Survey of pension scheme administrators 2020-21

Report of findings from the 2020-21 survey

Prepared for The Pensions Regulator by OMB Research

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1. Executive summary

1.1 Introduction

This report summarises results from the 2020-21 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 was undertaken to provide TPR with greater understanding of pension scheme administrators and the challenges they face, primarily in relation to technology, resources and data. It was also designed to help TPR identify and segment the administrator landscape and support it with improving standards and highlighting best practice, primarily in relation to technology, resources, data and the delivery of the pensions dashboards.

The survey was conducted online between November 2020 and January 2021. A total of 203 administrators completed the survey, covering both in-house and third-party administrators (TPAs).

1.2 Administrator profile

Around two-fifths of administrators belonged to the PLSA and complied with the PASA Code of Conduct on Administration Provider Transfers[1], but comparatively few held industry accreditations.

Overall, 43% of administrators belonged to the Pensions and Lifetime Savings Association (PLSA) and 14% to the Pensions Administration Standards Association (14%). No more than 5% belonged to any other industry groups.

Relatively few organisations held (or were in the process of obtaining) industry accreditations; 19% for Investors in People, 6% for PASA accreditation, 4% for Investors in Customers and 2% for the PLSA Quality Mark.

Over a third of administrators (38%) reported that their organisation complied with (or was working towards) the PASA Code of Conduct on Administration Provider Transfers and 45% of TPAs complied with (or were working towards) the AAF 01/06 assurance framework. Uptake of the Crystal Mark scheme was lower (12%).

The volume of legislative changes was seen as the primary barrier to providing a high-quality administration service.

Two-thirds (66%) of administrators identified the volume of legislative change as one of the main barriers they faced to providing a high-quality service. The other most widely mentioned barriers were staff recruitment, training and retention (37%) and system restrictions or lack of suitable technology (32%).

[1] A minority were in the process of obtaining the PASA Code of Conduct on Administrator Provider Transfers and have been included here.

While many administrators saw staff recruitment and retention as a challenge, most believed they were sufficiently resourced.

Two-thirds (66%) agreed that recruiting skilled and experienced pensions administration personnel was a challenge, and around a third (37%) felt that retaining these staff was a challenge. However, notwithstanding these issues, the majority believed that they were sufficiently resourced to deliver the administration services that trustees/scheme managers required (64%).

A quarter (27%) of organisations required administrators to hold pensions administration qualifications, rising to 48% of TPAs and 43% of large administrators (100,000+ memberships).

1.3 Trustee/administrator relationship

The majority of administrators felt they had a collaborative relationship with trustees/scheme managers, and that they prioritised and were willing to pay for high quality administration.

Nine in ten administrators agreed there was typically a collaborative and transparent relationship with those running the schemes they administered (93%) and that trustees/scheme managers put a high priority on record keeping and administration (89%). Most also agreed that trustees/scheme managers valued and were willing to pay for a high-quality administration service, but there was slightly less consensus on this (78% agreed).

Schemes' engagement with administration was often felt to have improved over the last 12 months.

Around two-fifths (43%) of administrators believed that trustees' and scheme managers' engagement with administration had increased over the previous 12 months. The remainder had typically not observed any change in this respect (53%).

Most administrators reported that the majority of their trustee boards or scheme managers had engaged with them about data quality (69%), GMP equalisation and rectification (63%[2]), business continuity (59%) and scams (54%) in the previous 12 months. Engagement was lowest for the pensions dashboards (15%).

1.4 Systems and automation

Use of electronic systems/software was widespread, but many administrators still held some member records on paper or other non-electronic formats.

Over nine in ten administrators used electronic systems/software to hold their active (95%) and deferred (92%) member records. However, around half also used non-electronic methods (47% for active members and 53% for deferred members), typically paper records held in the office.

[2] This only applies to those administering DB or public service pension schemes.

Overall, 88% of those who administered active members and 84% of those with deferred members said that the majority of these records were held electronically.

Around half of administrators indicated that active members were typically able to view accrued/accruing benefits (52%), update personal details (44%) and run retirement calculations or view projected income (42%) online. Fewer were able to verify ID online (13%). These figures were slightly lower for deferred members.

Many administration processes were automated, but where this was not the case few expected the situation to change over the next two years.

Many administration processes were automated. Two-thirds (68%) stated that the production of benefit statements for active members was automated for all/most memberships, and a similar proportion (66%) indicated that benefit accrued to date was typically automated. Around half reported that the production of benefit statements for deferred members, expected income at a specific retirement date and balance queries were automated for most/all memberships (49-57%).

Where processes were not automated, most respondents did not expect the situation to change in the next two years. Small administrators (<1,000 memberships) were consistently less likely to have automated processes, and less likely to plan to increase automation over the next two years.

1.5 Data (large administrators only)

The vast majority of large administrators were confident in the accuracy of their key active memberships data and held this electronically, but there were some concerns around deferred memberships and historical data gaps.

All large administrators (100,000+ memberships) held surname, date of birth and National Insurance number electronically for at least 75% of active memberships and were confident that this data was accurate for at least 75% of active memberships.

Over 90% also reported that first name, address, postcode and scheme-specific data items (e.g. date joined scheme, employment start/end date, employer name, flags for special features) were held electronically and were accurate for at least 75% of active memberships.

However, there was less confidence in the accuracy of the deferred membership data for some items such as address and postcode.

The most widely cited barriers to improving data quality were an inability to fill historical data gaps (70%) and issues with the quality of data provided by employers (65%).

1.6 Pensions dashboards readiness

While awareness of the pensions dashboards was high and most administrators believed they were a good idea, there were some concerns about their implementation.

The majority of administrators had heard of the pensions dashboards (86%) and knew that trustees and scheme managers will be required to provide data to savers through the dashboards (73%). However, awareness was lower among small administrators (<1,000 memberships); 39% had never heard of the dashboards and 23% were aware of them but not the requirement to provide data to savers.

There was broad consensus that the dashboards were a good idea for savers (85% agreed), but around half agreed that they would be able to deal with any administrative demands involved (53%). Fewer agreed that the dashboards would be easy for their organisation to implement (18%). A quarter (23%) expected trustees and scheme managers to leave it as late as possible before preparing for the dashboards.

The main challenges administrators expected to face when preparing for the dashboards were knowing what is required (49%) and software compatibility (48%). These were followed by concerns around capacity (33%), cost (33%), data availability (25%) and data accuracy (22%).

There was a widespread expectation that TPR would inform administrators of the requirements (80%), although many also expected to learn about this from other sources such as the Pensions Dashboards Programme (54%), industry bodies (44%) or DWP (30%)

1.7 Business continuity planning

Most administrators had a business continuity plan prior to the COVID-19 pandemic, and these were largely felt to have been effective.

Around nine in ten administrators (87%) had a business continuity plan (BCP) in place prior to the COVID-19 pandemic. The majority (89%) judged their BCP to have been effective in responding to COVID-19.

Approaching half (46%) had not experienced any barriers to implementing the BCP, but where barriers were encountered these typically related to the suitability of IT hardware (25%) and the ability of staff to work from home (24%).

Overall, 61% of administrators had taken steps to assure themselves of the BCPs of any suppliers or outsourced service providers they used to deliver administration (and a further 11% stated that this was not applicable to them).

1.8 Cyber resilience

The majority of administrators had key recommended cyber risk controls in place, but most respondents had little knowledge of the accreditations held by the business or the industry recommendations they followed.

Over nine in ten administrators had system controls and access restrictions in place (95%), regularly backed up their critical systems and data (94%) and had policies on data access, protection and the acceptable use of devices (94%). Slightly fewer had at least one person with clear responsibility for cyber resilience (77%) and had an incident response plan (72%).

When asked whether their organisation held various accreditations relating to business continuity or information security, over half answering “Don’t know” or did not provide a response. Overall, 15% reported that they held ISO 27001 accreditation, 15% ISO 9001, 12% Cyber Essentials, 8% Cyber Essentials Plus and 2% ISO 22301.

A similar picture was seen when asked whether they followed the recommendations set out in various information security and business continuity guidance, with the majority answering “Don’t know” or not providing a response. Where respondents did know, they were most likely to follow the PASA recommendations (25% for the cyber security guidance, 21% for the cyber crime guidance and 17% for the business continuity planning guidance). Around one in ten followed the recommendations set out in the CIS critical security controls (10%) and the PRAG guidance on cybercrime protection (9%).

1.9 Transfers

There was some evidence of an increase in transfer requests over the previous 12 months. Administrators typically provided guidance to members who were considering transferring out and took action if they identified a high volume of requests from the same adviser.

When members were considering transferring out, the majority of administrators provided guidance on avoiding scams (84%), informed them of the benefits of their current scheme (81%) and signposted them to The Pensions Advisory Service (80%).

Half (48%) of administrators had not seen any change in the volume of transfer illustration requests over the previous six months, compared with the same period last year. However, more reported that this had increased (33%) than decreased (15%). There was little evidence of a rise in the proportion of requests that proceeded to completed transfer (19% reported an increase and 15% a decrease).

Over one in ten administrators (12%) had been concerned about a high volume of transfer requests from the same adviser in the last 6 months. However, the vast majority (93%) were confident that if this occurred it would always be identified. If they did encounter this situation, three-quarters would give the member information about the risk of transfers (78%) and report it to the trustees or scheme manager (73%), and half would report it to the FCA (50%).

The majority of administrators (83%) captured information on the type of scheme that members transferred to.

1.10 Scams

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

86% of administrators provided information/guidance to members about how to spot potential scams, although small administrators were less likely to do this (61%).

If scam transfer requests were identified, three-quarters of administrators would report this to the trustees/scheme manager (79%) and TPR (72%), and around half would report it to another regulator (56%) or a law enforcement body (50%).

Over half (54%) of administrators were aware of the PSIG code, and three-quarters (78%) of this group had implemented any of the procedures set out in the code. Awareness was highest among TPAs (80%) and large administrators (84%)

1.11 Saver communications, vulnerability and diversity

There was evidence of increased saver vulnerability due to the COVID-19 pandemic, and half of administrators accessed external support to help deal with this.

The vast majority of administrators (94%) were confident that the communications provided to members were accurate, clear, relevant and provided in plain English.

Over a quarter (28%) of administrators had seen an increase in levels of saver vulnerability since the start of the COVID-19 pandemic, typically in terms of recent life events such as bereavement, divorce or job loss (18%), over indebtedness/low income (11%) or poor mental health (11%).

A fifth (18%) of administrators felt that there had been an increased focus on saver vulnerability among trustees/scheme managers in light of COVID-19. This rose to 43% among those administrators who had also observed an increase in levels of saver vulnerability during this period.

Approaching half (47%) of administrators accessed support or guidance to help deal with vulnerable savers, with this most likely to be from the FCA (29%). Around half considered their needs when developing communications (53%), ensured customer service staff could identify and meet the needs of vulnerable savers (47%) and signposted them to organisations that could provide support (47%).

Comparatively few large administrators captured diversity data in relation to members of any of their schemes. The primary reason for not doing this was a perceived lack of need (47%), followed by concerns about data protection legislation (27%) and lack of trustee/scheme manager interest in doing this (17%).

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 the Pensions Dashboards. The Pensions Schemes Act 2021 contains provisions for the establishment of Pensions Dashboards – digital interfaces that will present all of 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) to deliver the regulatory and technological framework to ensure the dashboards are effective.

In order to assist administrators to further drive-up standards of administration and to support the dashboards project, TPR commissioned research to better understand the administrator landscape and the challenges they may face, primarily in relation to technology, resource and data.

The specific objectives of the survey were to:

- Build understanding of relationships between trustees and administrators, current administration practices, and administrator operations;
- Assess administrator preparedness for pensions dashboards, including but not limited to, their knowledge of what will be required and their current and planned capabilities;
- Provide baseline findings against which progress by administrators toward dashboard readiness can be assessed through comparison with future surveys;
- Help identify risks to the pensions dashboards project, and so drive dashboard planning;
- Help inform policy-making around pensions dashboards and administration more generally;
- Help TPR identify and segment the administrator landscape and support it with improving standards and highlighting best practice.

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.

TPR provided a list of administrators for the survey, drawn from its internal database. This list was then de-duplicated by OMB to ensure that 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 nature and the amount of information required, a carefully structured research approach was necessary, giving respondents early warning of the kinds of information that we were seeking to collect 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:** Pre-notification emails were sent by TPR to 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. 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 anyone who was not a pension scheme administrator, did not administer any trust-based or public service pension schemes, or only administered Relevant Small Schemes, Executive Pension Plans or schemes that were in the process of being wound up.

A total of 203 surveys were completed between 30 November 2020 and 25 January 2021, covering 163 in-house administrators and 40 representatives of third-party administrators (TPAs). As detailed in Table 2.2.1, this equates to a 26% response rate once the unusable and out of scope records are accounted for.

Table 2.2.1 Sample analysis

	Total
Total sample records available (after de-duplication)	1,000
Unusable (email undeliverable, contact retired/left business/unwell)	71
Screened out (out of scope)	151
Usable records	778
Completed survey	203
Response rate	26%

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[3]. 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:** Less than 1,000 memberships, 1,000-99,999 memberships and 100,000 or more memberships

Where relevant, the commentary also highlights differences by the type(s) of scheme administered (i.e. DB, DC and public service pension schemes).

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; this means 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.

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

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, approaching two-thirds (61%) administered defined benefit (DB) schemes whereas around a third administered defined contribution (DC) and public service schemes (36% and 33% respectively). Respondents were more likely to administer medium and large schemes (78%) than micro and small ones (33%).

TPAs were generally more likely to administer each type and size of scheme. However, the exception to this was public service schemes; 13% of TPAs dealt with these schemes compared with 38% of in-house administrators.

Table 3.1.1 Type and size of schemes administered

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Scheme type						
Trust-based defined benefit (DB) schemes	**61%**	57%	78%	72%	62%	41%
Trust-based defined contribution (DC) schemes	**36%**	29%	65%	47%	29%	35%
Public service pension schemes	**33%**	38%	13%	7%	39%	62%
Size of scheme						
Micro/small schemes (2-99 members)	**33%**	25%	70%	82%	13%	16%
Medium/large schemes (100+ members)	**78%**	78%	80%	25%	100%	97%

Base: All respondents (Base, Don’t know)
Total (203, 0-3%) / In-house (163, 1-2%), TPA (40, 0-8%) / <1k (57, 0-2%), 1k-99k (103, 0-3%), 100k+ (37, 0%)

Table 3.1.2 shows that over half of respondents (54%) reported that their organisation provided administration services to only one pension scheme. TPAs typically administered a greater number of schemes than in-house administrators (68% dealt with 10 or more schemes).

While there was a correlation between total memberships and number of schemes administered, it was still the case that half (51%) of large administrators with 100,000 or more memberships dealt with only one scheme. Most of this group indicated that this was a public service pension scheme.

Table 3.1.2 Number of schemes administered

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Only 1	**54%**	64%	15%	61%	54%	51%
2-4	**23%**	26%	8%	25%	28%	8%
5-9	**5%**	4%	8%	5%	4%	8%
10-49	**5%**	1%	23%	7%	4%	5%
50-99	**2%**	1%	10%	0%	3%	5%
100-499	**5%**	1%	25%	2%	5%	11%
Over 500	**3%**	2%	10%	0%	2%	11%

Base: All respondents (Base, Don't know/No response)
Total (203, 1%) / In-house (163, 1%), TPA (40, 3%) / <1k (57, 0%), 1k-99k (103, 0%), 100k+ (37, 0%)

The scale of administration operations in terms of total membership numbers varied widely across the sample (Table 3.1.3). A fifth of organisations administered fewer than 100 memberships, whereas 18% dealt with 100,000 or more memberships (rising to 28% of TPAs).

Table 3.1.3 Number of memberships administered

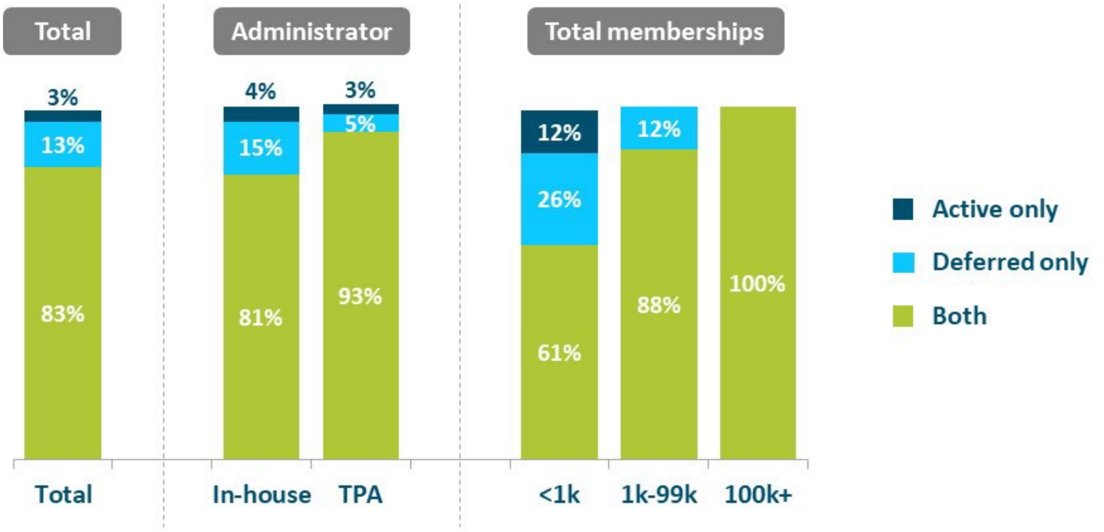
	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Less than 100	**20%**	20%	20%	72%	-	-
100-999	**8%**	8%	8%	28%	-	-
1,000-49,999	**37%**	40%	23%	-	73%	-
50,000-99,999	**14%**	13%	15%	-	27%	-
100,000-999,999	**16%**	15%	20%	-	-	89%
1,000,000 or more	**2%**	1%	8%	-	-	11%
Net: Large administrator (100,000+ memberships)	**18%**	16%	28%	0%	0%	100%

Base: All respondents (Base, Don't know/No response)
Total (203, 3%) / In-house (163, 2%), TPA (40, 8%) / <1k (57, 0%), 1k-99k (103, 0%), 100k+ (37, 0%)

As set out in Figure 3.1.1, the majority of respondents (83%) reported that the schemes their organisation administered included both active and deferred members. This increased with administrator size; every large administrator dealt with both active and deferred members, compared with 61% of those administering fewer than 1,000 memberships.

Of the remainder, 13% administered only deferred members and 3% administered only active members.

Figure 3.1.1 Types of members administered



Base: All respondents
Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

TPAs were asked several additional questions about their operating model. Three-quarters (75%) reported that the third-party administration of pension schemes was a core part of their organisation's business activities. When asked about the services they provided to pension schemes, 43% of TPAs indicated that they offered administration only, 10% offered administration as part of a bundle of services (e.g. alongside actuarial or investment services) and 45% offered both of these options.

In-house administrators were asked whether pension scheme administration was their primary or only job role, and two-thirds (64%) indicated that this was the case. Among those where administration was not their primary job role, most worked in finance (43%) or general management (26%) roles, followed by HR (10%) and payroll (5%).

Table 3.1.4 shows that half (49%) of the administrators surveyed belonged to one or more relevant industry group. This was most likely to be the PLSA (43%), followed by PASA (14%).

