Hampshire Pension Services

Pensions Dashboard Report

Hampshire & Isle of Wight Fire & Rescue Service

Contents

1.   Summary

1.1. The purpose of this document is to set out our understanding and engagement with the Pensions Dashboard Programme (PDP) for the Hampshire and IOW Fire & Rescue Authority (HIWFRA) as the scheme manager for the firefighter's pension schemes in Hampshire and the Isle of Wight.

1.2. This is designed to be a working document and will be updated in more detail, as the PDP progresses.

2. Background

2.1. The PDP is a national initiative which will require engagement from all pension schemes (public and private), including the State Pension.

2.2. Pensions dashboards will enable individuals to access their pensions information online, securely, and all in one place, thereby supporting better planning for retirement and growing financial wellbeing. Dashboards will provide clear and simple information about an individual's multiple pension savings, including their State Pension. They will also help them to reconnect with any lost pension pots.

2.3. The link below is to a short video which provides a good overview of what Pension Dashboards do and how they will operate.

https://www.pensionsdashboardsprogramme.org.uk/2020/10/28/introduction-pensions-dashboards-ecosystem/

2.4. The PDP provides regular updates on the national programme and progress; their latest update for April 2023 can be accessed via the link below:

https://www.pensionsdashboardsprogramme.org.uk/pur/

2.5. At present, only active and deferred member benefits are in scope; pensioners and members with preserved/unclaimed refunds will not be included in the data set being provided to the pensions dashboard.

2.6. The legislation sets out significant roles for The Pensions Regulator (TPR) who will regulate the compliance of public-sector pension providers and schemes in providing data to individuals via their chosen dashboard – they will have powers to issue penalty notices to schemes and third parties.

2.7. The pensions dashboard ecosystem is the overarching system which includes the dashboard providers, data providers and digital architecture.
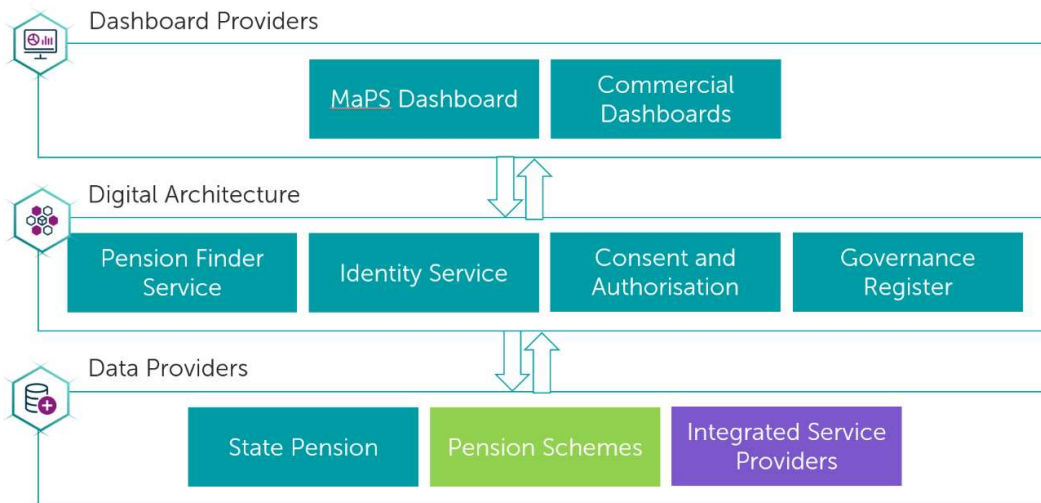

2.8. A **dashboard provider** is an organisation that provides a pensions dashboard. In the beginning the public dashboard will be provided by the Money and Pensions service (MaPS) but will eventually include commercial providers.

2.9. A **data provider** is a pension scheme, or integrated service provider that provides data to the dashboard. This is the layer of the ecosystem that covers the responsibilities of HIWFRA and Hampshire Pension Services.

