Warwickshire Pension Fund Employer Update
30th September 2025

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Code of Practice

- https://www.thepensionsregulator.gov.uk/en/document-library/code-of-practice.

- In March 2024, the Pension Regulator issued a new single code of practice that covers all pension schemes.

- The code sets out expectations of the conduct and practice that governing bodies should meet to comply with their duties in pensions legislation.

- Replaces 13 individual codes.

- 5 modules for consideration for the LGPS

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Modules

- **The Governing Body**
- **Funding and Investment**
- **Administration**
- **Communications and Disclosure**
- **Reporting to the Pension Regulator**

Code includes governance requirements around new areas, such as cyber security and scams

Fund Approach

AON were engaged as independent external advisors to review current governance arrangements compared to the new general code.

The review was commissioned by the Fund, it provides a good opportunity to identify and consider any areas for development which will help the Fund to continuously improve and will also help to prepare the Fund for the likely "biennial reviews" which are a feature of the government's proposals in the "Fit for the Future" consultation.

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 Although the review identified some areas rated amber or red, the Fund was found to be in a good position compared to other funds and has been able to provide substantial evidence of policies already in place.

	Green	Amber	Red	Total
The Governing Body	102	35	6	143
Funding and Investment	36	1	0	37
Administration	80	6	2	88
Communications and Disclosure	32	3	1	36
Reporting to TPR	13	1	0	14
Total	263	46	9	318
%	83%	14%	3%	100%

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Action Plan

Project	Number of Review Items
Administration and monitoring	9
Administration policies and procedures	8
Business planning	4
Committee and board governance	15
Committee and board processes	12
Internal controls	3
Managing advisors and service providers	9
Managing risks and business continuity	12
Procedure controls	1
Reporting	3
Training policy	17
Total	**93**

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Fund Approach

Initial results reported to Staff and Pension Committee and the Local Pension Board

Project team created

Each action given an owner and a completion deadline

Monthly meetings where every action is RAG rated

Project updates reported quarterly

Completion deadline of 31ˢᵗ March 2026

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National Pension Dashboard Program

- **Secure online system where individuals can log on and access information about all pensions in one place, including the state pension data**

- **The Fund are working towards a connection deadline of 31st October 2025**

- **Procured an Integrated Service Provider (ISP) that will connect our administration system to the national dashboard**

- **Tight deadlines for return of data and system availability. E.g less than 13 months old or 10 days to provide missing value data**
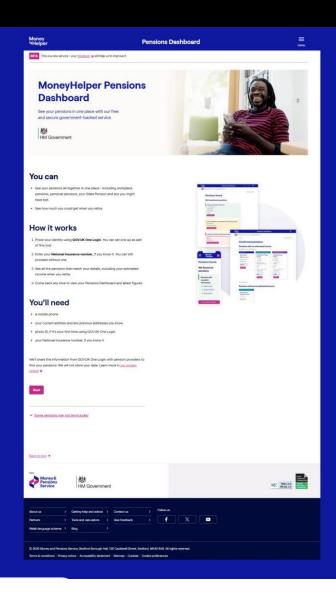
What it might look like

- **Data to be returned will be Annual Benefit Statement data showing current value and value projected to state pension age.**

- **Stage 2 of our ISP connection will be complete in early October**

- **No indication of the digital access point which is when this will be launched to the public, schemes will be given a 6 month notice**

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The landing page

Users will begin their journey on the MoneyHelper Pensions Dashboard (MHPD) landing page.

Note: while the journey set out in the following slides is for desktop, the service will scale for mobile and tablet.
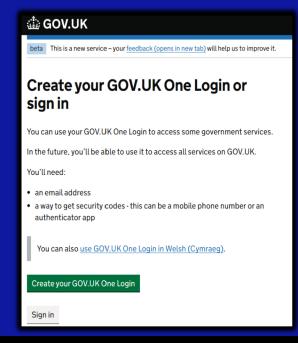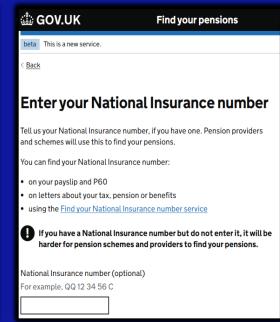

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Find and ID

Users will move into the Find and ID part of the service.