Table 3.1.4 Membership of industry groups

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Pensions and Lifetime Savings Association (PLSA)	**43%**	43%	45%	12%	50%	81%
Pensions Administration Standards Association (PASA)	**14%**	8%	38%	2%	15%	32%
Pensions Scams Industry Group (PSIG)	**5%**	2%	20%	0%	4%	19%
Pensions Research Accountants Group (PRAG)	**5%**	2%	18%	0%	5%	16%
Association of British Insurers (ABI)	**2%**	2%	3%	0%	3%	3%
Any other pension specific industry group	**15%**	13%	25%	0%	16%	41%
Net: Belong to any	**49%**	48%	53%	12%	58%	86%

Base: All respondents (Base, Don't know/No response)
Total (203, 9%) / In-house (163, 7%), TPA (40, 18%) / <1k (57, 5%), 1k-99k (103, 9%), 100k+ (37, 3%)

The larger the administrator (in terms of total memberships), the more likely they were to belong to any of these industry groups, ranging from 86% of those administering 100,000 or more memberships to 12% of those administering fewer than 1,000 memberships.

There was little difference in the proportion of in-house administrators and TPAs who belonged to one or more industry group (48% and 53% respectively). However, the latter typically belonged to a greater variety of individual groups; they were more likely than in-house administrators to belong to PASA, PSIG and PRAG.

Respondents were asked whether they were aware of various accreditations and whether their organisation held each of them. As set out in Table 3.1.5, the majority had heard of the Investors in People (83%), PASA (68%) and PLSA Quality Mark (58%) accreditations, but fewer were aware of Investors in Customers (36%). Around one in five organisations (19%) held Investors in People accreditation or were in the process of obtaining this, compared with 2-6% for the other accreditations.

Table 3.1.5 Industry accreditations

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Proportion aware of each accreditation						
PASA accreditation	**68%**	63%	88%	35%	83%	81%
Investors in Customers accreditation	**36%**	33%	48%	19%	39%	54%
Investors in People accreditation	**83%**	84%	80%	72%	84%	97%
PLSA Quality Mark	**58%**	55%	70%	18%	75%	76%
Proportion of organisations holding each accreditation (or in process of obtaining it)						
PASA accreditation	**6%**	4%	15%	0%	5%	11%
Investors in Customers accreditation	**4%**	2%	13%	0%	4%	5%
Investors in People accreditation	**19%**	19%	18%	9%	18%	32%
PLSA Quality Mark	**2%**	2%	3%	0%	4%	0%

Base: All respondents
Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

Awareness of the PASA accreditation was higher among TPAs than in-house administrators (88% vs. 63%). They were also more likely to report that their organisation held the PASA (15% vs. 4%) and Investors in Customers (13% vs. 2%) accreditations.

Small administrators with fewer than 1,000 memberships displayed the lowest awareness of these accreditations and were least likely to hold each one.

Awareness of the Investors in Customers and Investor in People accreditations was higher among those who administered any public service pension schemes (45% and 91% respectively). This group were also comparatively more likely to hold the Investors in People accreditation (28%).

Similarly, respondents were also asked about their awareness and uptake of various industry standards and codes, with results summarised in Table 3.1.6. Please note that only TPAs were asked about the AAF 01/06 assurance framework, and the base sizes are therefore very low when analysing these results by total memberships.

Two-thirds of administrators (67%) were aware of Crystal Mark and around half (53%) had heard of the PASA code of conduct on administration provider transfers. Just over two-thirds of TPAs (70%) were aware of the AAF 01/06 framework. In all cases awareness levels were lower among those who administered fewer than 1,000 memberships.

Over a third of administrators (38%) reported that their organisation complied with the PASA code (or was working towards this) and 45% of TPAs complied with the AAF 01/06 framework (or were working towards it), but uptake of the Crystal Mark scheme was lower (12%). Reflecting the lower awareness among those administering fewer than 1,000 memberships, this group were also least likely to follow each of these standards and codes.

Table 3.1.6 Industry standards and codes

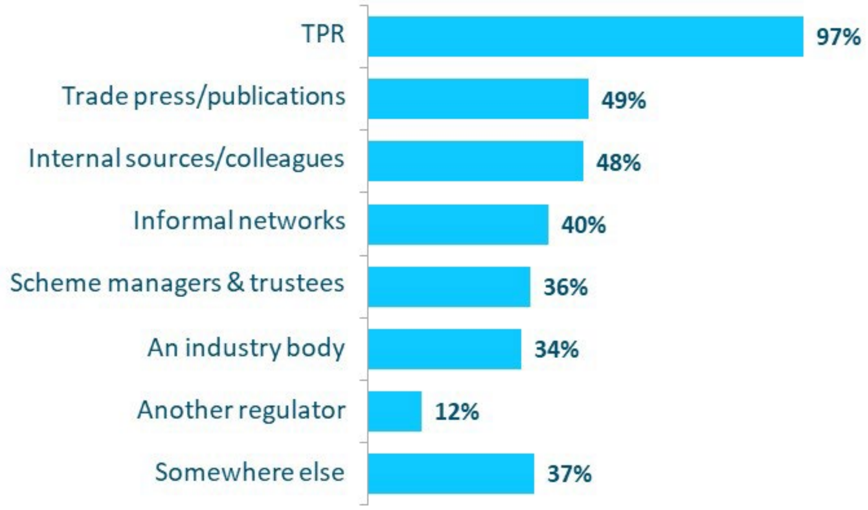
	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Proportion aware of each standard/code						
AAF 01/06 assurance framework *(TPAs only)*	**70%**	-	70%	36%	87%	82%
PASA code of conduct on administration provider transfers	**53%**	48%	70%	21%	61%	78%
Crystal Mark	**67%**	66%	73%	51%	71%	89%
Proportion of organisations following each standard/code (or working towards it)						
Comply with AAF 01/06 assurance framework *(TPAs only)*	**45%**	-	45%	0%	53%	82%
Comply with PASA code of conduct on administration provider transfers	**38%**	33%	60%	14%	43%	59%
Obtain Crystal Mark approval on key documents provided to members	**12%**	10%	18%	5%	9%	32%

Base: All respondents
AAF 01/06 (all TPAs) - Total (40) / In-house (0), TPA (40) / <1k (11), 1k-99k (15), 100k+ (11)
PASA code and Crystal Mark (all administrators) - Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

Those administering public service pension schemes were comparatively more likely to obtain Crystal Mark approval on key documents (21%) and less likely to comply with the PASA code on administration provider transfers.

Respondents were asked how they typically became aware of new requirements or standards in respect of administration. Figure 3.1.2 shows that the primary source of information about new requirements and standards was TPR (mentioned by 97% of administrators). The next most common channels were through trade press or publications (49%) and via internal sources or colleagues (48%).

Figure 3.1.2 How become aware of new administration requirements and standards



Base: All respondents (Base, Don't know/No response)
Total (203, 0%)

TPR was the primary channel for both in-house administrators and TPAs, and across all sizes of administrator (Table 3.1.7). However, the larger the administrator (in terms of total memberships) the more likely they were to find out about new requirements and standards from a range of other sources.

Table 3.1.7 How become aware of new administration requirements and standards – by administrator type and size

	Administrator type		Total memberships		
	In-house	TPA	<1k	1k-99k	100k+
TPR	97%	98%	96%	96%	100%
Trade press/publications	45%	63%	33%	55%	59%
Internal sources/colleagues	44%	63%	14%	56%	70%
Informal networks	39%	45%	18%	46%	68%
Scheme managers & trustees	36%	38%	28%	39%	46%
An industry body	34%	35%	4%	41%	70%
Another regulator	9%	25%	0%	15%	27%
Somewhere else	42%	18%	35%	41%	32%

Base: All respondents (Base, Don't know/No response)
In-house (163, 1%), TPA (40, 0%) / <1k (57, 2%), 1k-99k (103, 0%), 100k+ (37, 0%)

Respondents were asked to select the three main barriers they faced to providing a high quality administration service. Figure 3.1.3 shows that the volume of legislative change was the most widely mentioned barrier (66%), followed by staff recruitment, training and retention (37%) and system restrictions or lack of suitable technology (32%). Comparatively few administrators identified willingness to pay by the employer (16%) or trustees/scheme manager (7%) as one of the top barriers.

Figure 3.1.3 Main barriers to providing a high quality administration service

Base: All respondents (Base, Don't know/No response)
Total (203, 15%)

As shown in Table 3.1.8, there were some differences in the barriers identified across the different types of administrator. TPAs were significantly more likely to mention trustee/scheme manager willingness to pay (30% vs. 1% of in-house administrators) and engagement (20% vs. 4%), whereas in-house administrators were comparatively more likely to mention legislative change (72% vs. 43% of TPAs) and system restrictions/lack of suitable technology (36% vs. 18%).

Smaller administrators with fewer than 1,000 memberships were generally less likely to mention each barrier, with the exception of lack of knowledge (28% vs. 0-5% of larger administrators).

Table 3.1.8 Main barriers to providing a high quality administration service – by administrator type and size

	Administrator type		Total memberships		
	In-house	TPA	<1k	1k-99k	100k+
Volume of legislative change	72%	43%	49%	71%	81%
Recruitment, training & retention of staff	40%	25%	16%	46%	49%
Systems restrictions or lack of suitable technology	36%	18%	9%	45%	38%
Employer willingness to pay	13%	28%	11%	17%	19%
Lack of knowledge	13%	3%	28%	5%	0%
Trustee & scheme manager engagement	4%	20%	9%	5%	8%
Trustee & scheme manager willingness to pay	1%	30%	5%	5%	16%
Other barriers	16%	13%	9%	16%	27%

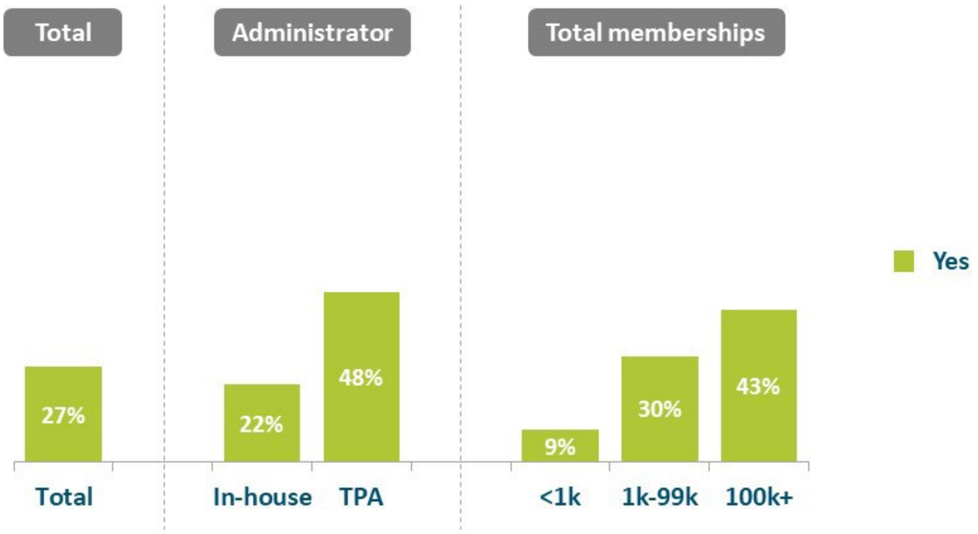
Base: All respondents (Base, Don't know/No response)
In-house (163, 12%), TPA (40, 28%) / <1k (57, 28%), 1k-99k (103, 12%), 100k+ (37, 3%)

Administrators of public service pension schemes were most likely to identify the volume of legislative change, staff recruitment/training/retention and system restrictions/lack of technology as barriers (90%, 67% and 48% respectively).

As detailed in Figure 3.1.4, around a quarter of respondents (27%) indicated that their organisation required administrators to hold or study for pension administration qualifications. This was higher among TPAs than in-house administrators (48% vs. 22%).

It was also more likely to be the case at larger organisations; 43% of those administering 100,000 or more memberships required staff to hold relevant qualifications compared with 9% of those administering fewer than 1,000 memberships.

Figure 3.1.4 Whether administrators are required to hold or study for pension administration qualifications



Base: All respondents (Base, Don't know/No response)
Total (203, 4%) / In-house (163, 4%), TPA (40, 5%) / <1k (57, 7%), 1k-99k (103, 2%), 100k+ (37, 0%)

Administrators of public service pension schemes were also more likely than those of DC or DB pension schemes to report that their organisation required pension administration qualifications (40%).

Respondents were asked about the approaches they had taken to recruit pensions administration staff in the last three years, with results shown in Table 3.1.9.

Most recruitment of administration staff involved experienced personnel, either from within the pensions industry (51%) or from other industries (27%). Around a fifth had recruited school leavers (18%), but comparatively few had used apprenticeships (13%), graduate programmes (9%) or internships (3%).

All of the channels were more most widely used by large administrators with 100,000+ memberships. However, 88% of small administrators with fewer than 1,000 memberships had not recruited any new administration staff in the previous three years.

Table 3.1.9 Recruitment channels used for pensions administration staff in last three years

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Recruiting experienced personnel already working in the pensions industry	**51%**	47%	65%	7%	65%	84%
Recruiting experienced personnel from another industry	**27%**	25%	35%	0%	31%	62%
Recruiting school leavers	**18%**	12%	43%	2%	15%	57%
Apprenticeships	**13%**	12%	15%	0%	10%	43%
Graduate programmes	**9%**	4%	28%	2%	6%	24%
Internships	**3%**	3%	5%	0%	0%	14%
Other	**8%**	10%	3%	2%	9%	19%
Not applicable – have not recently recruited administration staff	**37%**	39%	30%	88%	19%	3%

Base: All respondents (Base, Don't know/No response)
Total (203, 2%) / In-house (163, 2%), TPA (40, 3%) / <1k (57, 4%), 1k-99k (103, 2%), 100k+ (37, 0%)

Table 3.1.10 shows that staff recruitment was seen as a greater issue than staff retention; two-thirds (66%) agreed that recruiting skilled and experienced pensions administration personnel was a challenge, whereas around a third (37%) agreed that retaining such staff was a challenge.

However, notwithstanding these issues, the majority believed that they were sufficiently resourced to deliver the administration services that trustees and scheme managers required (64%).

There was relatively little difference between in-house administrators and TPAs in this respect, although the latter were more likely to agree that they were sufficiently resourced.

Medium sized administrators with between 1,000 and 99,999 memberships were least likely to agree that they were sufficiently resourced (55%). Small administrators with fewer than 1,000 memberships reported fewer concerns around staff recruitment and retention (26% and 21% respectively agreed these were challenges). However, approaching half of this group (46% and 40% respectively) answered “Don’t know” or did not provide a response to these questions.

Table 3.1.10 Perceptions of recruitment and resourcing

Proportion agreeing that…	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Recruiting skilled and experienced pensions administration personnel is a challenge	**66%**	63%	78%	26%	82%	86%
Retaining skilled and experienced pensions administration personnel is a challenge	**37%**	36%	40%	21%	45%	41%
You are **sufficiently resourced** to deliver the administration services that trustees and scheme managers require	**64%**	61%	78%	72%	55%	73%

Base: All respondents (Base, Don’t know/No response)
Total (203, 4-17%) / In-house (163, 6-18%), TPA (40, 0-10%) / <1k (57, 9-46%), 1k-99k (103, 2-4%), 100k+ (37, 3%)

Administrators of public service pension schemes were most likely to view staff recruitment and retention as challenges (90% and 57% respectively) and were comparatively less likely to agree that they were sufficiently resourced (42%).

3.2 Trustee/administrator relationship

Table 3.2.1 shows that around nine in ten administrators agreed that there was a collaborative and transparent relationship between trustees/scheme managers and administrators (93%), and that most trustees/scheme managers put a high level of priority on record keeping and administration (89%).

There was slightly less consensus that trustees/scheme managers valued and were willing to pay for a high quality administration service, although over three-quarters (78%) agreed with this.

Results were similar for in-house administrators and TPAs, but those who administered fewer than 1,000 memberships were comparatively less likely to agree that trustees/scheme managers valued and were willing to pay for high quality administration (67%) and that they had a collaborative/transparent relationship with their administrator (86%).

Table 3.2.1 Relationship with trustees and scheme managers

Proportion agreeing that…	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Most or all of the trustees or scheme managers you work with value, and are willing to pay for, a high quality administration service	**78%**	80%	70%	67%	83%	84%
Most or all of the trustees or scheme managers you work with put a high level of priority on record keeping and administration	**89%**	90%	85%	86%	92%	89%
There is typically a collaborative and transparent relationship between you and the trustees or scheme managers across the schemes that you administer	**93%**	92%	98%	86%	97%	97%

Base: All respondents (Base, Don't know/No response)
Total (203, 1-4%) / In-house (163, 1-4%), TPA (40, 3-8%) / <1k (57, 2-5%), 1k-99k (103, 1-4%), 100k+ (37, 0-3%)

Those who administered DC schemes were also less likely to agree that trustees/scheme managers valued and were willing to pay for a high quality administration service (69%, compared with 79% of those administering DB schemes and 85% of those administering public service pension schemes).

As set out in Figure 3.2.1, 43% of administrators believed that trustees' and scheme managers' engagement with administration had typically increased over the previous 12 months. Most of the remainder (53%) had not observed any change in this respect, and a minority (1%) felt that engagement had decreased.

Figure 3.2.1 Change in trustee and scheme manager engagement with administration over the last 12 months

Base: All respondents (Base, Don't know/No response)
Total (203, 2%) / In-house (163, 2%), TPA (40, 3%) / <1k (57, 4%), 1k-99k (103, 1%), 100k+ (37, 0%)

Respondents were 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 3.2.2 summarises the results, showing the proportion who stated that all or most of their schemes had done this.

Around two-thirds stated that the majority of trustee boards or scheme managers had engaged with them about data quality (69%) and GMP equalisation and rectification (63% of those administering DB or public service pension schemes). Over half reported that all or most of their trustee boards or scheme managers had engaged with them about business continuity (59%) and scams (54%). Engagement was lowest about pensions dashboards (15%).

