Pensions Dashboards Programme

Money and Pensions Service Pensions Dashboards Progress Update Report

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Money & Pensions Service

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Introduction

Since the last pensions dashboards progress update report, there has been significant activity from the Money and Pensions Service (MaPS) and its Pensions Dashboards Programme (PDP). Connection has continued to proceed at pace, and we have now reached around 85% of pension records being available through dashboards. We remain on course for the connection deadline of 31 October 2026.

At the same time, MaPS has completed phase 1 of consumer testing of the MoneyHelper Pensions Dashboard. This has produced positive results for the effectiveness of the dashboard, as well as areas for further work. We have now entered phase 2, with increasing numbers of users. More information on the outcomes of testing so far, and future plans, can be found in this report. MaPS has also held a consultation on updated reporting standards for pension providers and schemes.

The Government is committed to private sector dashboards, and more details can be found here on the proposed approach for engaging industry in the process of making these dashboards possible.

One of our central principles is the importance of a collaborative approach to pensions dashboards. As well as setting out how we have been engaging with industry to provide updates and gain their feedback, this report also includes updates from MaPS' delivery partners: the Department for Work and Pensions (DWP), The Pensions Regulator (TPR) and the Financial Conduct Authority (FCA). We are also grateful for the contribution from our industry partners who form the Pensions Dashboards Advisory Group (PDAG).

We continue to make steady progress with pensions dashboards, and this has only been possible because of the positive and constructive spirit shown by everyone involved.

Chris Curry – Industry Principal, Pensions Dashboards Programme

Connection update

In April 2025, the first pension provider completed connection to the pensions dashboards ecosystem. Since then, nearly 1,500 pension providers and schemes have connected, with over 70 million workplace and private pension records integrated into dashboards – around 85% of those in scope. This is alongside tens of millions more State Pension records. Of the original cohort of 19 directly connecting organisations (DCOs), all have now completed connection. PDP is continuing to work closely with the remaining DCOs to complete connection with them as soon as possible.

At the end of April 2026, the milestone of 6 months to go to the connection deadline was passed. All pension providers and schemes in scope of legislation need to have completed

connection to the ecosystem by 31 October 2026. This includes all personal pension providers subject to the Financial Conduct Authority (FCA) rules and occupational pension schemes with 100 or more relevant members. A connection timetable in guidance produced by the Department for Work and Pensions (DWP) sets expectations for when providers and schemes should connect, depending on size and type. Providers and schemes must have regard to this guidance when making their connection plans.

It is vital industry keeps working towards this goal. Most providers and schemes are connecting via a third-party, such as an integrated service provider (ISP) or a third-party administrator, and detailed guidance on the connection process is available on the PDP website.

Once pension providers and schemes have completed connection, this is not the end of the journey. There are obligations on trustees and scheme managers that must be met in order to remain connected and provide accurate and complete data.

MoneyHelper Pensions Dashboard consumer testing

Phase 1

MaPS began consumer testing of the MoneyHelper Pensions Dashboard in 2025, designed to help improve and refine the service before it is made available to the public.

Phase 1 testing, involving low volumes, was completed in early 2026. Participants were primarily employees of pension providers, with a specialist used to recruit some users who required assistive technology to interact with digital services. Moderated testing with a MaPS observer was used to document user actions and comments.

This testing phase produced a number of positive outcomes. The end-to-end user journey worked well, including the identity verification service through GOV.UK One Login. Most users found that multiple pensions were appearing, demonstrating the success of matching. Testers noted how highly they valued the ability to see all their pensions in one place, and recognised the time-saving potential. They also expressed satisfaction with the overall design of the dashboard and a high level of trust in GOV.UK and MoneyHelper branding.

In relation to accessibility, phase 1 testing highlighted that dyslexic users found the content clear and readable, and screen readers could progress independently through most steps. Core navigation and form controls were generally found to be accessible.

Phase 1 testing also produced some areas for further refinement. This included around data displaying, data recency, and user comprehension of some information. Actions have resulted from this phase to help improve the dashboard. Information around explaining the next steps for possible matches has been refined, and clearer explanations have been added

for why pension values may be from different dates. The State Pension page has also been updated to provide clearer context.