2.10. The **digital architecture** comprises the elements that make the dashboard work, such as the pension finder service, the identity service and governance register – all of which are the responsibility of the PDP.

2.11. Each pension scheme has its own staging date, and public sector schemes including the Firefighters' pension scheme must onboard (either directly or using an ISP) by 30 September 2024, as part of the 'Large Schemes' group.
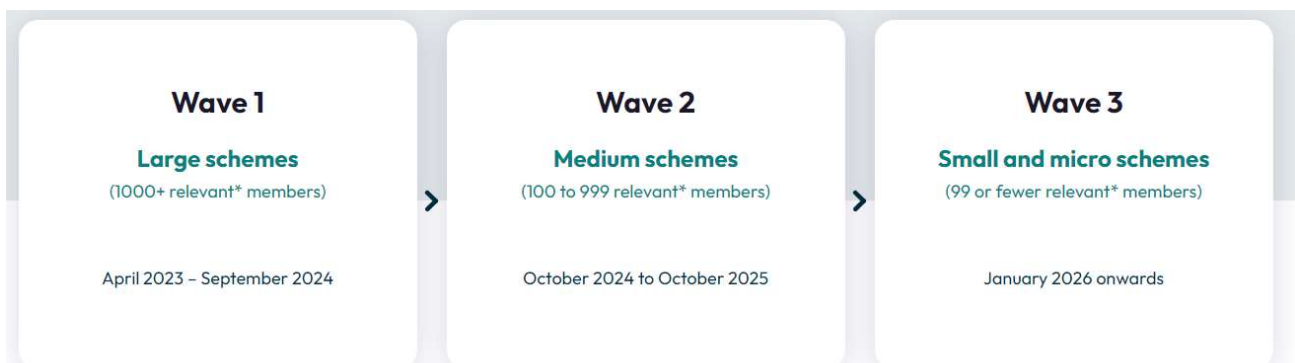
2.12. Pension benefit information must be made available via the pension dashboard by 1 April 2025 and cover both benefit options, to reflect McCloud remedy.

2.13. However, neither of the dates above are when the pensions dashboard will be available to the public. This date hasn't been confirmed yet, but we have received confirmation that the 'dashboard available point' (DAP) will be communicated 6 months in advance to allow schemes to prepare.

3. Roles and Responsibilities

3.1. HIWFRA has overall responsibility for compliance with the Pensions Dashboards regulations, as the scheme manager for the firefighter's pension schemes in Hampshire and the Isle of Wight. The mechanism to prove compliance is still to be confirmed by the PDP.

3.2. Hampshire Pension Services (HPS) will provide the necessary resource to;

- Support a successful implementation and onboarding;

- Improve and maintain data quality;

- Handle queries from members being signposted to HPS by the pensions dashboard.

3.3. We have chosen to use an integrated service provider (ISP) and they are responsible for;

- Connecting to the ecosystem;

- Providing both 'View' and 'Find' information to the Pensions Dashboard;

- Managing member matching, and reporting 'partial matches' back to HPS;

- Providing governance and monitoring tools.

3.4. The link below sets out the detailed 'standards' that all pension schemes, administrators and ISP's must comply with;

www.pensionsdashboardsprogramme.org.uk/standards/

4. Integrated Service Provider (ISP)

4.1. We have decided to proceed with Civica as our chosen ISP. This decision was based on;

- The preference to expand our existing relationship with Civica and avoid an additional third party contract.

- Civica's substantial knowledge of our administration software (UPM) – therefore no requirement to ensure another party (ISP) has a full and detailed understanding of the database and infrastructure.

- Civica's ability to automate the bulk data upload; and individual processes which will be 'triggered' by members accessing the pensions dashboard.

- Confirmation that Civica can meet the 24/7 requirements of the pensions dashboard, without any performance impact on our administration software, the member portal and employer hub.

- Integration with our existing Member Portal – supporting 'partial matches'.