Table 3.2.2 Scheme engagement on administration topics in last 12 months

Proportion stating that all/most schemes had engaged with them about…	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Data quality	**69%**	72%	55%	51%	78%	81%
GMP equalisation and rectification *(Only those with DB or public service schemes)*	**63%**	63%	65%	41%	70%	75%
Business continuity	**59%**	64%	40%	37%	67%	78%
Scams	**54%**	56%	43%	40%	60%	65%
Member experience	**44%**	50%	20%	23%	50%	68%
Administrator costs	**34%**	39%	15%	18%	40%	49%
Readiness for the pensions dashboards	**15%**	18%	3%	16%	10%	30%

Base: All respondents (Base, Don't know/No response)
All administrators - Total (203, 4-7%) / In-house (163, 3-6%), TPA (40, 8-15%) / <1k (57, 5-12%), 1-99k (103, 2-7%), 100k+ (37, 3%)
All with DB/PS schemes - Total (180, 3%) / In-house (146, 3%), TPA (34, 3%) / <1k (41, 5%), 1-99k (99, 1%), 100k+ (36, 3%)

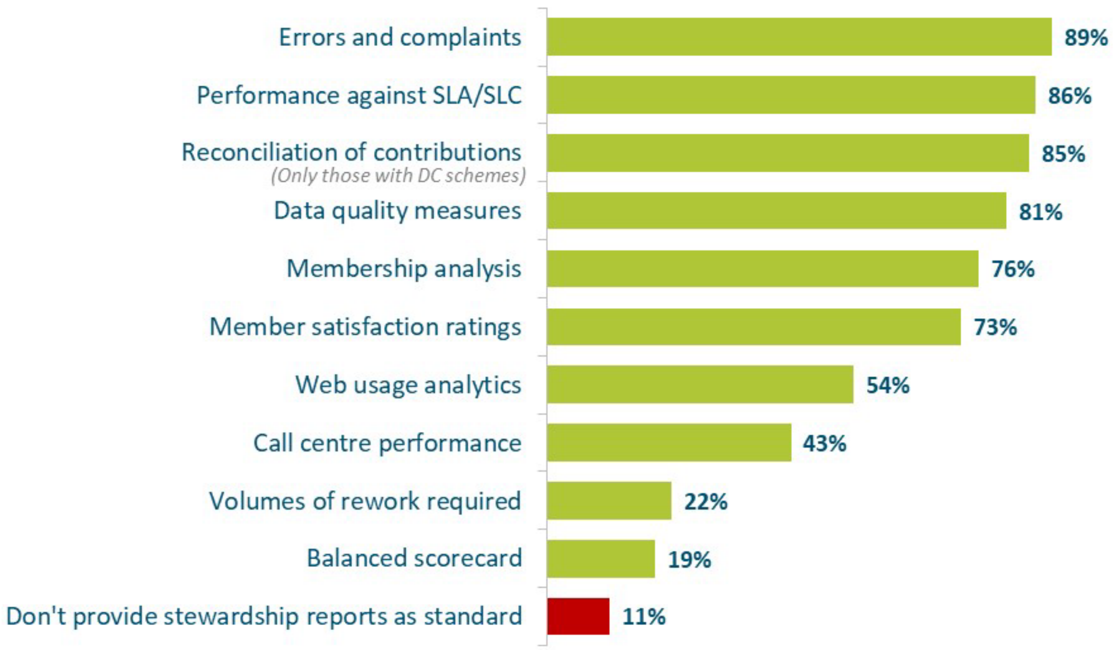
Small administrators (<1,000 memberships) were consistently less likely to report that trustees/scheme managers had engaged with them about these topics.

There were also some differences by the type(s) of scheme administered. Those administering public service pension schemes were more likely to report that trustees/scheme managers had engaged with them about data quality, business continuity, member experience and administrator costs, whereas those administering DB schemes were most likely to report engagement about scams.

Large administrators (100,000+ memberships) were asked to provide details of the metrics which they included as standard in the stewardship reports they provided to trustee boards or scheme managers. As detailed in Figure 3.2.2, most included a range of different metrics. The most common were details of errors and complaints (89%), performance against service level agreements/contracts (SLAs/SLCs) (86%), reconciliation of contributions (85% of those administering DC schemes), data quality measures (81%), membership analysis (76%) and member satisfaction ratings (73%).

A minority (11%) did not provide stewardship reports as standard. All of these were in-house administrators.

Figure 3.2.2 Metrics provided as standard in stewardship reports to trustees or scheme managers (large administrators only)



Base: All large administrators (Base, Don't know/No response)
Total (37, 0%) / Administering DC schemes (13, 0%)

Overall, 91% of those large administrators who provided stewardship reports as standard felt that the trustee board and scheme manager was well equipped to scrutinise and challenge these.

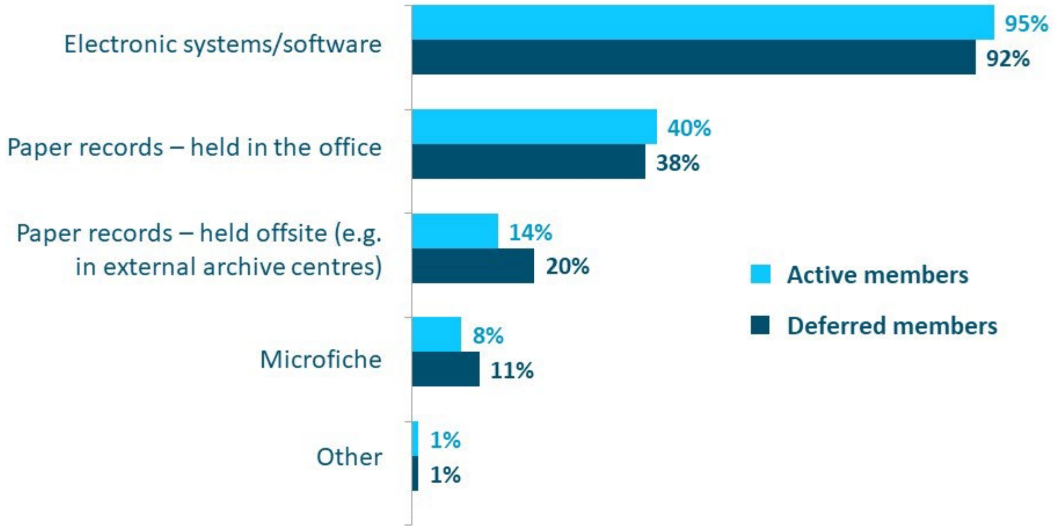
When asked how frequently the trustee board or scheme manager challenged or questioned these reports, 45% said this happened most times, 33% some of the time and 21% occasionally. No respondents stated that these stewardship reports were never challenged.

3.3 Systems and automation

Figure 3.3.1 shows that over nine in ten administrators used electronic systems/software to hold their active and deferred member records (95% and 92% respectively).

However, around half also used non-electronic methods (47% for active members and 53% for deferred members). Typically, this was paper records held in the office, with 40% reporting that this applied to at least some active member records and 38% to at least some deferred member records. A minority used paper records held offsite (14% for active members and 20% for deferred) or microfiche (8% for active members and 11% for deferred).

Figure 3.3.1 Methods use to hold member records



Base: All respondents (Base, Don't know/No response)
All with active members (176, 1%) / All with deferred members (196, 1%)

Respondents were then asked how they held the *majority* of their member records. As detailed in Table 3.3.1, 88% of those with active members indicated that the majority of these records were held electronically. The remainder held the majority of active member records on paper in the office (11%), although this increased to 36% of small administrators with fewer than 1,000 memberships.

Most administrators with deferred member records also held the majority of these on electronic software/systems (84%). However, there was a greater range of non-electronic methods reported; 11% held the majority of deferred member records on paper in the office, 2% on paper offsite, 1% on microfiche and 1% in some other way. Again, small administrators were most likely to use non-electronic means to hold the majority of their deferred member records.

Table 3.3.1 Methods used to hold majority of member records

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Proportion holding majority of active member records on…						
Electronic systems/software	**88%**	86%	95%	57%	96%	100%
Paper records – held in office	**11%**	12%	5%	36%	4%	0%
Paper records – held offsite	**0%**	0%	0%	0%	0%	0%
Microfiche	**0%**	0%	0%	0%	0%	0%
Other	**0%**	0%	0%	0%	0%	0%
Proportion holding majority of deferred member records on…						
Electronic systems/software	**84%**	82%	90%	56%	93%	100%
Paper records – held in office	**11%**	13%	5%	34%	4%	0%
Paper records – held offsite	**2%**	2%	0%	6%	0%	0%
Microfiche	**1%**	1%	0%	0%	2%	0%
Other	**1%**	1%	0%	0%	1%	0%

Base: All respondents (Base, Don't know/No response)
All with active members - Total (176, 2%) / In-house (138, 2%), TPA (38, 0%) / <1k (42, 7%), 1k-99k (91, 0%), 100k+ (37, 0%)
All with deferred members - Total (196, 2%) / In-house (157, 1%), TPA (39, 5%) / <1k (50, 4%), 1k-99k (103, 0%), 100k+ (37, 0%)

Large administrators that dealt with 100,000 or more memberships were asked several additional questions about the software they used to manage their member records, as summarised below:

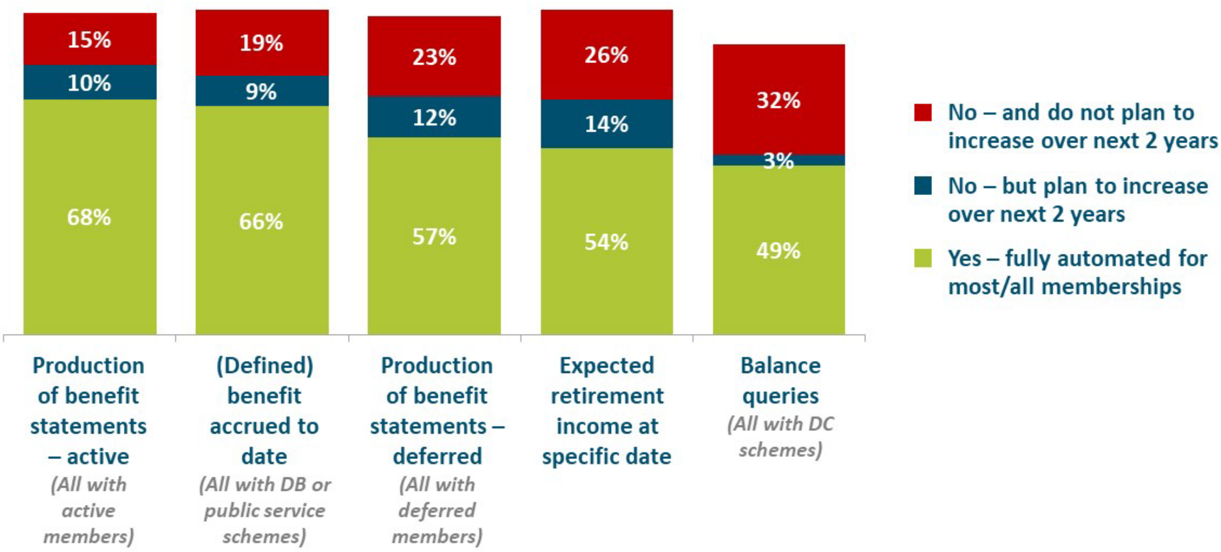
- **Type of software:** Three-quarters (74%) used bespoke software that had either been created for them or had been adapted to their needs through specific development work. The remainder used off-the-shelf software which had been purchased from a supplier without making any major changes in functionality.
- **Charge for software changes:** Over a third (38%) stated that they would be charged an additional cost by the supplier to make any software changes required to meet new legislative obligations, for example to meet pensions dashboards requirements. The remainder stated that these were covered in their contract with their supplier so would not incur costs.
- **Time to make software changes:** A third (33%) reported that the average time required to make software changes to meet any new legislative obligations was more than six months (with 22% saying 6-12 months and 11% saying 12-18 months)

Administrators were asked whether five specific processes were fully automated for most or all of the memberships they administered. If not, they were asked whether they planned to increase automation of these processes over the next two years.

As shown in Figure 3.3.2, two-thirds (68%) stated that the production of benefit statements for active members was automated for all/most memberships, and a similar proportion (66%) indicated that benefit accrued to date was automated in most cases. Full automation of the other processes was less likely (49-57%).

Most administrators who said that these processes were not currently automated for the majority of memberships did not expect this situation to change over the next two years. This was particularly true of balance queries, where 3% planned to increase automation and 32% did not.

Figure 3.3.2 Whether administration processes are automated for most or all memberships

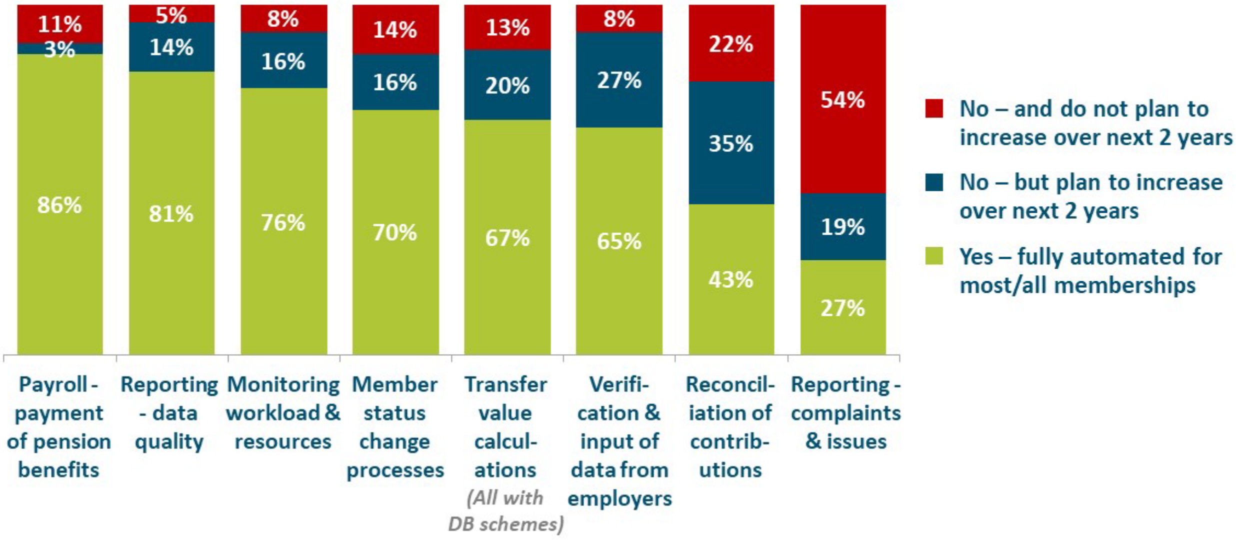


Base: All respondents (Base, Don't know/No response)
All with active members (176, 8%), All with DB or PS schemes (180, 7%), All with deferred members (197, 8%), All administrators (203, 6%), All with DC schemes (74, 16%)

Small administrators (<1,000 memberships) were consistently less likely to have automated these five processes, with between 30% and 43% reporting that each one was fully automated for all/most memberships. They were also less likely to plan to increase automation of these areas over the next two years (between 2% and 7% across the five processes).

Large administrators (100,000+ memberships) were asked the same questions about eight additional processes. As shown in Figure 3.3.3, most of these processes were fully automated by the majority of large administrators, although this was less likely to be the case for reconciliation of contributions (43%) and reporting of complaints/issues (27%). For the latter, over half (54%) of large administrators did not expect to increase automation in the next two years.

Figure 3.3.3 Whether administration processes are automated for most or all memberships (large administrators only)



Base: All large administrators (Base, Don't know/No response)
All (37, 0%), All with DB schemes (15, 0%)

All respondents were asked to identify the main barriers to automating more of their schemes' processes, with results shown in Table 3.3.2. The primary barrier to automation was the set-up costs involved (40%), followed by lack of resources (24%) and difficulties integrating with the scheme's existing systems (23%).

Table 3.3.2 Barriers to automation

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Initial set-up costs relative to perceived benefits	**40%**	38%	48%	37%	43%	43%
Lack of resources	**24%**	26%	15%	12%	29%	30%
Difficulty integrating with scheme's existing systems	**23%**	25%	13%	9%	29%	30%
Poor quality of the data	**17%**	11%	40%	0%	14%	49%
Lack of suitable technology	**15%**	17%	5%	5%	17%	27%
Lack of knowledge/expertise about how to implement	**8%**	9%	5%	9%	10%	5%
Securing approval of trustees & scheme managers	**5%**	2%	15%	0%	6%	8%
Internal resistance to (further) automation	**5%**	6%	3%	0%	9%	3%
Securing necessary approvals *(TPAs only)*	**0%**	-	0%	0%	0%	0%
Other	**10%**	12%	5%	7%	12%	14%
No barriers to automating more processes	**17%**	19%	10%	23%	18%	5%

Base: All respondents (Base, Don't know/No response)
All administrators - Total (203, 11%) / In-house (163, 10%), TPA (40, 15%) / <1k (57, 23%), 1-99k (103, 5%), 100k+ (37, 5%)

Cost was the most widely identified barrier by both in-house administrators (38%) and TPAs (48%). However, TPAs were comparatively more likely to mention poor quality data (40% vs. 11% of in-house administrators) and difficulty securing the approval of trustees and scheme managers (15% vs. 2%).

Administrators were also asked whether members were typically able to undertake various activities online. As detailed in Table 3.3.3, two-fifths (43%) of those with active members and half (50%) of those with deferred members did not typically allow these members to do any of these tasks online.

Where members were given online access, they were typically able to view their benefits or pots, update their personal details and run retirement calculations or view projected income. However, comparatively few administrators indicated that members were able to verify their ID online (13% for active members and 10% for deferred).

Table 3.3.3 Activities that members are typically able to do online

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Proportion where active members are typically able to…						
View accrued/accruing benefits or pots	**52%**	51%	55%	19%	53%	84%
Update personal details	**44%**	43%	47%	10%	42%	84%
Run retirement calculations or view projected income	**42%**	41%	47%	10%	44%	70%
Verify ID	**13%**	14%	11%	5%	12%	22%
None of these	**43%**	45%	34%	69%	44%	11%
Proportion where deferred members are typically able to…						
View accrued/accruing benefits or pots	**44%**	42%	51%	10%	48%	81%
Update personal details	**37%**	36%	44%	6%	38%	78%
Run retirement calculations or view projected income	**34%**	32%	41%	4%	35%	70%
Verify ID	**10%**	10%	10%	0%	11%	19%
None of these	**50%**	53%	38%	78%	51%	11%

Base: All respondents (Base, Don't know/No response)
All with active members - Total (176, 3%) / In-house (138, 2%), TPA (38, 5%) / <1k (42, 12%), 1k-99k (91, 0%), 100k+ (37, 0%)
All with deferred members - Total (196, 5%) / In-house (157, 4%), TPA (39, 5%) / <1k (50, 10%), 1k-99k (103, 0%), 100k+ (37, 5%)

There was some evidence that members of DB schemes were least likely to be given online access; 48% of those administering DB schemes said that active members were not able to do any of these tasks online, and 57% said that deferred members were not able to do so.

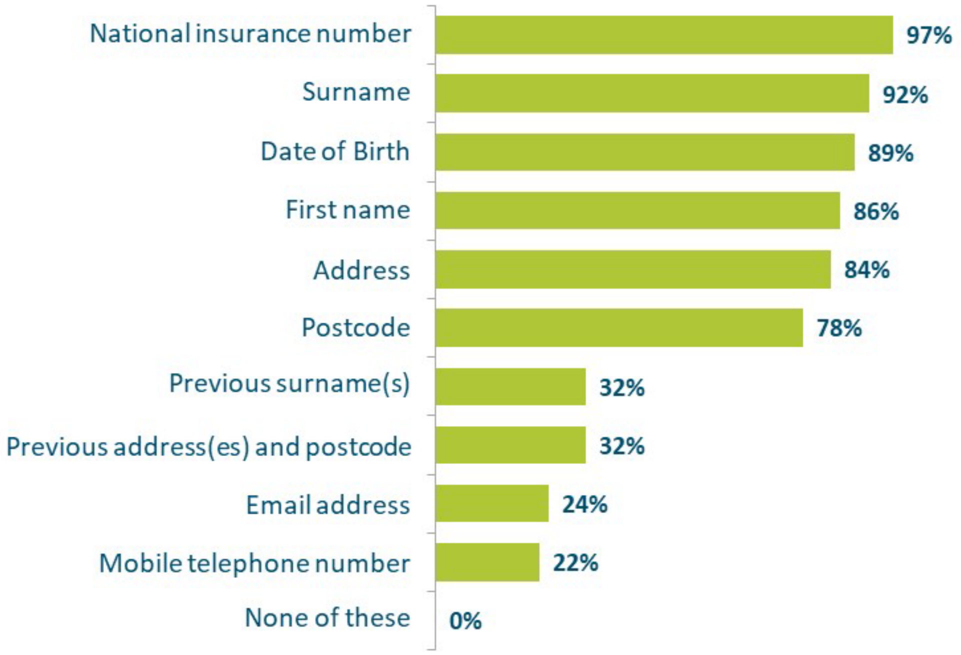
3.4 Data (large administrators only)

The questions in the 'data' section of the survey were only asked of large administrators with 100,000 or more memberships.