MaPS held a webinar in April 2026 providing more detail on phase 1 testing. A recording of the webinar, along with slides as well as questions and answers raised, is available on PDP's website.

Phase 2

Phase 2 of consumer testing got underway in March 2026. It involves increasing numbers of users across a range of demographic groups and pension types. In the 3 months since testing started in March, MaPS has invited around 3,000 members of its consumer research panel to test the MoneyHelper Pensions Dashboard, of which around 2,000 took part. We aim to test with a further 3,000 panel members in June. Testing will continue into July and beyond, as we progress into the latter stage of Phase 2. Detailed plans including volumes are under consideration.

In addition to Phase 2 consumer testing, MaPS is commissioning social research with a nationally representative group of participants. This commissioned research aims to provide accurate indications on user outcomes. It will gather participants' feedback on areas such as matching outcomes, including potential gender differences, data accuracy and the onward actions and behaviour of users. Testing will assess whether users can find and understand their pensions information and get further support where they need it. In addition, it will help MaPS to understand how users are interacting with the service and what they might go on to after using the service. This will help refine the user experience to ensure it is meeting users' needs and minimising potential risks. MaPS is committed to sharing information on testing with industry stakeholders on a regular basis and is finalising its approach.

Anyone aged 18 or over who has not started withdrawing all their pensions can take part. MaPS is particularly seeking assistance from the pensions industry to involve individuals with access needs or confidence barriers around literacy, numeracy, digital skills and technology. Industry help has been sought to recruit testers, and MaPS has encouraged employers and charities to get involved.

On current plans, MaPS would expect the MoneyHelper Pensions Dashboard to be available to the public in financial year 2027/28. A further update on expected timings will be provided around the time of the 31 October connection deadline, when significantly more user testing will have been undertaken. Further engagement on the approach to launch, including options which might mitigate risks to industry, will take place with industry over the coming months.

Private sector dashboards

The Government is committed to facilitating private sector pensions dashboards alongside the MoneyHelper Pensions Dashboard. While the MoneyHelper dashboard is being prioritised, it remains the intention to enable private organisations to build and operate their own dashboards.

At the beginning of 2026, PDP sought feedback on a proposed approach to involving industry in the process of making private sector dashboards possible. This took inspiration from the 'industry participant' approach used for developing and undertaking the process for connecting pension providers and schemes to the dashboards ecosystem. PDP proposed establishing a private sector dashboards group made up of organisations planning to operate their own dashboards. Among other things, this group would support the iteration of standards for private sector dashboards, support PDP as it develops the central digital architecture to support multiple dashboards, and input into the development of the connection process.

The response to the consultation was overwhelmingly positive. Those who agreed with the proposal highlighted the success of the industry participants approach and noted collaboration is essential to the success of dashboards. Respondents also spoke about the importance of clarifying timelines.

PDP is now inviting applications for members of the private sector dashboards working group. Members will be organisations which are actively planning to operate a private sector dashboard, either independently or in partnership, or who plan to play a material role in enabling the delivery of a dashboard as a technology supplier.

This is expected to include:

- prospective dashboard operators
- technology and service providers

The programme has consistently committed to private sector dashboards, but it is important the testing and implementation of MoneyHelper Pensions Dashboard are completed to understand exactly consumer behaviour as a result, both for Government and the Pensions Industry.

PDP is very keen to have the support of an industry working group as it develops the means to connect and operate private sector dashboards, and would encourage all those organisations who are able to participate to do so. Given that there is significant complexity in the programme's overall delivery landscape, there may also be periods of lower activity during the operation of the group, where other work takes precedence.

Interested organisations should complete an application form which they can find in our published response.

Reporting standards

MaPS is empowered by legislation to set standards for pensions dashboards. These standards are a set of rules and controls that those connecting to the dashboards ecosystem must adhere to.

PDP held a consultation on the implementation of updated draft reporting standards at the start of 2026, the deadline for which was extended to 30 April. A previous version of reporting standards was approved by the Secretary of State for Work and Pensions and the Department for Communities (Northern Ireland) in March 2025.

Reporting standards set out the requirements on pension providers and schemes for generating and recording operational information and reporting it to MaPS. These standards support oversight and management of the ecosystem and regulators' role in compliance monitoring and enforcement.