- Cost comparison to another established ISP resulted in Civica being significantly more competitive on price.

- If another ISP was appointed, a 'connector' is still required from UPM (via Civica) to the ISP which carries additional set up and maintenance cost.

4.2. Civica have full engagement with the PDP and have demonstrated that they can meet all of the requirements of an ISP, as set out in the pension dashboards 'code of connection' –

www.pensionsdashboardsprogramme.org.uk/standards/code-of-connection/

4.3. A regular technical working group is held to include all of Civica's client base, and HPS have attended all meetings.

5. Data Readiness

'Find' Data

5.1. Members will be 'matched' with their benefits on the pensions dashboard, by entering their personal details, specifically Name, DOB and National Insurance number (NINO) – this is known as 'Find' Data.

5.2. If one or more of the 'Find' data items do not match with our records then a 'partial match' is reported to the member, and they will be asked to contact HPS. We will agree the combination of 'Find' data items which will be accepted as a full match initially, but if we believe that this is generating unnecessary partial matches or queries, then we will be able to adjust what we accept as a full match going forward.

5.3. 'Find' Data for active members will be in as good a position as the employer's records – the Name, DOB and NINO will have been confirmed by the employer on their annual return, and anything that doesn't correspond with our records is queried with them at the time.

5.4. 'Find' data for deferred members – specifically those who left the scheme some time ago – may not be as accurate, particularly if the member has changed their name since leaving.

'View' Data

5.5. Once a member has been 'matched' the pension benefit information we hold will be shared with them – this includes the name of the scheme; type of scheme; current value of benefits; and estimated value of benefits at the scheme's normal retirement age.

5.6. The pension benefit information is known as 'View' Data for the purpose of the PDP.

5.7. We are confident in our ability to satisfy the 'View' data requirements based on the high rate of production for both active and deferred benefit statements – these calculations will be populating the 'View' data fields for upload to the pensions dashboard.

Data Cleansing

5.8. We have access to a data cleansing tool – DART – which we use to calculate the Pensions Regulator data scores and we will continue to work on improving both the 'common' and 'conditional' data scores; but it is important to highlight that these scores are not an indication of our ability to comply with the pensions dashboard regulations.

5.9. We are also discussing with Intellica – who we have worked with previously and are data partners of Civica – whether there are any other tools available to specifically review the 'Find' and 'View' data held in our system. Any investigation that Intellica carry out will incur an additional cost, so it is important for us to understand whether their support will put us in a substantially better data quality position, before we engage their services.

6. Implementation and Annual Maintenance Fee

6.1. Civica have confirmed the implementation and annual maintenance cost for their ISP software. The total cost has been calculated based on the number of Active and Deferred members across all of the pension schemes we administer.

ISP Implementation Fee (one off)	£14,850
ISP Annual Maintenance	£97,562

6.2. The HPS resource that will be required to support implementation and respond to member queries and 'partial matches' is currently estimated to be an additional 2 FTE staff costing approximately £70,000 annually, to support all of the pension schemes that HPS administer. We intend to employ this resource in advance of our staging date, to ensure the individuals

can support implementation and are trained and competent to deal with queries straight away. We will discuss this further with HIWFRA as to the precise timing of this recruitment.

6.3.   As of 30 September 2022, the HIWFRA had 2,551 active and deferred members.

6.4.   Based on these membership numbers, HIWFRA's share of the ISP implementation fee is £153.52 which will be payable by March 2023.

6.5.   The indicative ISP annual maintenance fee – payable from September 2024 – is £1,100 and will be increased by the Retail Price Index (RPI) each September.

6.6.   The cost of the 2 FTE will be split across all schemes we support based on scheme membership, and the indicative cost for the HIWFRA, per annum would be £800. This would increase in line with staff pay awards.

6.7.   However, the impact of the pensions dashboards being made available to users, is currently unknown and our resource may need to be adjusted as the project progresses and once the impact of the pensions dashboard being made public, is understood.