They'll need to create or log in to their existing GOV.UK One Login account and prove their identity.

Finally, users will be able to add their National Insurance number before initiating a search for their pensions.
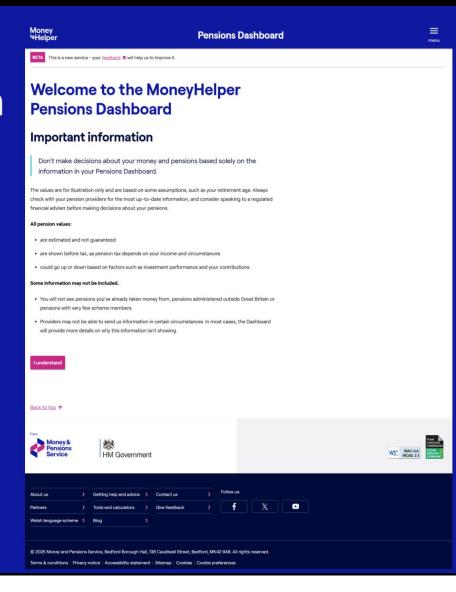

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Important information

After initiating a search for their pensions in the Find and ID part of the service, users will be passed back to MHPD.

Upon returning to MHPD, users will be provided with a set of warnings, as set out in the PDP design standards and FCA rules, prior to being able to view the MHPD.
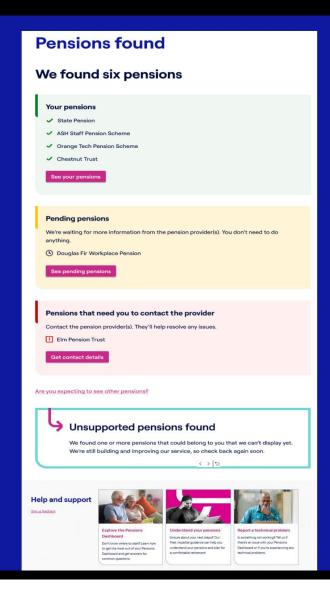

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Pensions found

After we have received the user's data back from providers and schemes, the user will then be shown an overview of the results of the view requests.

This helps the user understand what we have found and whether we have all the information we are expecting from their pension schemes.

Pensions in the green channel are those that have matched with the user and all the expected information has been returned.

Pensions in the amber channel are those that have matched but some data has not yet been returned.

Pensions will appear in the red channel if a partial match has been returned or contact with the pension provider or scheme is required.

This message will display if a pension type is returned that we cannot handle fully during initial testing.

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Your pensions

During initial testing we will only display details for the State Pension, defined contribution (DC) and defined benefit (DB) pensions.

Over time we will develop the service to be able to handle all pension types.

This page provides the key information for each pension returned that users have told us is most important for them to understand.

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Help and support

The help and support pages will provide a user with:

- support in using the dashboard
- some pensions guidance to help them understand the information on their dashboard
- support for any technical problems

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MoneyHelper Pensions Dashboard roadmap

Money Helper

Q2

July - September

Content updates and bug fixes
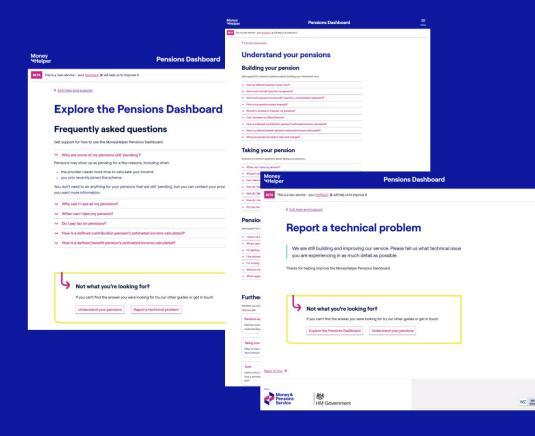Address minor bugs and apply content updates based on testing and industry input.

Improve DC and DB details pages
Make pension details clearer and more user-friendly.

