Agenda Item 12

LOCAL PENSION BOARD – 25 JUNE 2025

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

PENSIONS DASHBOARD PROGRAMME REPORT

Purpose of the Report

1. The purpose of the report is to provide an update to the Board in respect of the progress of work related to the Pensions Dashboards Programme (PDP).

2. The report gives the position on 31 May 2025.

Background

3. The PDP is intended to provide a single, secure port of call for individuals to access their pension history in one place, which will eventually include their State Pension. It is intended that the initial version of the PDP will be relatively simple, offering users the opportunity to find their active and deferred pensions and then view information about the value of those pensions. It is expected though, that the service provided will develop as the use of PDP becomes more commonplace, and user preferences gathered. Long term the aim is that the PDP will enable users to make more informed choices around their pensions.

Implementation of the Programme

4. Whilst the overall deadline for pension providers and schemes for connecting to the Dashboards 31 October 2026, there is a staged timetable for connection. All public sector pensions schemes must connect by 31 October 2025.

Integrated Service Provider

5. An Integrated Service Provider (ISP) provides the link from Funds administration systems to the dashboard. In essence, this functions like a giant switchboard. If data is found the ISP will send the data directly to the Dashboards for the user to access.

6. The Fund have contracted with Heywood for the provision of an ISP and have already connected the Altair 'test' service to the ecosystem.

7. Heywood were due to contact the Fund in May to connect the live service to the ecosystem, however, at Officers' request this has been re-arranged for September, as a later implementation will reduce costs for the Fund but still allow compliance to connect by the end of October.

Data Improvement

8. In February 2025, Heywood supplied a 'Data Readiness' summary of the quality of Fund data ahead of the launch of the Dashboard exercise. A copy of the report is in the appendix. The report focussed on the records in-scope for PDP, active and deferred members only.

9. The report used a 'traffic light' system to highlight any particular areas of concern. There were no areas highlighted as red.

10. The areas highlighted as amber were:

Addresses

11. 7,295 addresses were highlighted as being either out of date or incorrect.

12. These records could be an issue if a member enters their current address when searching for pensions on the Dashboard. However, users will have the opportunity to enter previous address details as well, which may mitigate this risk. It is expected that the issues will relate to deferred members who have lost touch with the Fund since their leaving date.

Deceased Members

13. 290 records were highlighted as members who had possibly died. As these members are either actives or deferred this would not include any pensions that are currently in payment.

14. As the members are deceased, they will be taken out of scope for this exercise.

'Undecided' Leavers

15. 4,777 records were highlighted as members who have left but a calculation of entitlement needs to be performed. These are included on the report but not all of these records will be in-scope for the Dashboards exercise.

16. These records will be addressed in 'Business as Usual' workloads. From a Dashboards perspective, guidance states that a pension value must be returned for these members. If these connect to the Dashboard, there will be a requirement to respond manually to the request within 10 working days.

17. Consideration will need to be given regarding how such cases are managed as part of Business as Usual processes ahead of when Dashboards go-live.

Missing Contact Details

18. 69,073 records do not have mobile phone numbers, whilst 39,567 records do not have email addresses.

19. Whilst Dashboard users will have the opportunity to provide this information as part of the search, this will not form part of the Fund's initial matching criteria, due to the high numbers of missing data.

20. The report did not reveal anything unexpected and has confirmed that whilst the data is of a high standard, there are areas that need to be addressed.

21. Officers consider that the immediate priority arising from the report is to conduct an address tracing exercise for deferred members. This began in May 2025. Initially, deferred members registered for Member Self Service (MSS) accounts were contacted and asked to check and update their address details held on their online accounts. For the remaining deferred members, a manual tracing exercise will be conducted based on information provided by the Fund's current Tracing Services providers where they have identified that members have changed address.

22. Officers have also decided to review the Fund tracing services and have signed up to a 'Member Data Services' procurement framework through National LGPS Frameworks. Initially, a procurement exercise will be conducted in respect of three (of seven) Lots: Address Tracing, Mortality Screening and Dashboard Readiness.

23. This exercise is in the early stages and an update will be provided at the next Board meeting. The aim is to conclude the exercise by 31 December 2025.

PDP Matching Criteria

24. Funds need to publish a matching criteria for Dashboards, that will be used to establish whether requests received from Dashboard users are deemed to be full or partial matches with Fund records.

25. Officers will use the following criteria, based on the following:

26. **National Insurance Number (NI)**: 99.95% of records in-scope for Dashboards include a correctly formatted NI number.

27. **Surname**: 100% of records in-scope for Dashboards include a correctly formatted Surname.

28. **Date of Birth (DoB)**: 100% of records in-scope for Dashboards include a correctly formatted Date of Birth.

