

that the most significant beneficiaries will be consumers who currently do not engage sufficiently with their long term financial planning needs. This is because pensions dashboards will allow them, for the first time, to engage with complete and accurate data in a streamlined and manageable capacity.

From experience, we have learnt that person-led interventions are most successful when it comes to making those less digitally ‘savvy’ feel more comfortable and confident online. The Barclays Digital Eagles have supported over 60,000 people in the last year with their online and technology based skills, through ‘Tea and Teach’ sessions. We fully encourage government to run a similar initiative to ensure uptake and confidence in the dashboards.

The consultation paper suggests that industry will start to supply data to a dashboard, on a voluntary basis, from 2019 as the existing framework allows for this. We believe that the complexity of the proposed architecture and scale of the solution makes a 2019 delivery challenging. However, we encourage government and industry to do what they can to meet this initial deadline, including considering our aforementioned alternative architecture.

We also encourage government to legislate as soon as possible to compel schemes to provide their ‘basic’ information – e.g. name, address, date of birth and scheme contact details. We understand the considerable pressure on the current parliamentary timetable, however, clear action/commitment from government is needed in order to build confidence in the dashboards by consumers and industry.