Large administrators were first asked to indicate which data items they used to locate a member's record and confirm their entitlement to it before providing them with any information about their pension. As detailed in Figure 3.4.1, the majority of administrators used National Insurance number (97%), surname (92%), date of birth (89%), first name (86%), address (84%) and postcode (78%) for this purpose.

Fewer used previous surnames (32%), previous addresses and postcodes (32%), email address (24%) and mobile telephone number (22%).

Figure 3.4.1 Data items used to locate a member's record and confirm their entitlement to it before providing information about their pension



Base: All large administrators (Base, Don't know/No response)
Total (37, 3%)

For each item they used to locate member records, administrators were asked whether they were confident in the accuracy of this data for at least 75% of their active and deferred memberships, and whether the data were held electronically for at least 75% of memberships. These results are summarised in Table 3.4.1.

Every large administrator was confident in the accuracy of their data on National Insurance number, surname and date of birth for at least 75% of active memberships, and also held this data electronically for at least 75% of active memberships. Over 90% confirmed this was the case for first name, address and postcode.

However, the less widely used items (i.e. previous surnames, previous addresses, email, mobile telephone number) were both less likely to be held electronically and less likely to be seen as accurate for at least 75% of active memberships.

For deferred memberships, the proportions holding the various data items electronically were similar to those seen for active memberships. However, there was comparatively less confidence in the accuracy of the deferred membership data for some items such as address and postcode.

Table 3.4.1 Accuracy and electronic storage of common data

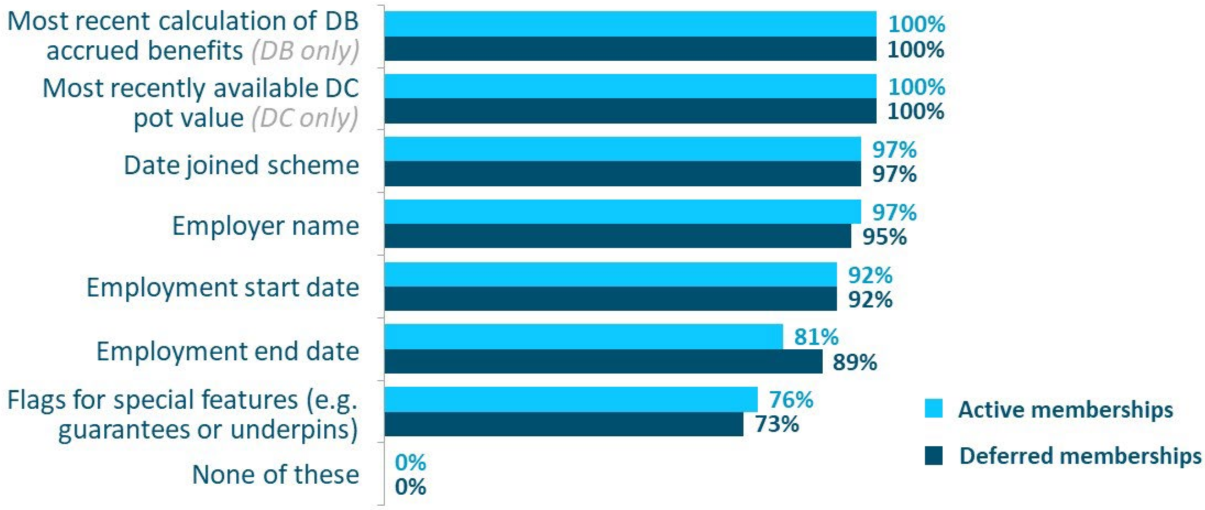
	Confident in accuracy of data for at least 75% of memberships		Held data electronically for at least 75% of memberships	
	Active	Deferred	Active	Deferred
National Insurance number	100%	100%	100%	97%
Surname	100%	100%	100%	100%
Date of birth	100%	100%	100%	100%
First name	97%	94%	94%	94%
Address	94%	77%	97%	94%
Postcode	93%	79%	97%	93%
Previous surname(s)	67%	67%	58%	67%
Previous address(es) and postcode	50%	50%	67%	50%
Email address	56%	11%	56%	22%
Mobile telephone number	38%	13%	25%	25%

All large administrators using each item to locate member records (Active/Deferred)
National Insurance number (36/36), Surname (34/34), Date of birth (33/33), First name (32/32), Address (31/31), Postcode (29/29), Previous surnames (12/12), Previous addresses) and postcodes (12/12), Email address (9/9), Mobile telephone number (8/8)

Large administrators were also asked which scheme-specific data they held in respect of the schemes that they administered. Figure 3.4.2 shows that all of those administering DB schemes held data on the most recent calculation of DB accrued benefits, and all those administering DC schemes held the most recently available DC pot value (for both active and deferred memberships).

Most of the other data items were held by over 90% of administrators, but fewer had flags for special features such as guarantees or underpins (76% for active memberships and 73% for deferred memberships).

Figure 3.4.2 Scheme-specific data held in respect of active/deferred memberships



Base: All large administrators (Base, Don't know/No response)
Total (37, 0%), Administering DB schemes (15, 0%), Administering DC schemes (13, 0%

As shown in Table 3.4.2, for most of these scheme-specific data items over 90% of large administrators were confident of its accuracy and held it electronically for at least 75% of memberships. While these figures were slightly lower for the most recent calculation of DB accrued benefit, the low base size should be considered when interpreting these results (15 respondents administered DB schemes).

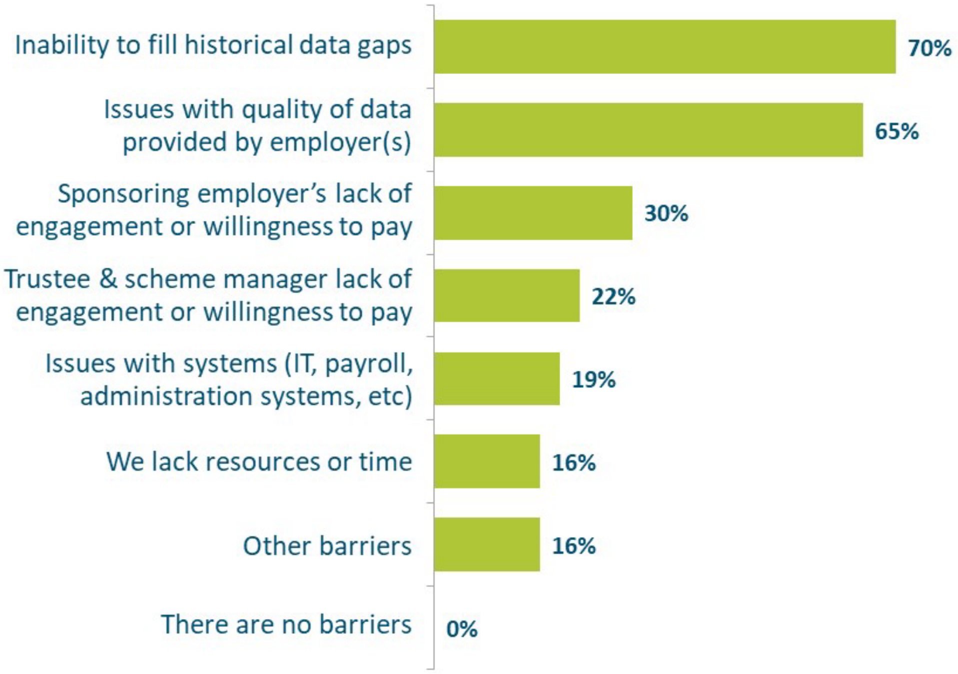
Table 3.4.2 Accuracy and electronic storage of scheme-specific data

	Confident in accuracy of data for at least 75% of memberships		Held data electronically for at least 75% of memberships	
	Active	Deferred	Active	Deferred
Most recent calculation of DB accrued benefits *(DB only)*	87%	80%	93%	87%
Most recently available DC pot value *(DC only)*	100%	100%	100%	92%
Date joined scheme	100%	97%	97%	97%
Employer name	94%	89%	97%	97%
Employment start date	100%	97%	97%	94%
Employment end date	100%	94%	97%	97%
Flags for special features (e.g. guarantees or underpins)	96%	89%	96%	96%

Base: All large administrators holding each item (Active/Deferred)
DB accrued benefits (15/15), DC pot value (13/13), Date joined scheme (36/36), Employer name (36/35), Employment start date (34/34), Employment end date (30/33), Flags for special features (28/27)

Large administrators were asked to select the three main barriers to improving the data in the schemes which they administered. An inability to fill gaps in historical data (70%) and issues with the quality of data provided by employers (65%) were the two most commonly identified barriers.

Figure 3.4.3 Barriers to improving data



Base: All large administrators (Base, Don't know)
Total (37, 0%)

3.5 Pensions dashboards readiness

Survey respondents were provided with the following description of the pensions dashboards project:

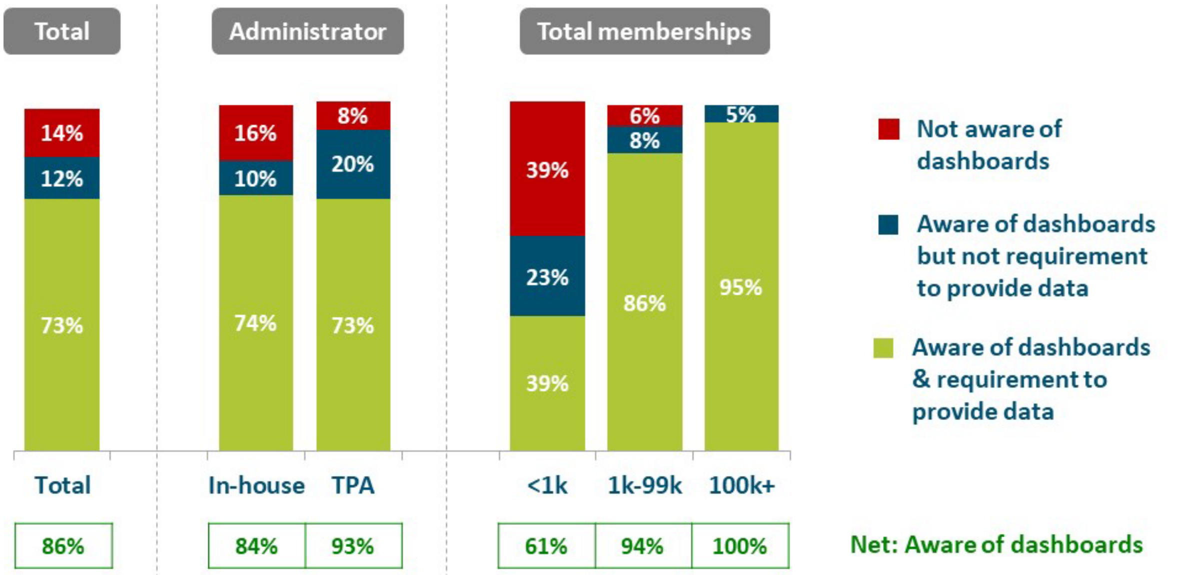
During the 2016 Budget, the government made a commitment to facilitate the pensions industry in the creation of a digital interface that will present all of a person's pensions together in one place. It is most often referred to in the industry as the 'pensions dashboards' project.

They were then asked if, prior to the survey, they had heard of the pensions dashboards. If so, they were informed that the Pensions Schemes Bill contained provisions which would eventually require trustees and scheme managers to provide data to savers through pensions dashboards and asked whether they were aware of this proposed change to pensions law.

Figure 3.5.1 shows that the majority of administrators had heard of the pensions dashboards (86%), and most also knew that trustees and scheme managers would be required to provide data to savers through the dashboards (73%).

However, awareness was lower among small administrators with fewer than 1,000 memberships (61%), and many of those who had heard of the dashboards were unaware of the requirement to provide data to savers (23%).

Figure 3.5.1 Awareness of the pensions dashboards and the requirement to provide data to savers



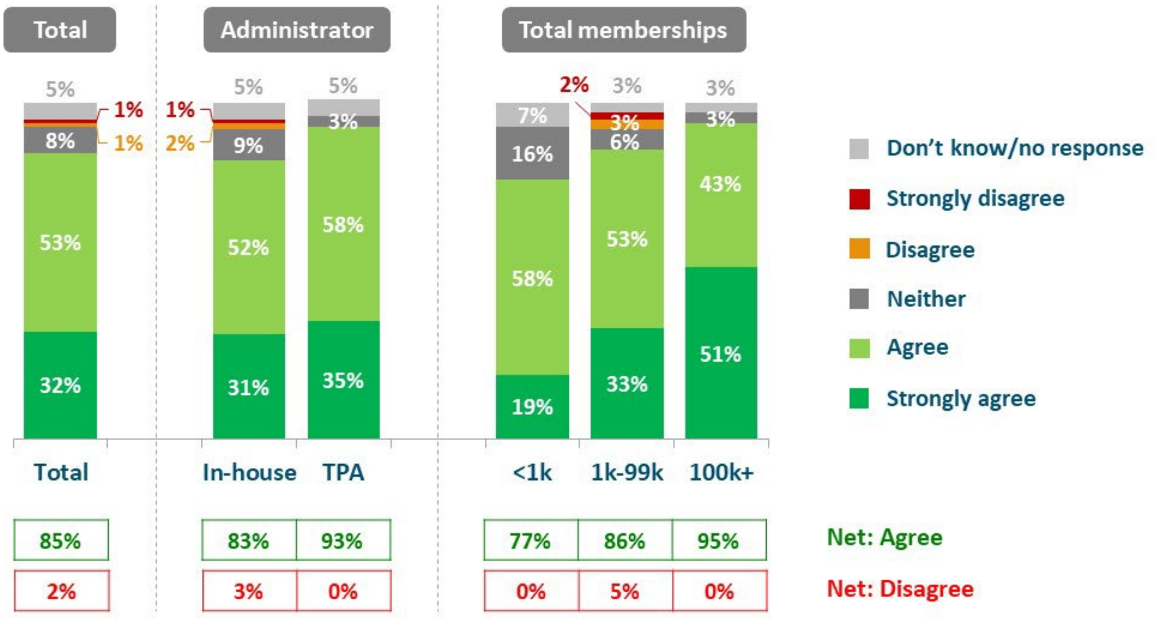
Base: All respondents
Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

Respondents were asked a series of questions about their perceptions of the pension dashboards. All administrators were asked the extent to which they agreed that the dashboards were a good idea for savers, and then those who were aware of the dashboards were asked further questions about their implementation.

As set out in Figure 3.5.2, there was a widespread view that the dashboards were a good idea for savers (85% agreed and 2% disagreed). Large administrators with 100,000+ memberships were most positive, with 95% agreeing (and 51% strongly agreeing).

While small administrators with fewer than 1,000 memberships were least likely to agree (77%), none of this group disagreed that the dashboards were a good idea (the remainder either neither agreed nor disagreed or were unsure).

Figure 3.5.2 Dashboards perceptions: "The introduction of pensions dashboards is, in principle, a good idea for savers"



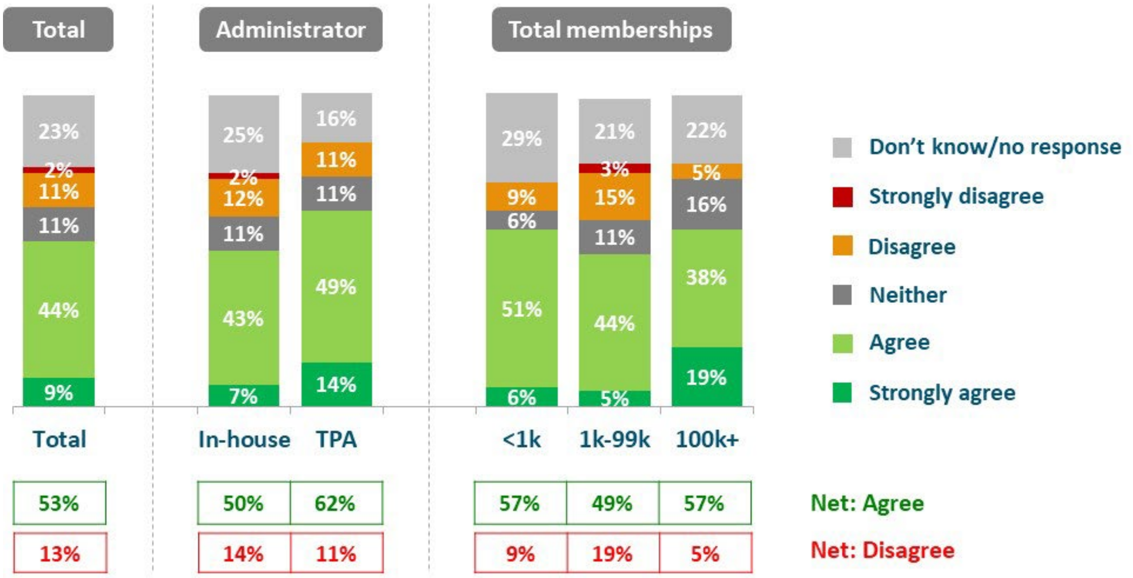
Base: All respondents – Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

Figure 3.5.3 shows that around half (53%) of those aware of the dashboards agreed that their organisation would be able to deal with the administrative demands involved. A minority (13%) disagreed with this.

This picture was broadly consistent across the different types and sizes of administrator, although medium sized administrators with between 1,000 and 99,999 memberships were comparatively more likely to disagree (19%).

Administrators of public service pension schemes were also more likely to disagree that they could deal with the demands (22%, compared with 12% of those administering DB schemes and 7% of those administering DC schemes).

Figure 3.5.3 Dashboards perceptions: "My organisation will be able to deal with any administrative demands involved in delivering the pensions dashboards"

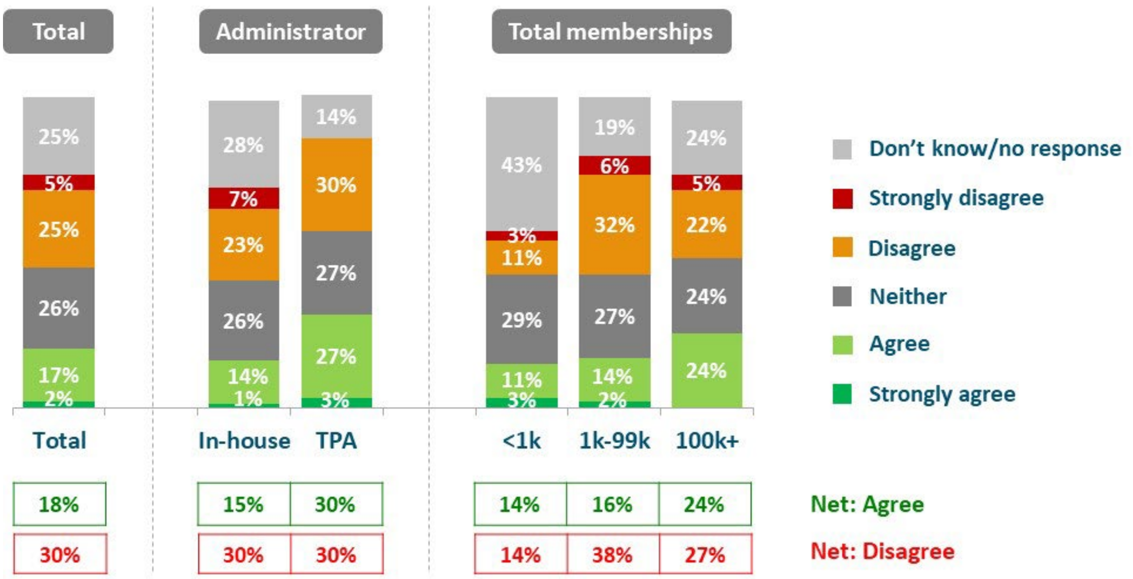


Base: All aware of pensions dashboards – Total (174) / In-house (137), TPA (37) / <1k (35), 1k-99k (97), 100k+ (37)

While half of administrators felt they could deal with the requirements, fewer (18%) agreed that the pensions dashboards would be easy for their organisation to implement and around a third (30%) disagreed with this (Figure 3.5.4).