29. **Post Code**: 99.9% of records in-scope for Dashboard include a correctly formatted post codes where the member lives in the UK (244 deferred members live overseas). However, these will include addresses that are likely to be out of date.

30. On this basis, it seems reasonable to base matching primarily on these fields. It is expected that most members will match on NI/Surname/DoB.

31. The other fields that could have been used to identify members were email addresses and mobile phone numbers. We currently do not have enough of this data for these to be realistic options at this stage.

32. The criteria will work as follows:

Full Match

33. A full match of data submitted by a dashboard user must include National Insurance number plus at least two of Surname, Date of Birth and Post Code.

34. Where a full match occurs, a unique identifier, also known as Pension Identifier (PeI) is returned to the Dashboard for each matching pension. The user's pension information can then be sent directly to the Dashboard.

Partial Match

35. A partial match will include two of either NI Number, Surname and Date of Birth.

36. Where a partial match occurs, the user will be provided with contact details for the Fund. The onus is on the member to contact the Fund within 30 days if they believe the Fund holds a pension for them.

37. The Fund is not notified about partial matches and does not need to do anything if the users do not make contact. If no contact is received within 30 days, the partial match record is deleted automatically from the Dashboard ecosystem. If the user does make contact within 30 days officers will be able to see the partial record within the ISP. This will display the data submitted by the Dashboard alongside the data held in the ISP. Officers will then need to follow their process to confirm whether the member has an entitlement with the Fund, which may involve contacting the member directly.

No Match

38. If supplied data does not match on at least two of either NI Number, Surname and Date of Birth, then it will be considered a no match. In these circumstances no further action will be taken.

39. The criteria will be reviewed regularly, and if changes are required, the revised criteria will be presented to the Board.

Additional Voluntary Contribution **Data Matching**

40. Prudential produced a report of their data held in respect of Fund AVC payers in-scope for Dashboards in 2024. An initial reconciliation of this data, comparing this to data held on Altair was conducted, mainly focussing on NI numbers, Surnames and DoB.

41. A secondary exercise was carried out in April with additional focus on Employer information which is likely to be key when matching members with multiple AVC accounts and/or multiple Altair records.

42. Officers have decided to adopt a 'single source' approach for AVC data. This means that AVC values will be included within the data that is sent directly to the Dashboards by the Fund.

43. Some Funds have adopted a 'multiple source' approach, meaning their AVC data will be sent to the Dashboards directly by the AVC provider. Whilst there are pros and cons to both methods, Officers' view is that single source gives more clarity for members regarding the true value of their LGPS benefits within the Leicestershire Fund.

National Testing

44. A national testing exercise will be conducted during 2025 led by MoneyHelper, the government backed financial guidance service. An initial, smaller phase will focus on workplace defined contributions schemes and also private sector defined benefit schemes.

45. A second phase later in the year will cover a larger sample of users, initially around 200 users in the first months of testing, but this will scale up to around 11,000 users a month. This phase is expected to last six to ten months.

46. Any requests received by the Fund during this phase will be dealt with by the Continuous Improvements and Systems team and will help establish a process ahead of the actual launch.

Dashboards Available Point

47. The go-live date for PDP, known as the Dashboards Available Point (DAP) has yet to be confirmed. This will be when the Secretary of State is satisfied that the dashboards ecosystem is ready to support widespread use by the public and will be following consultation with the Money and Pensions Service, The Pensions Regulator and the Financial Conduct Authority. The Secretary of State will provide at least six months' notice ahead of DAP. If pension providers connect in line with the staging profile set out in guidance, then DAP could come before the connection deadline on 31 October 2026.

Next Steps

48. The remaining actions and timeline are as follows:

Action	Deadline Date
Confirmation of Matching Criteria	Included in this report
AVC Data Matching exercise completed	30 June 2025
Complete Initial Address Tracing Exercise	30 September 2025
Connect to Dashboards eco-system: *Phase 2 'kick-off' call* *ISP set-up configured* *UAT acceptance signed* *Connection information provided* *PDP connection process completed* *Onboarding completed*	3 October 2025 *1 September 2025* *w/c 15 September 2025* *w/c 15 September 2025* *w/c 22 September 2025* *w/c 29September 2025* *3 October 2025*
Procure Member Data Services	31 December 2025
National Testing Exercise	31 October 2026
Connection Date (all schemes)	31 October 2026
Dashboards Available Point (DAP)	TBC

49. Regular updates on Dashboards will continue to be included in the Quarterly Administration report.

Recommendation

50. It is recommended that the Board notes all areas of the report.

Equality Implications

51. There are no equality implications arising from the recommendations in this report.

Appendix

Heywood 'Data Readiness' report

Officers to Contact

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