

# Reporting standards

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This scoping document outlines what we will include in the reporting standards and guidance document.

# 1 Introduction

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## 1.1 About the standards

The reporting standards will ensure that pension schemes and qualifying pensions dashboards understand what information is required to be collected by them and provided to the ecosystem for reporting purposes.

The Pensions Dashboards Programme (PDP) will develop the standards in partnership with:

- The Pensions Regulator (TPR)
- the Financial Conduct Authority (FCA)
- the Department for Work and Pensions (DWP)
- the supplier of the central technical architecture

## 1.2 Why reporting standards are important

Reporting standards are important to:

- ensure consistency across dashboard providers and data providers
- enable the monitoring of the effectiveness and health of the ecosystem
- support regulators with the information/evidence they need to monitor and enforce compliance with duties
- inform continuous improvement

# 2 Scope

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To provide data on a regular basis that will be used alongside data generated within the ecosystem, in order to provide the following types of report:

- analytics – provides statistics on trends, usage etc
- critical success factors – measures the success of dashboards
- oversight and monitoring – ensures the health of the ecosystem including adherence to pensions dashboards standards
- benchmarking – ensures participants are performing in line with their peers

## 3 Reporting standards

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The reporting standards will include the following:

### 3.1 Process

All data providers and dashboards will be requested to provide data to the central architecture for the same time periods in order to align reports as closely as possible.

#### 3.1.1 Frequency

Current thinking is that reporting will take place on either:

- a) an event-based basis for monitoring and or logging activities, ie data would be provided at the time the event occurred
- b) a predefined basis for more analytical and statistical information. This would be on a periodic basis, possibly monthly

#### 3.1.2 Precision

PDP will specify the time periods to include periodic data, so that all reporting data is aligned.

For example, if the frequency is monthly the detail would be:

- starting after midnight on the first day of the month
- analytics – provide until before midnight on the last day of the month

#### 3.1.3 Content

We will require reports to be submitted as a pre-determined collection of information. No individual user's details will need to be disclosed as part of the reporting.

### 3.2 Technical method

PDP will define the technical method for providing both event based, and periodic data in the technical standards.

### 3.3 Find reporting

Current thinking on types of data required in relation to find activity:

#### 3.3.1 Dashboard providers

- number of requests to find pensions by an individual – to measure how frequently individuals use the dashboard
- frequency and timing of find requests by an individual – to indicate behaviour when using the dashboard
- total number of requests to find – to measure success of dashboards and how many result in a find (ie drop out rate once they transfer to the digital architecture)

### 3.3.2 Data providers

- number of requests of find requests received per scheme/firm – to monitor that all requests sent were received and drop off rate once individuals transfer to the central digital architecture

### 3.4 Matching reporting

Current thinking on types of data required in relation to matching activity:

#### 3.4.1 Data providers

- number of full matches per scheme/firm – to allow the monitoring of the performance of a scheme amongst its peers and to measure the success of matching
- number of partial matches per scheme – to measure the quality of data held at data providers and effectiveness of matching criteria
- number of partial matches that converted to full matches – to measure the effectiveness of matching criteria and indicate the behaviour of individuals when given a partial match
- number of partial matches that once the pension administrator was contacted did not turn into a full match – to measure the effectiveness of matching
- number of partial matches where the PeI expired prior to the user contacting the pensions administrator – to indicate the behaviour of individuals when given a partial match - primarily drop off rate
- average time taken to convert a partial match into a full match or confirm a non-match (how long did it take the individual to contact their pension adviser after being advised of a partial match) – to indicate the behaviour of individuals when given a partial match, both their level of engagement and to ensure that any limit to the time a PeI can be stored is set at the right level

### 3.5 View reporting

Current thinking on types of data required in relation to view activity:

#### 3.5.1 Dashboard providers

- number of requests to view pensions per individual - to measure how frequently individuals use the dashboard to engage with their pensions
- frequency and timing of view requests per individual - to measure frequency and behaviour of individuals using the dashboard to engage with their pensions
- total number of requests to view – to measure success of pensions dashboards and to monitor that all requests sent, were received
- total number of times value data was not available by endpoint (scheme/firm) – to monitor schemes/firms that are unable to provide values in a timely manner

#### 3.5.2 Data providers

- total number of view requests – to measure success of pensions dashboards and to monitor that all requests sent, were received
- total number of view requests per dashboard provider – to monitor the types of dashboards that are engaging individuals with their pensions
- total number of times and length of time value data was not available by endpoint (scheme/firm) – to monitor schemes/firms that are unable to provide values in a timely manner

### 3.6 Queries and complaints reporting

Current thinking on types of data required in relation to queries and complaints:

- total number of queries generated from using the pensions dashboard – to monitor queries from engagement with pensions dashboards
- nature of queries generated – to inform continuous improvements
- total number of complaints generated from using the pensions dashboard – to monitor complaints from engagement with pensions dashboards
- nature of complaints generated – to inform continuous improvements

### 3.7 Auditing and logging

PDP is currently exploring this area of the solution with the central digital architecture supplier. We are likely to include it in the technical specification, rather than reporting requirements

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