TPAs were more likely to agree than in-house administrators (30% vs. 15%), and disagreement levels were again highest among medium sized administrators (38%).

Figure 3.5.4 Dashboards perceptions: "It will be easy for my organisation to implement"

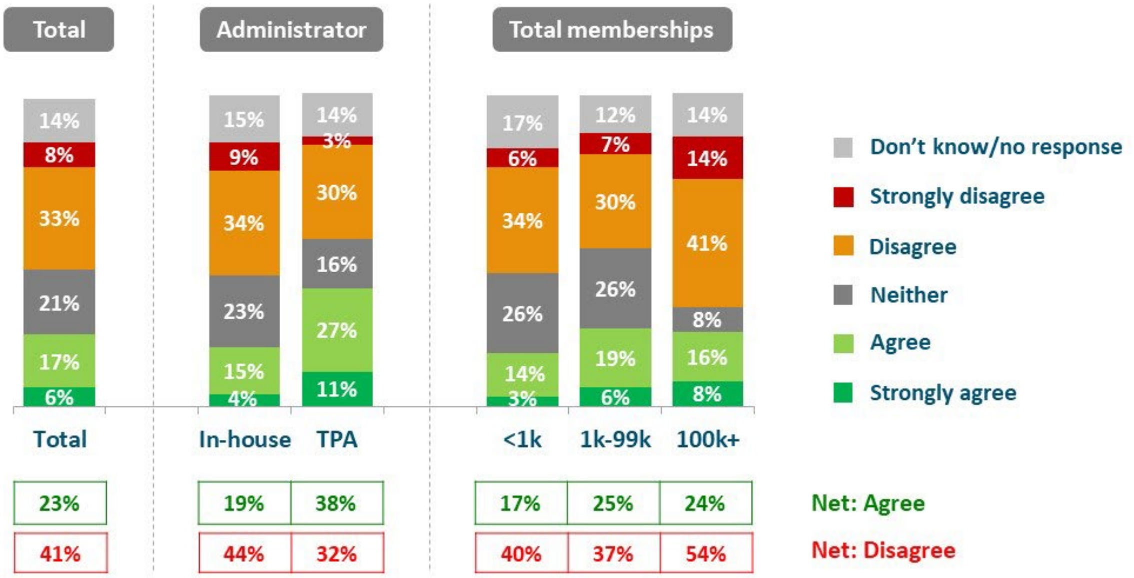


Base: All aware of pensions dashboards – Total (174) / In-house (137), TPA (37) / <1k (35), 1k-99k (97), 100k+ (37)

As detailed in Figure 3.5.5, approaching a quarter (23%) of administrators believed that trustees and scheme managers would leave dashboard preparations as late as possible, although more (41%) disagreed with this.

TPAs were more likely than in-house administrators to agree that trustees and scheme managers would leave it as late as possible before preparing for the dashboards (38% vs. 19%).

Figure 3.5.5 Dashboards perceptions: "Trustees and scheme managers will leave it as late as possible before preparing for the pensions dashboards"



Base: All aware of pensions dashboards – Total (174) / In-house (137), TPA (37) / <1k (35), 1k-99k (97), 100k+ (37)

TPAs were also asked the extent to which they agreed that their organisation would leave it as late as possible before preparing for the pensions dashboards. Two-thirds (65%) disagreed with this and 3% agreed (with the remainder neither agreeing nor disagreeing or unsure).

Respondents who were aware of the pensions dashboards were then asked what challenges their organisation (or administration team) was likely to face in preparing for these, with results shown in Table 3.5.1.

A range of different challenges were identified by administrators, but the most widely anticipated were knowledge of the requirements (49%) and software compatibility (48%). These were followed by concerns around capacity (33%), cost (33%), data availability (25%) and data accuracy (22%).

In-house administrators were more likely than TPAs to think knowledge (or lack thereof) would be a challenge (54% vs. 32%). In contrast, TPAs were more likely to mention availability of data (41% vs. 20%), accuracy of data (35% vs. 19%) and trustee/scheme manager reticence (11% vs. 1%).

Large administrators with 100,000+ memberships were also more likely to identify data accuracy (35%) and trustee/scheme manager reticence (11%) as challenges.

Table 3.5.1 Expected challenges in preparing for the pensions dashboards

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Knowing what is required	**49%**	54%	32%	46%	51%	57%
Software compatibility	**48%**	51%	35%	37%	55%	46%
Capacity constraints	**33%**	36%	24%	26%	40%	27%
Cost	**33%**	31%	38%	34%	38%	22%
Availability of data	**25%**	20%	41%	23%	26%	22%
Accuracy of data	**22%**	19%	35%	6%	23%	35%
Trustee and scheme manager reticence	**3%**	1%	11%	0%	2%	11%
Sponsoring employer reticence	**3%**	2%	8%	0%	3%	5%
Other	**2%**	2%	3%	6%	2%	0%
None – do not expect to face challenges	**5%**	4%	8%	6%	6%	3%

Base: All aware of pensions dashboards (Base, Don't know/No response)
Total (174, 9%) / In-house (137, 9%), TPA (37, 11%) / <1k (35, 20%), 1k-99k (97, 4%), 100k+ (37, 5%)

Table 3.5.2 shows that there was a widespread expectation that TPR would inform administrators of the pensions dashboards requirements, with 80% expecting to learn more from the regulator. However, administrators typically expected to obtain information from a range of different sources, with 54% mentioning the Pensions Dashboards Programme, 44% industry bodies, 30% the Department for Work and Pensions, 14% the Financial Conduct Authority and 29% another source[4].

Table 3.5.2 Where expect to learn about the requirements for the pensions dashboards

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
The Pensions Regulator (TPR)	**80%**	81%	75%	88%	79%	76%
The Pensions Dashboards Programme (PDP)	**54%**	50%	70%	33%	55%	81%
Industry bodies e.g. PASA, PLSA	**44%**	44%	48%	9%	59%	62%
The Department for Work and Pensions (DWP)	**30%**	30%	28%	16%	32%	43%
The Financial Conduct Authority (FCA)	**14%**	12%	20%	12%	12%	19%
Somewhere else	**29%**	33%	13%	25%	30%	35%

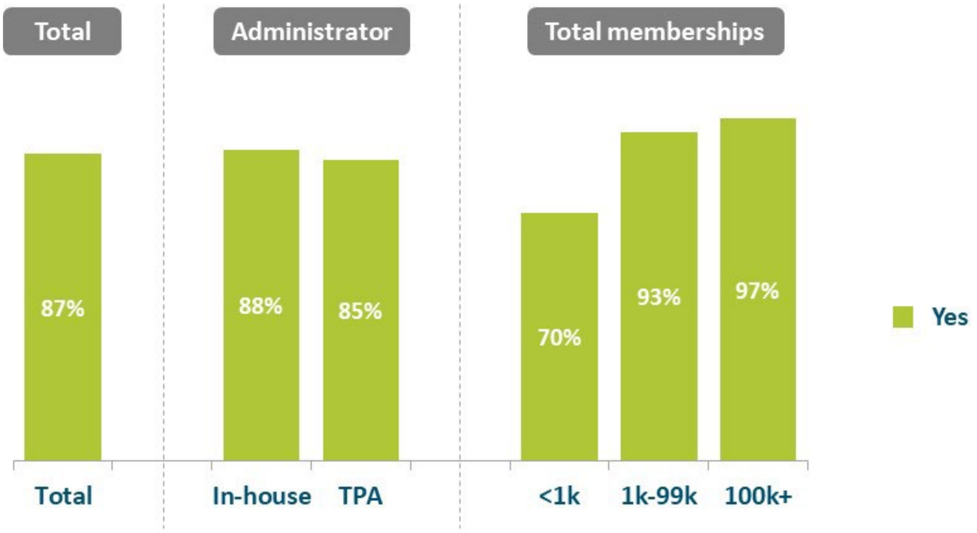
Base: All respondents (Base, Don't know/No response)
Total (203, 7%) / In-house (163, 6%), TPA (40, 10%) / <1k (57, 9%), 1k-99k (103, 6%), 100k+ (37, 0%)

[4] The most widely mentioned other sources were scheme advisers/consultants (15%) and Local Government Associations (9%).

3.6 Business continuity planning

Figure 3.6.1 shows that around nine in ten administrators (87%) had a business continuity plan (BCP) in place prior to the COVID-19 pandemic. However, this fell to 70% among small administrators with fewer than 1,000 memberships.

Figure 3.6.1 Whether had a BCP in place prior to the COVID-19 pandemic



Base: All respondents (Base, Don't know/No response)
Total (203, 5%) / In-house (163, 4%), TPA (40, 10%) / <1k (57, 12%), 1k-99k (103, 3%), 100k+ (37, 0%)

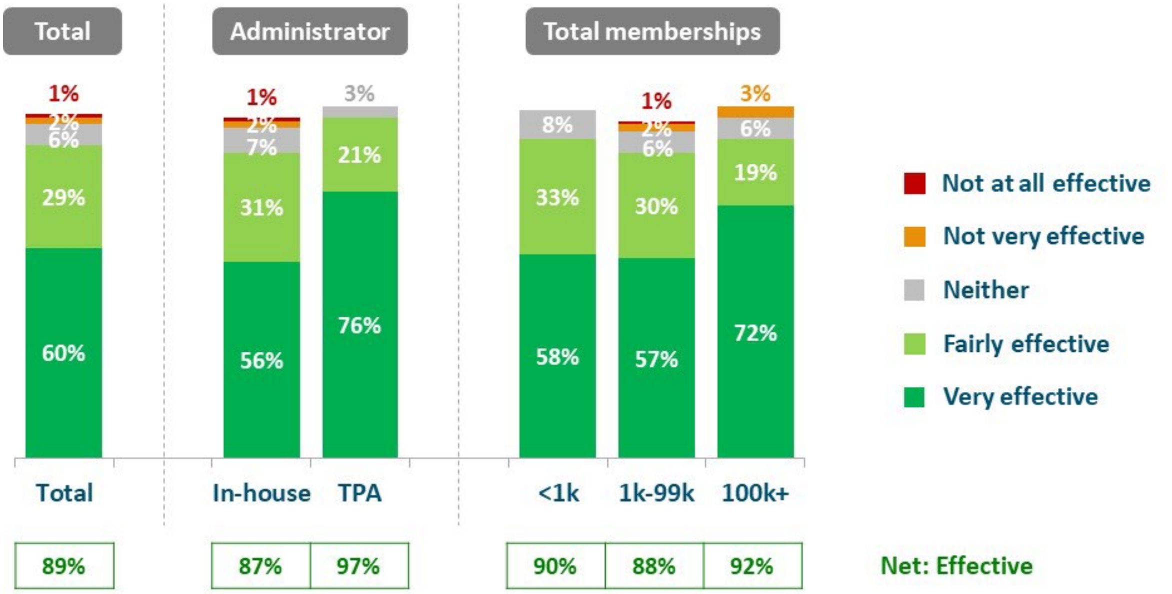
Around half (47%) of those who did not have a BCP prior to the COVID-19 pandemic had subsequently put one in place.

Among in-house administrators with a BCP, there was an equal split between those with a BCP that was specific to the scheme's administration (48%) and those where administration was covered in the employer's general BCP (48%)[5]. However, this varied by size; 92% of those with 100,000 or more memberships had an administration specific BCP compared with 55% of those with 1,000-99,999 memberships and 3% of those with fewer than 1,000 memberships.

As set out in Figure 3.6.2, 89% of administrators judged their BCP to have been effective in responding to the COVID-19 pandemic (with 60% describing it as 'very effective'). This picture was consistent across the different types and sizes of administrator, although TPAs were most likely to believe the BCP had been 'very effective' (76%).

[5] The remainder answered "Don't know" or did not provide a response to this question.

Figure 3.6.2 Effectiveness of BCPs in responding to the COVID-19 pandemic



Base: All with a BCP before COVID-19 (Base, Don't know/No response)
Total (177, 3%) / In-house (143, 3%), TPA (34, 0%) / <1k (40, 3%), 1k-99k (96, 3%), 100k+ (36, 0%)

Approaching half (46%) of administrators with a BCP in place prior to COVID-19 had not experienced any barriers to implementing this (Table 3.6.1). Where barriers were encountered these were typically around the suitability of IT hardware (25%) and the ability of staff to work from home (24%).

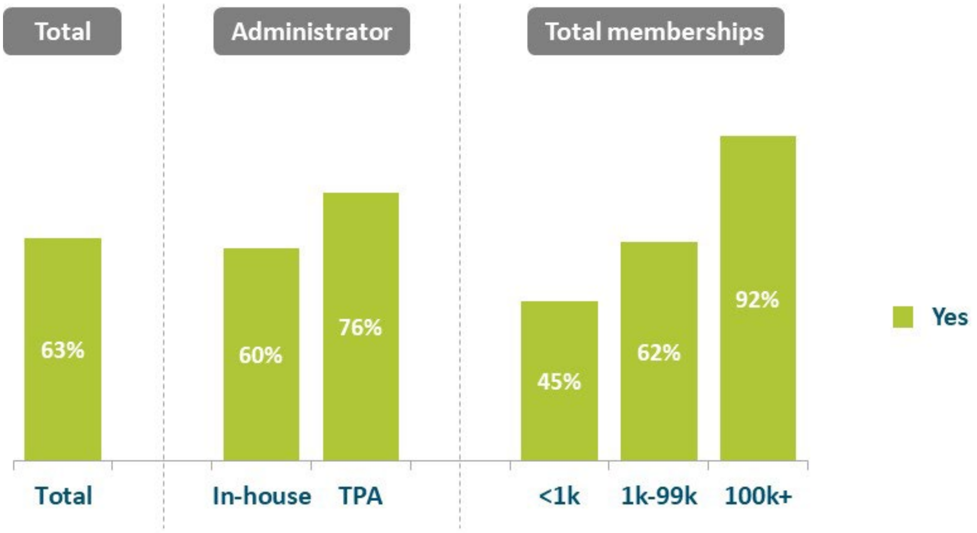
Table 3.6.1 Barriers to implementing BCPs

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
There were no barriers	**46%**	44%	53%	60%	44%	36%
Suitability of IT hardware (i.e. equipment)	**25%**	26%	24%	8%	29%	39%
Ability of staff to work from home	**24%**	26%	18%	15%	28%	28%
Suitability of IT infrastructure	**12%**	13%	9%	10%	13%	17%
Key person risks	**11%**	13%	3%	15%	13%	6%
Suitability of IT software	**6%**	6%	6%	3%	8%	6%
Staff shortages	**5%**	4%	6%	5%	4%	6%
Support of trustees/scheme managers	**1%**	1%	0%	0%	1%	3%
Issues with employer(s)	**0%**	0%	0%	0%	0%	0%
Lack of leadership	**0%**	0%	0%	0%	0%	0%
Other	**7%**	6%	9%	3%	7%	11%

Base: All with a BCP before COVID-19 (Base, Don't know/No response)
Total (177, 5%) / In-house (143, 6%), TPA (34, 0%) / <1k (40, 5%), 1k-99k (96, 3%), 100k+ (36, 0%)

Figure 3.6.3 shows that almost two-thirds (63%) of BCPs stated recovery times for key processes. The larger the administrator the more likely it was that their BCP stated recovery times, ranging from 92% of those with 100,000 or more memberships to 45% of those with fewer than 1,000 memberships.

Figure 3.6.3 Whether BCP stated recover times for key processes



Base: All with a BCP (Base, Don't know/No response)
Total (184, 15%) / In-house (150, 15%), TPA (34, 15%) / <1k (42, 14%), 1k-99k (100, 17%), 100k+ (37, 0%)

Irrespective of whether they had a BCP in place, administrators were asked whether they had taken steps to assure themselves of the BCP of any suppliers or outsourced service providers they used to deliver administration (Table 3.6.2).

Table 3.6.2 Whether assured themselves of BCP of suppliers or outsourced service providers

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	**61%**	62%	58%	42%	65%	89%
No	**12%**	15%	3%	28%	8%	3%
Not applicable	**11%**	10%	13%	12%	13%	5%
Don't know	**16%**	13%	28%	18%	15%	3%

Base: All respondents
Total (203) / In-house (163), TPA (40) / <1k (57), 1k-99k (103), 100k+ (37)

Approaching two-thirds (61%) of administrators had assured themselves of the BCPs of external suppliers or service providers. Of the remainder, 12% had not done this, 11% stated that it was not applicable (i.e. they did not use external suppliers/providers to deliver administration) and 16% were unsure.

Large administrators (100,000+ memberships) were most likely to have assured themselves of the BCPs of external providers (89%). This was also higher among administrators of public service pension schemes (78%).

3.7 Cyber resilience

Respondents were asked whether their organisation had various controls in place to protect member data and assets from cyber risk (i.e. the risk of loss, disruption or damage to a scheme or its members as a result of the failure of its information technology systems and processes).

As shown in Table 3.7.1, over nine in ten administrators had system controls and access restrictions in place (95%), regularly backed up their critical systems and data (94%) and had policies on data access, protection and the acceptable use of devices (94%). Around three-quarters had allocated responsibility for cyber resilience to a specific individual (77%) and had an incident response plan (72%).

There was generally little difference between in-house administrators and TPAs in this respect, although the latter were more likely to have an incident response plan in place (85% vs. 69%).

Small administrators (<100,000 memberships) were least likely to have each of these five cyber risk controls in place; being especially unlikely to have an incident response plan in place.

Table 3.7.1 Cyber risk controls in place

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
System controls & access restrictions are in place (e.g. firewalls, anti-virus and anti-malware software, regular software updates, restrictions on staff access to systems and data)	**95%**	96%	93%	88%	98%	100%
Critical systems & data are regularly backed up	**94%**	95%	90%	82%	99%	100%
Policies are in place on data access, protection & the acceptable use of devices (e.g. policies on passwords & other authentication, home & mobile access, data use & transmission in line with data protection legislation)	**94%**	94%	93%	82%	99%	100%
There is at least one person with clear responsibility for cyber resilience	**77%**	76%	83%	72%	79%	89%
You have an incident response plan to deal with any incidents which occur	**72%**	69%	85%	47%	80%	92%
None of these	**0%**	1%	0%	0%	1%	0%

Base: All respondents (Base, Don't know/No response)
Total (203, 1%) / In-house (163, 1%), TPA (40, 3%) / <1k (57, 4%), 1k-99k (103, 0%), 100k+ (37, 0%)

In-house administrators that had an incident response plan were asked whether this was specific to the administration of the pension scheme(s). Around a third (36%) confirmed that it was, with the remainder (63%) stating that administration was covered in the employer's general incident response plan.

