyHelper Dashboard testing phase 2
- Announcement of Dashboard Available Point
- Dashboard Available Point

# In between


?
Connection
Dashboard Available Point
Plan comms
Review
Refine
Consolidate

# Any questions?