Analytics and screen replay
Add enhanced analytics and screen replay tools for research insights.

McCloud schemes
Prepare for October connections by reviewing and updating how these pensions are displayed.

Pension summaries
Finalise and enable the summary view, including pension timeline and summary sentence(s).

Matching and multiple illustrations
Improve how multiple illustrations are handled to support user understanding.

Enable AVC and HYB pension types
Enable additional pension types to gather further insights.

Help & support for unmoderated testing
Refine help content and prepare feedback mechanisms for unmoderated research.

Q3

October - December

Welsh translation
Translate the service and test with Welsh-speaking users.

Enable CDC and CB pension types
Enable additional pension types to gather further insights.

Return to find journey
Allow users to return to the 'find' experience from the dashboard.

Enable downloads
Let users export their data and download it.

Onward guidance
Initial integration and testing of onwards guidance from the dashboard.

Research, feedback and iteration based on consumer and industry feedback

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Consumer testing – target timeline will flex with outcomes

Timings and volumes are indicative

	FYQ2 2025/26	FYQ2/3 2025/26	FYQ3 2025/26	FYQ4 2025/26	FYQ1 2026/27

Steps	Industry expert testing	Phase 1 testing	Phase 2 testing		
Description	Initial check that live data is appearing as expected	Targeted industry recruitment 12-15 schemes testing in 3-5 rounds	Open industry recruitment (as well as other routes such as agencies, charities etc) Controlled ramp up of target consumer participant volumes – to be adjusted based on insights		
Consumer volumes		Scaling and up to 300	Scaling and up to 3,000	Scaling and not expected to exceed 17,000	
Cumulative volumes		Up to 300	Not expected to exceed 20,000		

Matching criteria

- There are 3 distinct match levels within the Pensions Dashboard as a result of a member request:

1. Full Match

2. Partial Match

3. No Match

- For Full Matches, the Fund via the ISP will automatically send pension value data directly to the member Dashboard for them to view their pension details.

- For No Matches, no data will be sent to the member Dashboard.

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Matching criteria

- For Partial Matches, no pension value data will be provided, but the member will be informed that they may have a match at the Fund and will be asked to contact the fund to further prove their identity. If, after the member contacts a fund, it is deemed that the match is confirmed, pension value data is returned to the Dashboard.

- The Fund to decide what data they will accept as a full match versus a partial match.

Matching criteria

Reference	Data element	Description
Core 'uneditable' verified data items - will always be in a Find Request		
1.001	first name/given name/forename	First name/given name/forename of the user
1.003	surname	Surname of the user
1.005	date of birth	Date of birth of the user
1.023	**email**	Email address verified by One Login
Additional 'uneditable' data items - that may be provided in a Find Request		
1.014 - 1.021	address and postcode	Address of the user which has been confirmed to be associated with the user during IDV
1.027	**mobile number**	Mobile phone number verified by One Login
Additional data item that may be entered by the saver (not verified)		
1.007	**NINO**	NINO of the user
Alternative data items which could be entered by the saver (not verified)		
1.009	alternate first name/given name/forename	Any alternate first name/given name/forename of the user
1.011	alternate surname	Any alternate surname of the user
1.025	alternate email	Alternative email address of the user
1.029	alternate phone number	Alternative phone number of the user
1.014 - 1.021	alternative addresses	Alternative addresses (such as previous)

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AVC's

- **Three options for return of AVC data**

- **Standard Life will return data via multi source link return. GUID shared with Standard Life so data will be linked within the dashboard**

- **Utmost Life will return data via a single source. By returning data to the Fund annually, where it will be held in our administration system and returned to the dashboard with main scheme data**

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Data Work

- **Focus for Fund between connection date and launch date**

- **The Pension Regulator working with Funds and issuing questionnaires around data scores, data actions**

- **Annual data quality report produced in Q3 each year**

- **Procurement of data cleansing and enhancing tool, three year contract to ensure data is up to date**

Any Questions?

- **AGM Save the date**
- **Old courts in Warwick, 11ᵗʰ December**
- **Chance to discuss valuation results with fund actuary**
- **Contact us –**
  - **pensions@warwickshire.gov.uk**
  - **01926 412005**

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