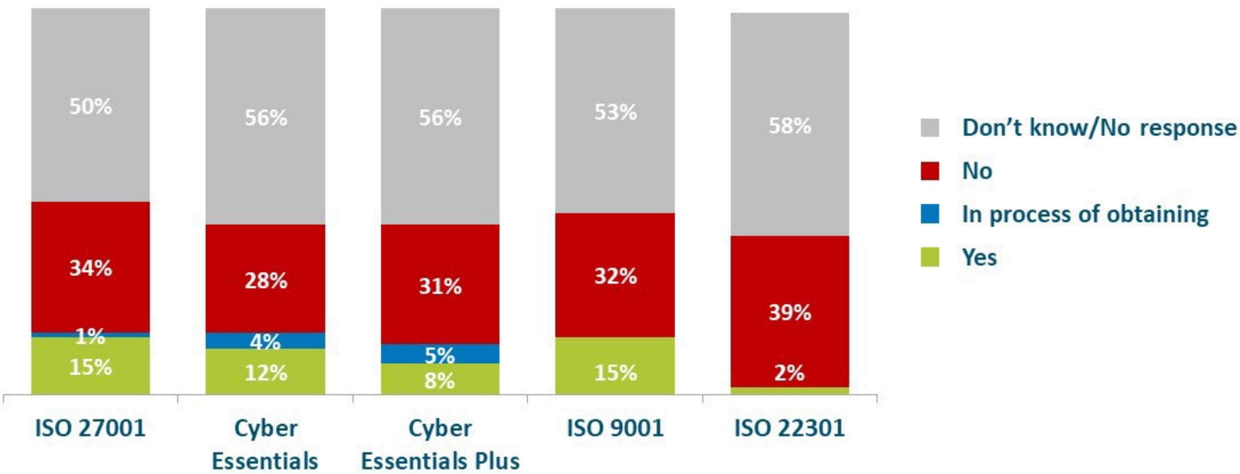
This differed significantly by administrator size; 61% of those administering 100,000 or more memberships had an administration-specific incident response plan, compared with 38% of those with 1,000-99,999 memberships and 0% of those with fewer than 1,000 memberships.

Approaching three-quarters (72%) of those relying on the employer's incident response plan had checked and confirmed that this was fit for the purpose of supporting the administration of the pension scheme(s). Most of the remainder (21%) had not checked this, but one administrator (1%) believed that the employer's incident response plan was not fit for purpose.

All respondents were then asked whether their organisation held various accreditations relating to business continuity or information security. Figure 3.7.1 shows that most respondents had little or no knowledge of these, with between 50% and 58% answering "Don't know" or not providing a response. However, it should be noted that the survey was aimed at those involved in pension scheme administration rather than working in IT roles (who may have greater knowledge of this area).

Among those who were able to answer these questions, most indicated that their organisation did not hold each of these accreditations. Overall, 15% reported that they held ISO 27001, 15% ISO 9001, 12% Cyber Essentials and 8% Cyber Essentials Plus. Administrators were least likely to have ISO 22301 accreditation (2%).

Figure 3.7.1 Information security and business continuity accreditations held



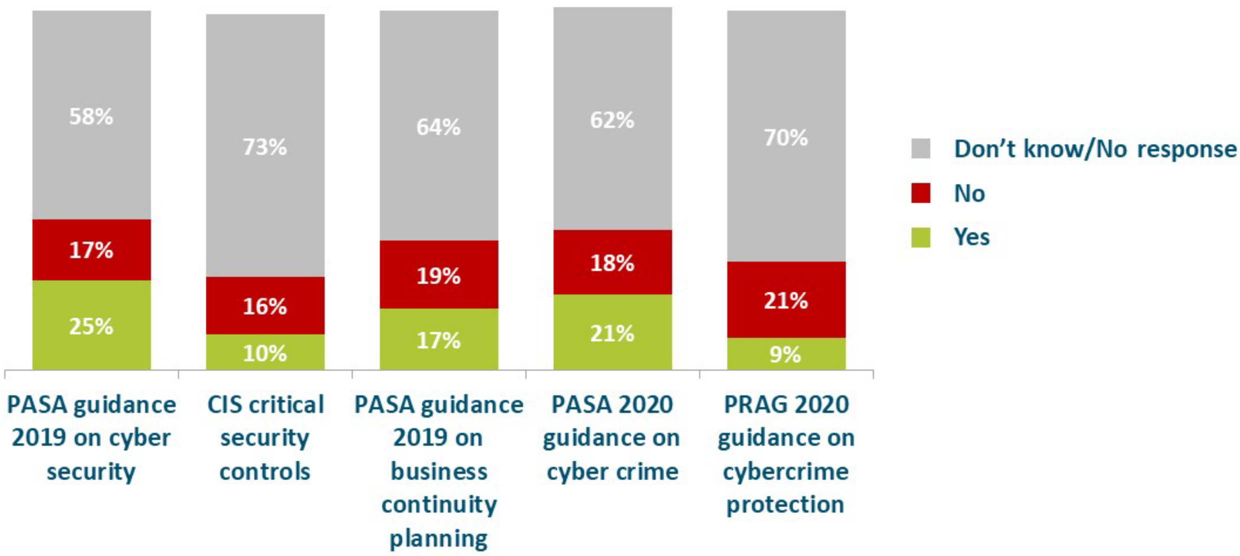
Base: All respondents (203)

TPAs were more likely than in-house administrators to hold these accreditations, and uptake was also typically highest among large administrators with 100,000 or more memberships. However, the high levels of don't know/no response were evident across all groups.

As shown in Figure 3.7.2, there was similarly low knowledge among administrators of whether their organisation followed the recommendations set out in various information security and business continuity guidance (between 58% and 73% answered “don’t know” or did not provide a response).

The three pieces of PASA guidance were most likely to be followed; 25% said that their organisation followed the recommendations set out in the cyber security guidance, 21% the cyber crime guidance and 17% the business continuity planning guidance. Around one in ten followed the CIS critical security controls (10%) and the PRAG guidance on cybercrime protection (9%).

Figure 3.7.2 Information security and business continuity guidance and recommendations followed



Base: All respondents (203)

As with the cyber security and business continuity accreditations, TPAs and large administrators (100,000+ memberships) were most likely to follow the recommendations in each of these types of guidance. However, high levels of don’t know/no response were evident across all types and sizes of administrator.

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 (84%), information about benefits of the scheme a member is in (81%) and informed members about the guidance available from The Pensions Advisory Service (80%).

Small administrators with fewer than 1,000 memberships were less likely to provide each of these types of support, other than referring the member to a trusted independent financial adviser (IFA).

Table 3.8.1 Support offered to members who are considering transferring out

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Guidance on how to avoid scams	**84%**	83%	90%	54%	96%	100%
Information about benefits of the scheme they are in	**81%**	79%	90%	58%	88%	100%
Telling them about free guidance from The Pensions Advisory Service	**80%**	79%	88%	68%	83%	92%
Referring them to trusted IFAs	**46%**	47%	45%	51%	48%	38%
Guidance on how to select an appropriate scheme	**13%**	13%	13%	5%	16%	16%
Anything else	**8%**	9%	5%	2%	10%	16%
No support provided	**1%**	1%	3%	4%	0%	0%

Base: All respondents (Base, Don't know/No response)
Total (203, 1%) / In-house (163, 2%), TPA (40, 0%) / <1k (57, 5%), 1k-99k (103, 0%), 100k+ (37, 0%)

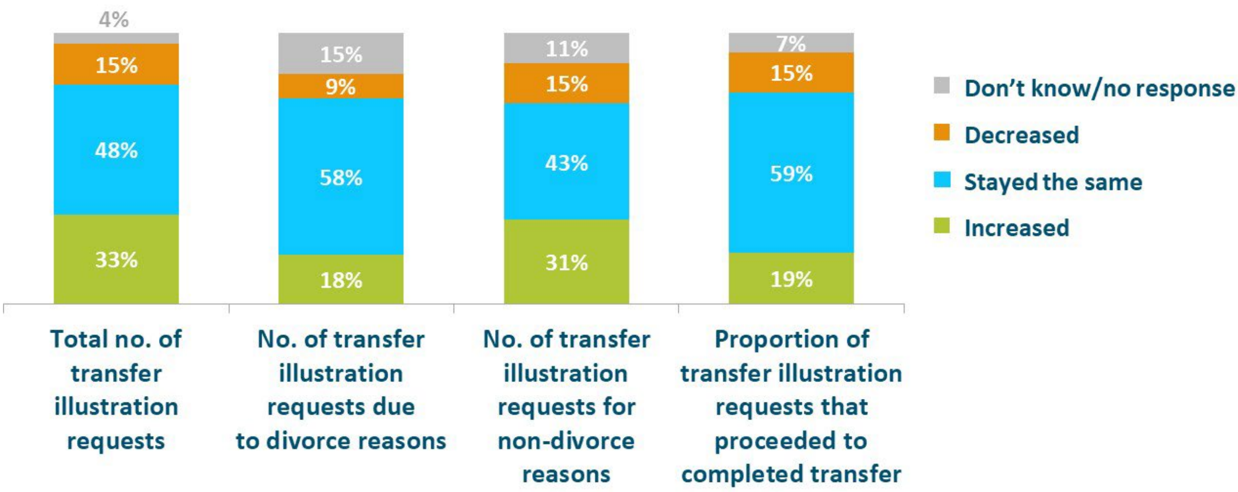
Overall, 89% of administrators had received any transfer requests from members in the previous two years (to the interview taking place). While every medium and large administrator (i.e. 1,000+ memberships) indicated that they had received transfer requests in this period, this only applied to 61% of small administrators with fewer than 1,000 memberships.

Administrators that had received transfer requests in the previous two years were asked whether the volume of transfer activity had changed in the last six months (at the time of the interview and compared to the same period in the previous year), with results summarised in Figure 3.8.1.

Half (48%) of administrators had not seen any change in the total number of transfer illustration requests received in the last six months, compared with the same period in the previous year. However, more reported that this had increased (33%) than decreased (15%). This overall increase was primarily for non-divorce reasons (31% reported an increase compared with 18% for divorce reasons).

There was little evidence however of a rise in the proportion of transfer illustration requests that *proceeded* to a completed transfer (19% reported an increase and 15% a decrease).

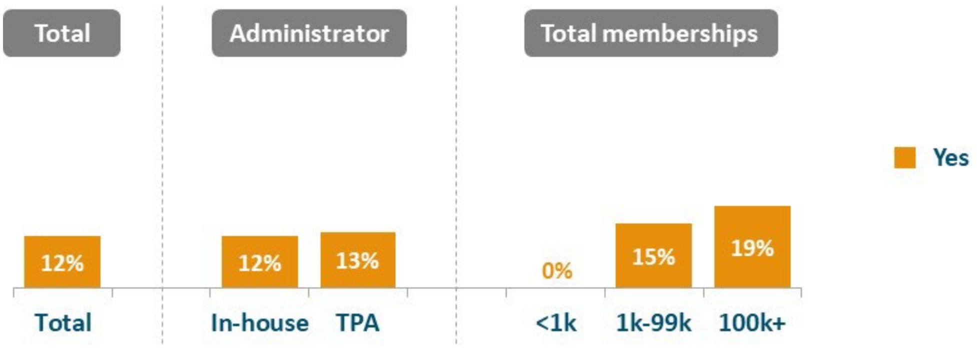
Figure 3.8.1 Changes in transfer activity in the previous 6 months



Base: All receiving any transfer requests in the last 2 years (181)

Figure 3.8.2 shows that 12% of administrators had been concerned about a high volume of transfer requests from the same adviser(s) in the previous six months. However, no small administrators (<1,000 memberships) had experienced any concerns in this respect.

Figure 3.8.2 Whether been concerned about a high volume of transfer requests from the same adviser(s) in the previous six months



Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
Total (181, 1%) / In-house (143, 1%), TPA (38, 3%) / <1k (35, 3%), 1k-99k (103, 0%), 100k+ (37, 3%)

Overall, 93% of administrators were confident that if they received a high volume of transfer request from the same adviser(s) this would always be identified (with 51% describing themselves as 'very confident').

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 about this after conducting checks and due diligence. As set out in Table 3.8.2, three-quarters would give the member information about the risk of transfers (78%) and report it to the trustees or scheme manager (73%), and half would report it to the FCA (50%).

Larger administrators were generally more likely to provide information to the member about transfer risks and report their concerns to the FCA, but there was little difference by administrator size when it came to reporting to the trustees or scheme manager.

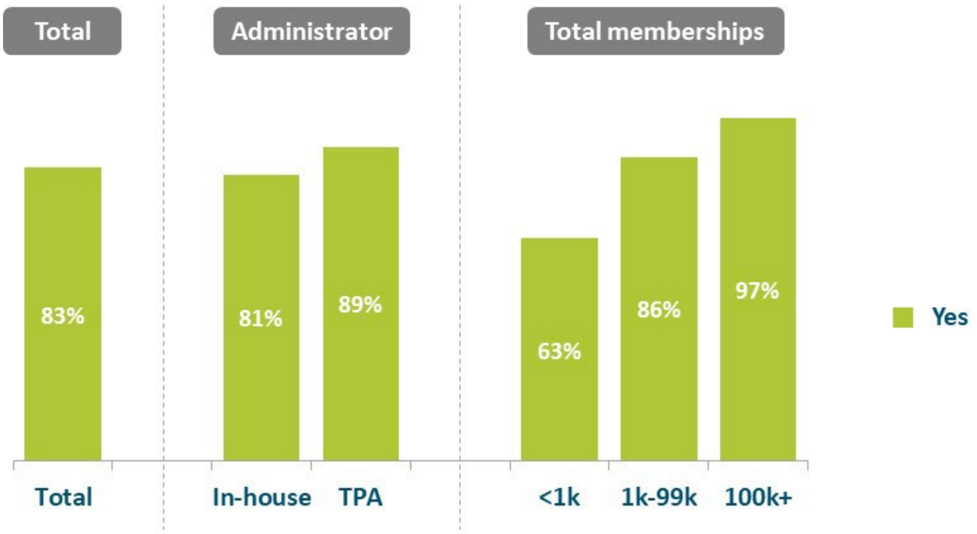
Table 3.8.2 Actions that would be taken if had concerns about a high volume of transfer requests from the same adviser(s)

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Give the member information about the risks of transfers	**78%**	76%	85%	65%	81%	92%
Report it to the trustees or scheme manager	**73%**	72%	75%	77%	74%	65%
Report it to the FCA	**50%**	52%	43%	39%	49%	68%
Anything else	**17%**	18%	10%	4%	24%	19%
None of these	**1%**	1%	0%	2%	1%	0%

Base: All respondents (Base, Don't know/No response)
Total (203, 3%) / In-house (163, 2%), TPA (40, 10%) / <1k (57, 7%), 1k-99k (103, 2%), 100k+ (37, 0%)

Figure 3.8.3 shows that 83% of administrators captured information on the type of scheme that members transferred to. Larger administrators were more likely to record this, ranging from 97% of those with 100,000+ memberships to 63% of those with fewer than 1,000 memberships.

Figure 3.8.3 Whether capture information on the type of scheme a member transfers to

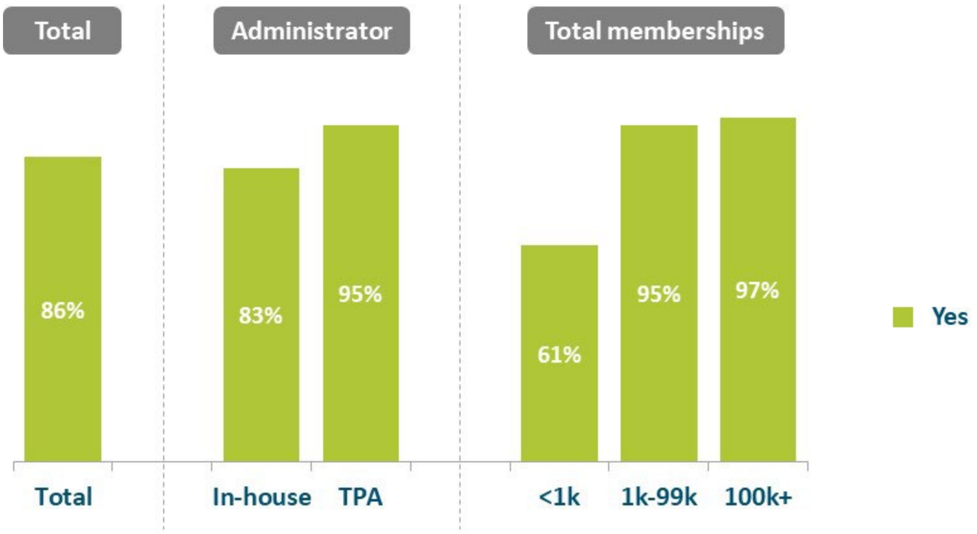


Base: All receiving any transfer requests in the last 2 years (Base, Don't know/No response)
Total (181, 3%) / In-house (143, 3%), TPA (38, 3%) / <1k (35, 11%), 1k-99k (103, 1%), 100k+ (37, 0%)

3.9 Scams

Figure 3.9.1 shows that the majority (86%) of administrators provided information or guidance to members about how to spot potential pension scam activity. Small administrators with fewer than 1,000 memberships were least likely to do this (61%).

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



Base: All respondents (Base, Don't know/No response)
Total (203, 2%) / In-house (163, 2%), TPA (40, 3%) / <1k (57, 7%), 1k-99k (103, 0%), 100k+ (37, 0%)

As set out in Table 3.9.1, the most common methods of communicating this information to members was via the scheme's website (45%), in newsletters (37%), in dedicated letters (37%) and in annual benefit statements (34%).

Table 3.9.1 How information or guidance on how to spot potential pension scams is communicated to members

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
On the scheme's website	**45%**	46%	43%	11%	51%	89%
In a regular newsletter	**37%**	35%	45%	7%	44%	65%
Send dedicated letters	**37%**	37%	35%	16%	47%	46%
In their annual benefit statement	**34%**	31%	50%	26%	37%	46%
Send dedicated emails	**12%**	12%	13%	11%	13%	16%
Other	**22%**	21%	25%	19%	21%	24%
Does not typically provide scams information to members	**12%**	14%	3%	32%	5%	3%

Base: All respondents (Base, Don't know/No response)
Total (203, 4%) / In-house (163, 3%), TPA (40, 10%) / <1k (57, 9%), 1k-99k (103, 2%), 100k+ (37, 0%)

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 3.9.2, around nine in ten (92%) put the transfer request on hold while they investigated further or sought advice. Around two-thirds called or spoke to the member (65%), and the same proportion wrote to them about their concerns and sought their written consent before payment (65%). Over half (56%) raised their concerns with the trustees or scheme manager (rising to 79% of TPAs), but comparatively few notified the sponsoring employer (14%).

Small administrators with fewer than 1,000 memberships were comparatively less likely to put the transfer request on hold and call/write to the member but were more likely to notify the employer.