The updated draft reporting standards are designed to implement daily reporting of data to MaPS via an application programming interface (API). This follows a commitment from MaPS to implement such a measure in the current version of reporting standards, as well as in the 2022 consultation on draft standards.

The consultation has now closed. PDP is reviewing the responses, and will provide a formal response confirming the mandatory implementation deadline in due course.

Engagement on pensions dashboards

MaPS regularly engages with industry throughout the year to provide the latest updates on progress of the delivery of pensions dashboards, share insights and answer questions.

Since the last progress update report, MaPS has continued to attend a range of speaking engagements with industry. In April, MaPS CEO Oliver Morley spoke to the Pensions Age Spring Conference, and delivered an update at the Professional Pensions Live conference in May. At both of these events, MaPS also operated a stand, sharing a walkthrough video of the MoneyHelper Pensions Dashboard and details of how to get involved in consumer testing.

Many speaking engagements have been attended by PDP's Industry Principal Chris Curry. In January, he spoke at the Local Government Pension Scheme Governance Conference in Cardiff, and at the RSM Pensions Manager Forum dashboards session in February. In March, Chris was joined by Senior Policy and Propositions Manager Adam Gifford at the Scottish

Widows Employer event and Pension Management Institute's Defined Benefit Pensions Conference 2026. Adam also provided an update at the FCA Consumer Panel in April.

Other events included the Association of Member-Directed Pension Schemes (AMPS) Annual Conference 2026 and a roundtable discussion on pensions dashboards hosted by WTW. Throughout the year, MaPS also attends Firefighters Local Pension Board training sessions led by the Local Government Association, alongside TPR, to explain pensions dashboards and the obligations on trustees and scheme managers.

MaPS continues to work closely with various industry-led groups, and will look to build on this over the coming months as insights continue to be gathered from consumer testing. These groups include those led by the Association of British Insurers (ABI) and the Pensions Administration Standards Association (PASA). The cohort of directly-connected organisations continue to play an important role in helping to shape and improve the dashboards ecosystem, and MaPS is progressing plans for a working group for private sector dashboards.

Pensions dashboards advisory group (PDAG) update

From build to reality

PDAG welcomes the significant progress made over the past year. With the large majority of pension records now connected to the ecosystem and consumer testing well advanced, the programme has moved decisively from build to reality. The collaborative spirit between MaPS, PDP, DWP, the regulators, providers and schemes, administrators and ISPs has been central to this achievement, and PDAG is proud to have played its part.

As the October 2026 connection deadline approaches, PDAG's focus turns to what comes next. Data quality — not just connection — will determine whether savers have a positive experience. Schemes and providers still need to close known gaps in matching data, and PDAG urges those not yet on track to prioritise this now. Critically, data providers must take responsibility for reviewing the data they provide from a user perspective; live consumer testing is a valuable safety net, but it is not a substitute for providers' own testing and quality assurance. Real end-user testing at scale remains one of the most important challenges for the next reporting period — without it, we cannot be confident that we have built the right thing, nor set the right date for public launch. PDAG urges greater focus on this, and in particular on sharing learnings on how consumers react to the presentation of retirement income alongside pot value.

PDAG welcomes the recent PDP announcement confirming that public availability will be in Financial Year 2027/28. The announcement of a "not before" date is a welcome and important first step in giving industry the steer it needs to plan resources, budgets and communications effectively.

It is PDAG's view that two issues should be prioritised:

- first, the exclusion of pensions in payment means dashboards will have limited value for a growing number of savers already in decumulation. PDAG asks for a firm timetable for including pensions in payment as a fast-follower enhancement; and
- second, industry investment in private sector dashboards has been sustained in good faith for several years. The pathway and timetable for FCA-regulated dashboards must be prioritised — further delay risks losing the private sector capacity that the programme's long-term success depends upon. PDAG welcomes the recruitment of a working group to facilitate progress on private sector dashboards. However, the ability to surface an API to approved third party providers — enabling data sharing for the benefit of a more efficient industry, better outcomes and more informed member decisions — remains of paramount importance. Speed is of the essence.