Table 3.9.2 Actions taken if suspect a transfer request is associated with scam activity

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Put transfer request on hold while you investigate or seek advice	**92%**	92%	92%	80%	95%	97%
Call or speak with member about your suspicions	**65%**	66%	61%	57%	63%	78%
Write to member to explain concerns and seek written consent before payment	**65%**	63%	71%	40%	68%	86%
Raise it with trustees or scheme manager	**56%**	50%	79%	69%	52%	57%
Notify the sponsoring employer	**14%**	13%	18%	40%	7%	8%
Any other actions	**12%**	12%	13%	3%	15%	16%
None of these/ no action	**1%**	1%	3%	6%	0%	0%

Base: All receiving any transfer requests in the last 2 years (Base, Don’t know/No response)
Total (181, 3%) / In-house (143, 2%), TPA (38, 5%) / <1k (35, 9%), 1k-99k (103, 0%), 100k+ (37, 3%)

Administrators were then asked who they would report it to if they concluded that it probably was a scam, with results shown in Table 3.9.3.

Around three-quarters would report the suspected scam to the trustees/scheme manager (79%) and to TPR (72%), and at least half would inform another regulator (56%) and a law enforcement body (50%). Again, small administrators were comparatively more likely to report it to the employer (60%).

Table 3.9.3 Who suspected scams would be reported to

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
The trustees or scheme manager	**79%**	77%	87%	80%	81%	76%
TPR	**72%**	71%	79%	71%	71%	81%
Another regulator (e.g. FCA)	**56%**	53%	66%	43%	57%	70%
A law enforcement body (e.g. Police, National Crime Agency, National Economic Crime Centre, Action Fraud)	**50%**	49%	53%	46%	49%	59%
The sponsoring employer	**27%**	22%	45%	60%	16%	27%
None of these/ no action	**3%**	2%	5%	9%	0%	3%

Base: All receiving any transfer requests in the last 2 years (Base, Don't know/Don't know if take action)
Total (181, 8%) / In-house (143, 8%), TPA (38, 8%) / <1k (35, 11%), 1k-99k (103, 7%), 100k+ (37, 3%)

Large administrators with 100,000 or more memberships were asked if they had a specialist team to deal with suspect scams activity, and around a quarter (27%) said that they did (rising to 45% of TPAs).

They were also asked how many times they had suspected that a member's transfer request was associated with scam activity in the previous six months. As shown in Table 3.9.4, the majority had either not suspected any scam transfer requests in this period (46%) or did not know (27%).

Table 3.9.4 Number of suspected scam transfer requests in previous six months

	Large administrators
0	46%
1-9	11%
10-49	8%
50-99	3%
100+	5%
Don't know	27%
Mean number	21

Base: All large administrators (37)

When asked how suspected scams activity compared with the same period last year, most large administrators felt it had not changed (78%). Of the remainder, 15% said it had decreased since last year and 4% said it had increased (with 4% unsure).

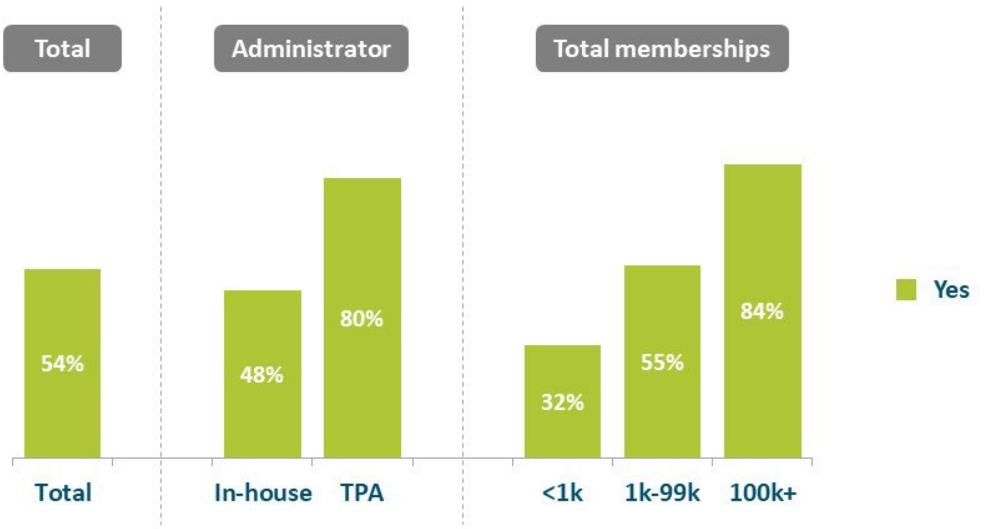
Over half (55%) of large administrators that had suspected any scam transfer request in the previous six months indicated that this had involved Self Invested Personal Pensions (SIPPs), 40% Relevant Small Schemes (formerly known as

Small Self Administered Schemes) and 30% Recognised Overseas Pension Schemes (ROPs).

All administrators were asked whether they were aware of the Pension Scams Industry Group (PSIG) Code of Good Practice. Although comparatively few administrators belonged to the PSIG (5%, as shown in Section 3.1 of this report), Figure 3.9.2 shows that over half (54%) were aware of the PSIG code.

Awareness of the code was higher among TPAs (80%) than in-house administrators (48%). It also increased with administrator size, ranging from 84% of those with 1,000,000+ memberships to 32% of those with fewer than 1,000 memberships.

Figure 3.9.2 Whether aware of PSIG code

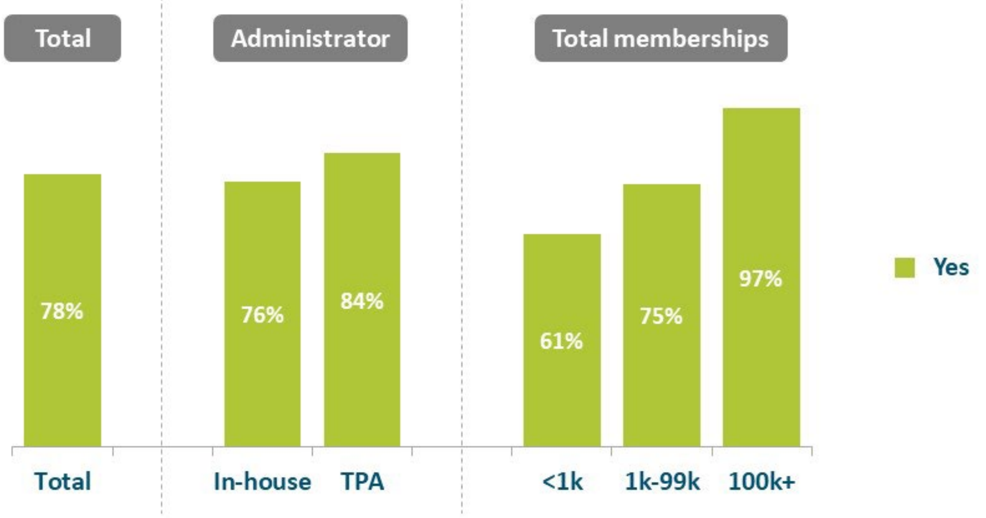


Base: All respondents (Base, Don't know/No response)
Total (203, 10%) / In-house (163, 11%), TPA (40, 5%) / <1k (57, 11%), 1k-99k (103, 13%), 100k+ (37, 0%)

Over three-quarters (78%) of administrators that were aware of the PSIG code stated that they had implemented one or more of the procedures it set out on protecting members from scams, as detailed in Figure 3.9.3.

The larger the administrator, the more likely they were to have adopted any of the procedures; 97% of those with 100,000+ memberships had done so, compared with 75% of those with 1,000-99,999 memberships and 61% of those with fewer than 1,000 memberships.

Figure 3.9.3 Whether implemented any of the procedures to protect members from scams that are set out in the PSIG code



Base: All aware of PSIG code (Base, Don't know)
Total (110, 12%) / In-house (78, 13%), TPA (32, 9%) / <1k (18, 22%), 1k-99k (57, 12%), 100k+ (31, 0%)

Those aware of the PSIG code were asked whether they had implemented some of the specific procedures set out in the code, with results shown in Table 3.9.5[6].

Table 3.9.5 Specific procedures implemented from the PSIG code

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Know the warning signs of a scam and best practice for transfers	**78%**	76%	84%	61%	75%	97%
Document pension transfer procedures	**76%**	73%	84%	56%	74%	97%
Establish whether there is a statutory right to transfer and understand requirements in relation to discretionary rights	**73%**	69%	81%	56%	68%	94%
Have procedures to identify vulnerable customers	**37%**	35%	44%	50%	26%	48%
Get details of the signatories on the trustee bank account	**30%**	29%	31%	44%	26%	32%
Ensure the trustees of receiving scheme are listed as Data Controllers with the Information Commissioner's Office (ICO)	**24%**	23%	25%	11%	23%	32%
Not implemented any code procedures	**10%**	12%	6%	17%	12%	3%

Base: All aware of PSIG code (Base, Don't know)
Total (110, 12%) / In-house (78, 13%), TPA (32, 9%) / <1k (18, 22%), 1k-99k (57, 12%), 100k+ (31, 0%)

[6] This does not constitute the full list of procedures set out in the PSIG code, as some of these had been covered elsewhere in the questionnaire so were excluded to avoid repetition.

The most widely adopted procedures were knowing the warning signs of a scam and best practice for transfers (78%), documenting pension transfer procedures (76%) and establishing whether there is a statutory right to transfer and understanding the requirements in relation to discretionary rights (73%).

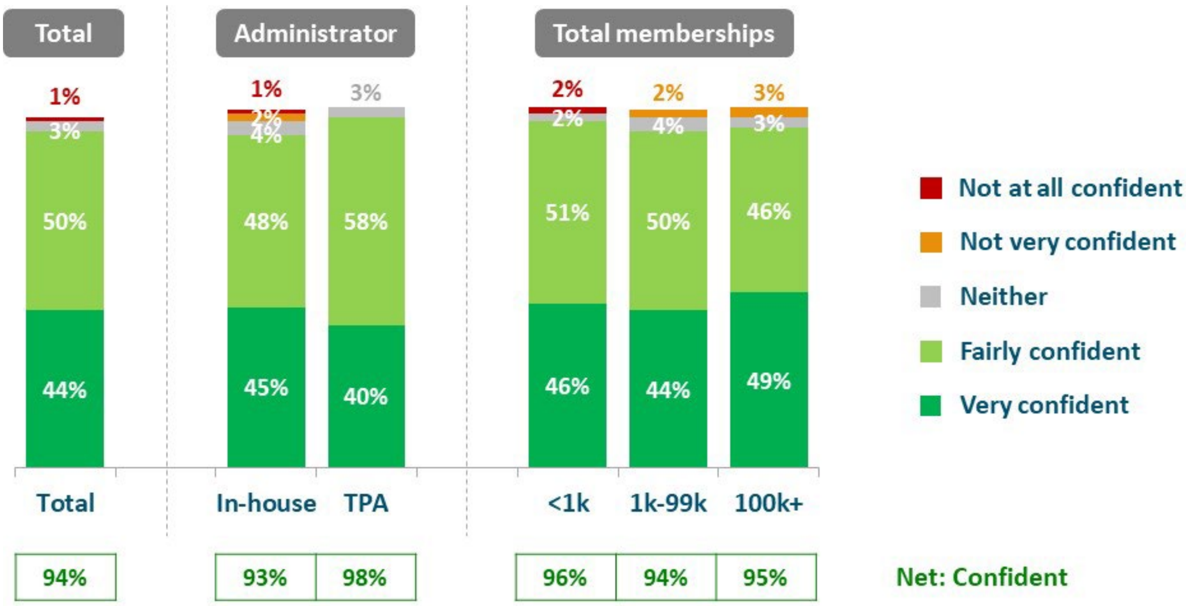
Around a third had procedures to identify vulnerable customers (37%) and obtained details of the signatories on the trustee bank account (30%), and a quarter ensured that the trustees of the receiving scheme were listed as Data Controllers with the ICO (24%).

In most cases the likelihood of implementing these procedures increased with administrator size.

3.10 Saver communications, vulnerability and diversity

As shown in Figure 3.10.1, the vast majority of administrators (94%) were confident that the communications they provided to members were accurate, clear, relevant and provided in plain English. This picture was consistent across all types and sizes of administrator.

Figure 3.10.1 Confidence that member communications are accurate, clear, relevant and provided in plain English



Base: All respondents (Base, Don't know/No response)
Total (203, 0%) / In-house (163, 1%), TPA (40, 0%) / <1k (57, 0%), 1k-99k (103, 0%), 100k+ (37, 0%)

Administrators were asked to indicate the three most common types of member complaints received in the previous 12 months (Table 3.10.1). Overall, a quarter (25%) stated that eligibility for ill health benefit was one of the top three complaints received, and around a fifth mentioned slow or ineffective communication (21%) and delays to benefit payments (19%).

There were some differences between in-house administrators and TPAs. The former were more likely to identify ill health benefit eligibility as one of the top complaints (29% vs. 8%), whereas the latter were more likely to mention pension overpayment and recovery (8% vs. 20%).

Most small administrators with fewer than 1,000 memberships had not received any complaints in the previous 12 months (82%). In contrast, this was the case for 22% of those with 1,000-99,000 memberships and 3% of those with 100,000 or more memberships.

Table 3.10.1 Most common types of member complaints in last 12 months

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Eligibility for ill health benefit	**25%**	29%	8%	2%	32%	43%
Slow or ineffective communication	**21%**	20%	25%	7%	23%	32%
Delays to benefit payments	**19%**	17%	25%	4%	20%	38%
Delay or refusal of pension transfer	**17%**	15%	25%	5%	23%	22%
Inaccuracies or disputes about the amount of benefit paid	**15%**	13%	20%	0%	20%	19%
Disputes or queries about the amount of benefit paid	**14%**	13%	18%	2%	21%	16%
Inaccurate data held and/or statement issued	**11%**	11%	10%	4%	9%	27%
Pension overpayment and recovery	**10%**	8%	20%	0%	11%	24%
Other	**7%**	8%	3%	4%	6%	16%
No complaints in last 12 months	**36%**	38%	28%	82%	22%	3%

Base: All respondents (Base, Don't know/No response)
Total (203, 2%) / In-house (163, 2%), TPA (40, 23%) / <1k (57, 2%), 1k-99k (103, 2%), 100k+ (37, 3%)

Administrators were then asked a series of questions about saver vulnerability. They were first provided with a list of different personal circumstances in which people may be considered vulnerable and were 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 3.10.2.

The most commonly encountered personal circumstances that could be associated with vulnerable savers were recent life events such as bereavement, divorce or job loss (51%), severe or long-term illness (43%) and low financial knowledge or confidence (36%). These were the top responses for all types and sizes of administrator.

However, small administrators with fewer than 1,000 memberships were less likely to mention most of these circumstances, primarily because almost half of this group (46%) stated that they did not deal with any vulnerable savers.

Table 3.10.2 Most common types of personal circumstances associated with vulnerable savers

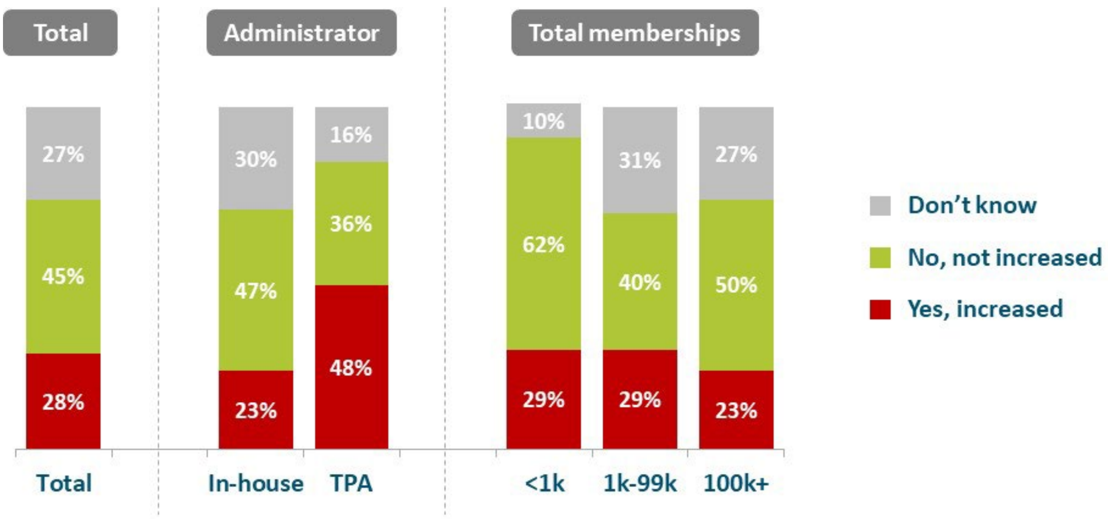
	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Recent life event e.g. bereavement, divorce or job loss	**51%**	52%	48%	19%	64%	68%
Severe or long-term illness	**43%**	45%	35%	12%	59%	54%
Low knowledge or confidence in managing financial matters	**36%**	37%	30%	23%	44%	38%
Physical disability	**9%**	11%	3%	7%	11%	11%
Over indebtedness or low income	**8%**	9%	5%	7%	7%	14%
Poor mental health	**6%**	6%	8%	4%	9%	3%
Caring responsibilities	**6%**	7%	3%	0%	7%	14%
Do not deal with any vulnerable savers	**18%**	18%	18%	46%	7%	8%

Base: All respondents (Base, Don't know/No response)
Total (203, 18%) / In-house (163, 17%), TPA (40, 23%) / <1k (57, 19%), 1k-99k (103, 17%), 100k+ (37, 14%)

Figure 3.10.2 shows that over a quarter (28%) of administrators who dealt with any vulnerable savers felt that levels of vulnerability had increased since the start of the COVID-19 pandemic.

This was broadly consistent across the different sizes of administrator (23-29%) but TPAs were more likely than in-house administrators to have observed an increase in saver vulnerability (48% vs 23%).

Figure 3.10.2 Whether the level of saver vulnerability has increased since the COVID-19 pandemic started



Base: All that deal with any vulnerable savers
Total (133) / In-house (108), TPA (25) / <1k (21), 1k-99k (80), 100k+ (30)

Table 3.10.3 shows the proportion of administrators that had observed an increase in each aspect of saver vulnerability since the start of the COVID-19 pandemic. The most significant increase related to recent life events (18%), followed by over indebtedness or low income (11%) and poor mental health (11%).

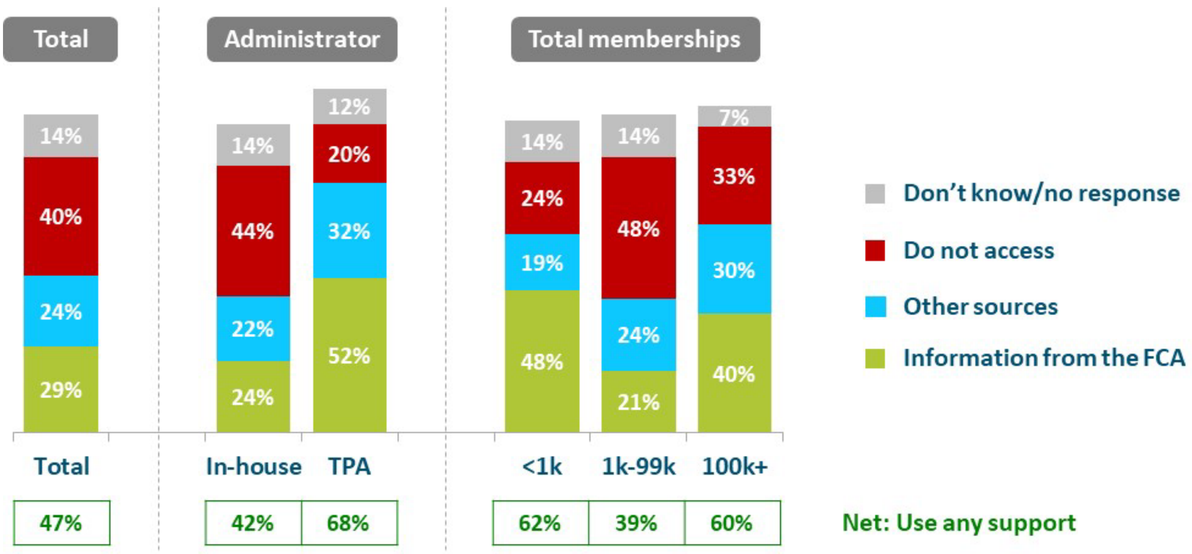
Table 3.10.3 Aspects of saver vulnerability that have increased since the start of the COVID-19 pandemic

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Recent life event e.g. bereavement, divorce or job loss	**18%**	14%	36%	19%	18%	17%
Over indebtedness or low income	**11%**	10%	16%	19%	11%	7%
Poor mental health	**11%**	8%	24%	10%	11%	13%
Caring responsibilities	**7%**	4%	20%	5%	8%	7%
Severe or long-term illness	**6%**	5%	12%	0%	9%	3%
Low knowledge or confidence in managing financial matters	**3%**	3%	4%	0%	5%	0%
Physical disability	**1%**	0%	4%	0%	1%	0%
Other	**1%**	1%	0%	0%	1%	0%

Base: All that deal with any vulnerable savers (Base, Don't know/No response)
Total (133, 2%) / In-house (108, 1%), TPA (25, 4%) / <1k (21, 0%), 1k-99k (80, 1%), 100k+ (30, 3%)

Administrators were asked which, if any, sources of support or guidance they used to help them deal with vulnerable savers. As set out in Figure 3.10.3, approaching half (47%) accessed some form of support or guidance in this area, with this most likely to be from the FCA (29%). The most common other sources mentioned were internal resources (7%) and administering authorities or local networks (5%).

Figure 3.10.3 Support or guidance for dealing with vulnerable savers



Base: All dealing with vulnerable savers (Base, Don't know/No response)
Total (133, 14%) / In-house (108, 14%), TPA (25, 12%) / <1k (21, 14%), 1k-99k (80, 14%), 100k+ (30, 7%)

TPAs were more likely to use support or guidance to deal with vulnerable savers (68%, compared with 42% of in-house administrators). Approaching two-thirds of small and large administrators did this (62% and 60% respectively), it was less common among medium sized administrators with 1,000-99,999 memberships (39%).

Administrators dealing with vulnerable savers adopted a range of approaches to this, as shown in Table 3.10.4. Around half considered the needs of vulnerable savers when developing communications (53%), ensured customer service staff could identify when someone is vulnerable and had the skills/capability to meet their needs (47%) and signposted members to organisations that could help them (47%).

Over a third had developed an understanding of the needs of vulnerable savers (38%), but fewer had clear policies on vulnerable savers (14%) or monitored how well their needs were being met (8%).

The proportion with clear polices on vulnerable savers was highest for TPAs (44%) and those administering 100,000+ memberships (30%). The latter were also more likely to have ensured customer service staff could identify and meet the needs of vulnerable savers (77%) and to have developed an understanding of their needs (60%).

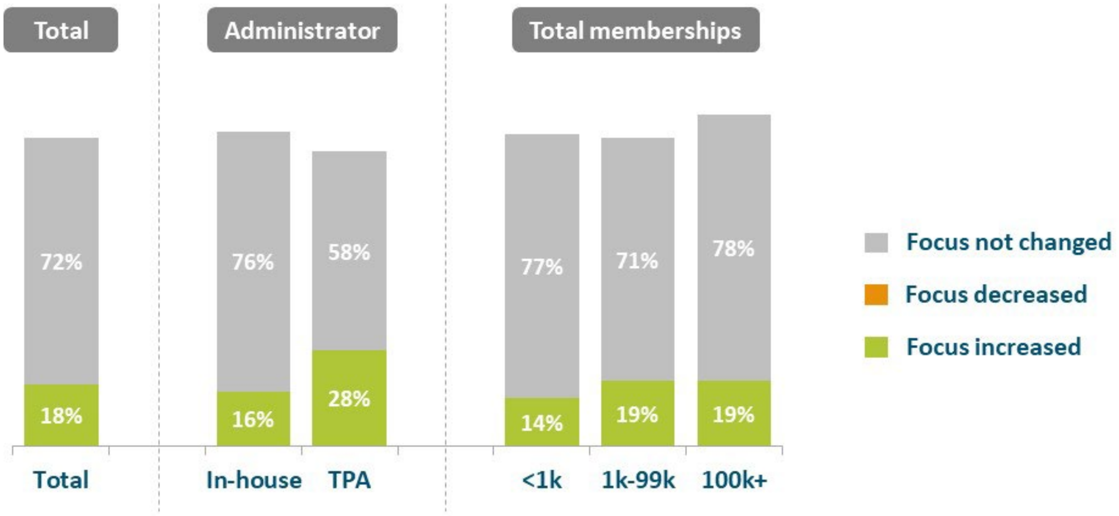
Table 3.10.4 Approaches to dealing with vulnerable savers

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Consider the needs of vulnerable savers when developing communications	**53%**	52%	56%	43%	51%	67%
Ensure customer service staff can identify when someone is vulnerable and have the skills and capability to meet their needs	**47%**	46%	52%	38%	40%	77%
Signpost members to organisations that can provide support	**47%**	45%	52%	38%	45%	60%
Develop an understanding of the needs of vulnerable savers	**38%**	37%	40%	43%	29%	60%
Have clear policies on vulnerable savers	**14%**	7%	44%	10%	10%	30%
Monitor how well the needs of vulnerable savers are being met	**8%**	6%	16%	0%	9%	10%
Other	**2%**	2%	0%	5%	1%	0%
None of these	**15%**	18%	4%	10%	20%	7%

Base: All that deal with any vulnerable savers (Base, Don’t know/No response)
Total (133, 8%) / In-house (108, 6%), TPA (25, 12%) / <1k (21, 14%), 1k-99k (80, 6%), 100k+ (30, 0%)

Figure 3.10.4 shows that around one in five (18%) administrators felt that the focus on saver vulnerability by the trustees or scheme managers of the scheme(s) they administered had increased in light of COVID-19.

Figure 3.10.4 Change in trustee/scheme manager focus on saver vulnerability since COVID-19



Base: All respondents (Base, Don't know/No response)
Total (203, 9%) / In-house (163, 8%), TPA (40, 15%) / <1k (57, 9%), 1k-99k (103, 10%), 100k+ (37, 3%)

Those who reported an increase in the level of saver vulnerability since COVID-19 were more likely to also report an increased focus on this topic by trustees and scheme managers (43%).

Large administrators (100,000+ memberships) were asked additional questions around collecting diversity data. Overall, 14% captured diversity data in relation to the members of any of the schemes they administered. All five of the administrators who confirmed they captured diversity data reported that this diversity data covered age and sex and one said that it also covered gender identity. None of them captured information on disability, race, religion/belief, sexual orientation or education.

Those who did not capture any diversity data were asked for their reasons. In most cases this was because they felt there was no need to collect this data (47%), they had concerns about data protection legislation (27%) or there was no trustee or scheme manager interest in collecting this data (17%).

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 3.1.1 Types of members administered'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Active only	3%	4%	3%	12%	0%	0%
Deferred only	13%	15%	5%	26%	12%	0%
Both	83%	81%	93%	61%	88%	100%

Data for 'Figure 3.1.2 How become aware of new administration requirements and standards'

	Total
TPR	97%
Trade press/publications	49%
Internal sources/colleagues	48%
Informal networks	40%
Scheme managers & trustees	36%
An industry body	34%
Another regulator	12%
Somewhere else	37%

Data for 'Figure 3.1.3 Main barriers to providing a high quality administration service'

	Total
Volume of legislative change	66%
Recruitment, training & retention of staff	37%
System restrictions or lack of suitable technology	32%
Employer willingness to pay	16%
Lack of knowledge	11%
Trustee & scheme manager engagement	7%
Trustee & scheme manager willingness to pay	7%
Other barriers	15%

Data for 'Figure 3.1.4 Whether administrators are required to hold or study for pension administration qualifications'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	27%	22%	48%	9%	30%	43%

Data for 'Figure 3.2.1 Change in trustee and scheme manager engagement with administration over the last 12 months'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Increased	43%	40%	55%	19%	52%	59%
Stayed the same	53%	56%	40%	77%	45%	38%
Decreased	1%	1%	3%	0%	2%	3%

Data for 'Figure 3.2.2 Metrics provided as standard in stewardship reports to trustees or scheme managers (large administrators only)'

	Total
Errors and complaints	89%
Performance against SLA/SLC	86%
Reconciliation of contributions *(only those with DC schemes)*	85%
Data quality measures	81%
Membership analysis	76%
Member satisfaction ratings	73%
Web usage analytics	54%
Call centre performance	43%
Volumes of rework required	22%
Balanced scorecard	19%
Don't provide stewardship reports as standard	11%

Data for 'Figure 3.3.1 Methods use to hold member records'

	Active members	Deferred members
Electronic systems/software	95%	92%
Paper records – held in the office	40%	38%
Paper records – held offsite (e.g. in external archive centres)	14%	20%
Microfiche	8%	11%
Other	1%	1%

Data for 'Figure 3.3.2 Whether administration processes are automated for most or all memberships'

	Production of benefit statements – active *(All with active members)*	**(Defined) benefit accrued to date** *(All with DB or public service schemes)*	**Production of benefit statements – deferred** *(All with deferred members)*
Yes – fully automated for most/all memberships	68%	66%	57%
No – but plan to increase over next 2 years	10%	9%	12%
No – and do not plan to increase over next 2 years	15%	19%	23%

	Expected retirement income at specific date	**Balance queries** *(All with DC schemes)*
Yes – fully automated for most/all memberships	54%	49%
No – but plan to increase over next 2 years	14%	3%
No – and do not plan to increase over next 2 years	26%	32%

Data for 'Figure 3.3.3 Whether administration processes are automated for most or all memberships (large administrators only)'

	Payroll – payment of pension benefits	Reporting – data quality	Monitoring workload & resources	Member status change processes
Yes – fully automated for most/all memberships	86%	81%	76%	70%
No – but plan to increase over next 2 years	3%	14%	16%	16%
No – and do not plan to increase over next 2 years	11%	5%	8%	14%
	Transfer value calculations *(All with DB schemes)*	**Verification & input of data from employers**	**Reconcil-iation of contrib-utions**	**Reporting – complaints & issues**
Yes – fully automated for most/all memberships	67%	65%	43%	27%
No – but plan to increase over next 2 years	20%	27%	35%	19%
No – and do not plan to increase over next 2 years	13%	8%	22%	54%

Data for 'Figure 3.4.1 Data items used to locate a member's record and confirm their entitlement to it before providing information about their pension'

	Total
National Insurance number	97%
Surname	92%
Date of birth	89%
First name	86%
Address	84%
Postcode	78%
Previous surname(s)	32%
Previous address(es) and postcode	32%
Email address	24%
Mobile telephone number	22%
None of these	0%

Data for 'Figure 3.4.2 Scheme-specific data held in respect of active/deferred memberships'

	Active memberships	Deferred memberships
Most recent calculation of DB accrued benefits *(DB only)*	100%	100%
Most recently available DC pot value *(DC only)*	100%	100%
Date joined scheme	97%	97%
Employer name	97%	95%
Employment start date	92%	92%
Employment end date	81%	89%
Flags for special features (e.g. guarantees or underpins)	76%	73%
None of these	0%	0%

Data for 'Figure 3.4.3 Barriers to improving data'

	Total
Inability to fill historical data gaps	70%
Issues with quality of data provided by employer(s)	65%
Sponsoring employer's lack of engagement or willingness to pay	30%
Trustee & scheme manager lack of engagement or willingness to pay	22%
Issues with systems (IT, payroll, administration systems, etc)	19%
We lack resources or time	16%
Other barriers	16%
There are no barriers	0%

Data for 'Figure 3.5.1 Awareness of the pensions dashboards and the requirement to provide data to savers'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Aware of dashboards & requirement to provide data	73%	74%	73%	39%	86%	95%
Aware of dashboards but not requirement to provide data	12%	10%	20%	23%	8%	5%
Not aware of dashboards	14%	16%	8%	39%	6%	0%
Net: Aware of dashboards	**86%**	**84%**	**93%**	**61%**	**94%**	**100%**

Data for 'Figure 3.5.2 Dashboards perceptions: The introduction of pensions dashboards is, in principle, a good idea for savers'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Strongly agree	32%	31%	35%	19%	33%	51%
Agree	53%	52%	58%	58%	53%	43%
Neither	8%	9%	3%	16%	6%	3%
Disagree	1%	2%	0%	0%	3%	0%
Strongly disagree	1%	1%	0%	0%	2%	0%
Don't know/No response	5%	5%	5%	7%	3%	3%
Net: Agree	**85%**	**83%**	**93%**	**77%**	**86%**	**95%**
Net: Disagree	**2%**	**3%**	**0%**	**0%**	**5%**	**0%**

Data for 'Figure 3.5.3 Dashboards perceptions: My organisation will be able to deal with any administrative demands involved in delivering the pensions dashboards'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Strongly agree	9%	7%	14%	6%	5%	19%
Agree	44%	43%	49%	51%	44%	38%
Neither	11%	11%	11%	6%	11%	16%
Disagree	11%	12%	11%	9%	15%	5%
Strongly disagree	2%	2%	0%	0%	3%	0%
Don't know/No response	23%	25%	16%	29%	21%	22%
Net: Agree	**53%**	**50%**	**62%**	**57%**	**49%**	**57%**
Net: Disagree	**13%**	**14%**	**11%**	**9%**	**19%**	**5%**

Data for 'Figure 3.5.4 Dashboards perceptions: It will be easy for my organisation to implement'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Strongly agree	2%	1%	3%	3%	2%	0%
Agree	17%	14%	27%	11%	14%	24%
Neither	26%	26%	27%	29%	27%	24%
Disagree	25%	23%	30%	11%	32%	22%
Strongly disagree	5%	7%	0%	3%	6%	5%
Don't know/No response	25%	28%	14%	43%	19%	24%
Net: Agree	**18%**	**15%**	**30%**	**14%**	**16%**	**24%**
Net: Disagree	**30%**	**30%**	**30%**	**14%**	**38%**	**27%**

Data for 'Figure 3.5.5 Dashboards perceptions: Trustees and scheme managers will leave it as late as possible before preparing for the pensions dashboards'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Strongly agree	6%	4%	11%	3%	6%	8%
Agree	17%	15%	27%	14%	19%	16%
Neither	21%	23%	16%	26%	26%	8%
Disagree	33%	34%	30%	34%	30%	41%
Strongly disagree	8%	9%	3%	6%	7%	14%
Don't know/No response	14%	15%	14%	17%	12%	14%
Net: Agree	**23%**	**19%**	**38%**	**17%**	**25%**	**24%**
Net: Disagree	**41%**	**44%**	**32%**	**40%**	**37%**	**54%**

Data for 'Figure 3.6.1 Whether had a BCP in place prior to the COVID-19 pandemic'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	87%	88%	85%	70%	93%	97%

Data for ‘Figure 3.6.2 Effectiveness of BCPs in responding to the COVID-19 pandemic’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Very effective	60%	56%	76%	58%	57%	72%
Fairly effective	29%	31%	21%	33%	30%	19%
Neither	6%	7%	3%	8%	6%	6%
Not very effective	2%	2%	0%	0%	2%	3%
Not at all effective	1%	1%	0%	0%	1%	0%
Net: Effective	**89%**	**87%**	**97%**	**90%**	**88%**	**92%**

Data for ‘Figure 3.6.3 Whether BCP stated recover times for key processes’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	63%	60%	76%	45%	62%	92%

Data for ‘Figure 3.7.1 Information security and business continuity accreditations held’

	ISO 27001	Cyber Essentials	Cyber Essentials Plus	ISO 9001	ISO 22301
Yes	15%	12%	8%	15%	2%
In process of obtaining	1%	4%	5%	0%	0%
No	34%	28%	31%	32%	39%
Don’t know/No response	50%	56%	56%	53%	58%

Data for ‘Figure 3.7.2 Information security and business continuity guidance and recommendations followed’

	PASA guidance 2019 on cyber security	CIS critical security controls	PASA guidance 2019 on business continuity planning	PASA 2020 guidance on cyber crime	PRAG 2020 guidance on cyber-crime protection
Yes	25%	10%	17%	21%	9%
No	17%	16%	19%	18%	21%
Don’t know/No response	58%	73%	64%	62%	70%

Data for ‘Figure 3.8.1 Changes in transfer activity in the previous 6 months’

	Total no. of transfer illustration requests	No. of transfer illustration requests due to divorce reasons	No. of transfer illustration requests for non-divorce reasons	Proportion of transfer illustration requests that proceeded to completed transfer
Increased	33%	18%	31%	19%
Stayed the same	48%	58%	43%	59%
Decreased	15%	9%	15%	15%
Don’t know/No response	4%	15%	11%	7%

Data for ‘Figure 3.8.2 Whether been concerned about a high volume of transfer requests from the same adviser(s) in the previous six months’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	12%	12%	13%	0%	15%	19%

Data for ‘Figure 3.8.3 Whether capture information on the type of scheme a member transfers to’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	83%	81%	89%	63%	86%	97%

Data for ‘Figure 3.9.1 Whether provide information or guidance to members on how to spot potential pension scams’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	86%	83%	95%	61%	95%	97%

Data for ‘Figure 3.9.2 Whether aware of PSIG code’

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	54%	48%	80%	32%	55%	84%

Data for 'Figure 3.9.3 Whether implemented any of the procedures to protect members from scams that are set out in the PSIG code'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes	78%	76%	84%	61%	75%	97%

Data for 'Figure 3.10.1 Confidence that member communications are accurate, clear, relevant and provided in plain English'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Very confident	44%	45%	40%	46%	44%	49%
Fairly confident	50%	48%	58%	51%	50%	46%
Neither	3%	4%	3%	2%	4%	3%
Not very confident	0%	2%	0%	0%	2%	3%
Not at all confident	1%	1%	0%	2%	0%	0%
Net: Confident	**94%**	**93%**	**98%**	**96%**	**94%**	**95%**

Data for 'Figure 3.10.2 Whether the level of saver vulnerability has increased since the COVID-19 pandemic started'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Yes, increased	28%	23%	48%	29%	29%	23%
No, not increased	45%	47%	36%	62%	40%	50%
Don't know	27%	30%	16%	10%	31%	27%

Data for 'Figure 3.10.3 Support or guidance for dealing with vulnerable savers'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Information from the FCA	29%	24%	52%	48%	21%	40%
Other sources	24%	22%	32%	19%	24%	30%
Do not access	40%	44%	20%	24%	48%	33%
Don't know/no response	14%	14%	12%	14%	14%	7%
Net: Use any support	**47%**	**42%**	**68%**	**62%**	**39%**	**60%**

Data for 'Figure 3.10.4 Change in trustee/scheme manager focus on saver vulnerability since COVID-19'

	Total	Administrator type		Total memberships		
		In-house	TPA	<1k	1k-99k	100k+
Focus increased	18%	16%	28%	14%	19%	19%
Focus decreased	0%	0%	0%	0%	0%	0%
Focus not changed	72%	76%	58%	77%	71%	78%