PDAG also welcomes the highlighting of the importance of Pensions Dashboards within the Pensions Commission's interim report. MHPD will give savers access to a single, consolidated view of their retirement adequacy for the first time, and PDAG expects to see a deeper connection with the Pensions Commission's work — and a stronger recognition of the importance of MHPD — in the final report in 2027. Against a backdrop of an estimated 15 million people under-saving for retirement, the dashboard's role in enabling savers and their advisers to assess retirement adequacy is vital. PDAG also notes that MHPD could support the delivery of both Guided Retirement and Targeted Support and urges that this connection is reflected in policy development.

The launch of the MoneyHelper Pensions Dashboard will be a landmark moment. PDAG is committed to supporting a successful public launch and to working with DWP and MaPS on the decisions that will determine whether dashboards fulfil their full potential for UK savers.

Updates from partners

Department for Work and Pensions (DWP)

The successful delivery of pensions dashboards remains a priority for the Government. We welcome the progress our delivery partners have made as well as the continued engagement and cooperation of the pensions industry.

We are pleased to see good progress on connection in line with DWP's staged timetable. With four months to go before the statutory connection deadline, it is crucial that industry maintains this momentum.

The Government encourages the pensions industry to continue to engage with the latest guidance and standards from DWP, MaPS, and the regulators to support successful

connection. As testing is underway, continued adherence to these standards will ensure the dashboards service is secure, reliable, and capable of delivering a positive user experience.

We welcome the progress being made on developing the MoneyHelper Pensions Dashboard. Findings from the first phase of consumer testing have provided valuable insights into user behaviour and service design.

Finally, Government welcomes the passage of the Pension Schemes Act 2026. Among other landmark reforms, the Act establishes the legislative foundation for pensions dashboards to display PPF and FAS information, benefitting up to 140,000 members of those compensation schemes (and potentially more in the future if other schemes enter the PPF).

The Pensions Regulator (TPR)

The Pension Regulator's message is moving from connection to readiness for real users.

Our recently launched campaign (to mark the six months to go to the connection milestone on 31 October 2026) emphasises that, with 85% of records now connected, schemes need to be ready for when members start to use dashboards. During this period of testing we encourage learning and preparing as much as possible – to ensure operational ease and avoid spikes in member queries later down the line.

We continue to focus on ensuring that data is not just present, but accurate. In April, we published the findings of our engagement with the largest UK schemes, which together cover around 80% of occupational pension scheme memberships. This report, alongside our engagement with the largest data cleansing organisations, shows there is still significant progress to be made to ensure data is dashboards-ready.

Moving forward, it's important that schemes maintain this focus on data quality and treat data as a strategic asset on an ongoing basis.

Additionally, we are putting increased scrutiny on value data, and the requirement of schemes to return this to members within strict timeframes. We have found value data preparations lag behind personal data. To help address this, we have recently launched a regulatory initiative to assess how schemes are preparing to meet this duty. This work targets 240 private sector Defined Benefit and hybrid schemes and will help inform discussions on the timing of the launch of the MoneyHelper Pensions Dashboard.

In April, we also published our updated guidance, highlighting the good practice insights we've gathered and providing clarity on key areas. Alongside this schemes now have the option to download a pre or post connection checklist, based on where they are in the journey – as we recognise the majority of schemes are now turning their attention to post-connection duties.

As the countdown to connection continues, TPR will continue to maintain engagement with schemes and those supporting them in preparation for dashboards. If schemes fail to meet the statutory deadline for connection, they can expect to hear from us. Where we see wilful or reckless non-compliance, we will take a robust enforcement approach.

Financial Conduct Authority (FCA)

Pension providers

FCA-regulated pension providers have continued connecting to the pensions dashboards ecosystem, with numbers growing as each additional integrated service provider (ISP) completes its connection.

All providers must be fully connected before 31 October 2026.

FCA-regulated pension providers can visit the FCA's dedicated webpage, for further information about connecting to the ecosystem.

Connection is, however, only part of the story. The quality of firms' underlying data is critical to the successful launch of dashboards. With MHPD user testing well underway and the connection deadline just over 4 months away, FCA-regulated pension providers should already be ensuring their data is ready and accurate for consumers to access via dashboards.

Private sector pensions dashboard operators

The FCA will continue to work closely with PDP, Government and industry as PDP's roadmap is developed and progressed.