

The Board of the Pension Protection Fund

Disclosure Log – 2024/25

Date of Response	FoIA Subject
18/04/2024	ICT
01/05/2024	Supplier/Expenditure office suppliers
01/05/2024	Geographical split of members
08/05/2024	Legal Cases relating to cap removals
08/05/2024	Contact centre/ICT
08/05/2024	Telephony
15/05/2024	Energy Consumption, follows 41 2324
15/05/2024	Deceased FAS Members
28/05/2024	Office supplies contract
12/06/2024	Employees receiving bonuses
21/06/2024	Facilities management
26/06/2024	Revenue from Filming
10/07/2024	Contact centre/ telephony- Partial repeat 11/12 2425
11/07/2024	Contracts
31/07/2024	Deceased FAS members
13/08/2024	Staff gender breakdown
13/08/2024	Contracts
13/08/2024	FAS pension
12/09/2024	JDs/ Adverts for CRO role
13/09/2024	FAS members Torquay
16/09/2024	Mobile phone contracts
17/09/2024	Microsoft licenses
19/11/2024	Deceased FAS members
19/11/2024	Use of fax machine
04/12/2024	Information relating to contract managed file transfer solution (MFT)
04/12/2024	Contact centre
19/12/2024	Audit service panel
16/01/2025	Contractual information
16/01/2025	Staff working from abroad
06/02/2025	Contracts
14/02/2025	Deceased and new member numbers
14/02/2025	Deceased FAS members
21/02/2025	Pre-97 and member numbers
12/03/2025	EDI staff employed
27/03/2025	Mobile Phones
27/03/2025	EDI staff, community groups etc

All requests were responded to within 20 working days.

18th April 2024

1. Are Pension Protection Fund (PPF) currently using Microsoft Office M365/O365 subscriptions to licence its desktops?

Yes

2. If the answer to question 1 is yes, can you confirm the date (PPF) initially migrated to Microsoft Office M365/O365?

2022

3. If the answer to question 1 is yes, can you confirm what version(s) and quantities of perpetual (owned outright)/On Premise desktop application licences (such as Microsoft Office) were previously used to licence your desktops?

Microsoft Office 2019, approximately 400 licenses.

4. Did (PPF) use the 'FromSA' product SKU when it initially migrated to M365/O365 to obtain discounts?

Yes

5. Did Microsoft (or a third party on its behalf) carry out an audit of your Microsoft software assets in the period prior to your potential migration to O365/M365?

Yes

6. If so, what date did any such audits start and finish?

In 2021, it formed part of our investigatory work and programme, and part of our yearly activities.

7. What is the corporate identity of the party carrying out the audit, e.g. Microsoft or the name of the third-party auditing company?

Microsoft and other third parties who are our LAR were engaged.

8. Did the audit identify any breaches of, underlicensing, or non-compliance with, your licensing conditions?

No

9. If so, were any incentives relating to such breaches or non-compliance given by Microsoft to encourage your organisation to move to Microsoft cloud subscription licences?

N/A

1st May 2024

Spend on Office supplies and associated products for the below financial years.

1st April 2022 – 31st March 2023 £24,211

1st April 2023 – 31st March 2024 £21,871

Start date & duration of Contract? 01/04/24 - 31/03/27

Is there an extension clause in the contract and, if so, the duration of the extension

Yes, one year

Has a decision been made yet on whether the contract is to be either extended or renewed?

No as services have been recently procured.

Who is the senior officer (outside of procurement) responsible for the contract?

Facilities Manager

Name of Incumbent Supplier?

Lyreco UK Limited

How long have you traded with them?

4 years

If you publish your register of contracts and purchasing, can you please provide a website link

We do not publish this information directly, but it will be provided via the Contracts Finder webpage.

In addition, can you confirm if you have a contract in place for Tail End Spend.

We do not currently have a contract for tail end spend.

1st May 2024

Could you please provide a geographical split of PPF membership numbers (deferred / pensioner) reflective of where each member lives, in terms of England, Wales, Scotland, Northern Ireland and other?

Region	Person Status	Number of Members
England	Deferred	75456
England	Pensioner	162533
Scotland	Deferred	7894
Scotland	Pensioner	18146
Wales	Deferred	3714
Wales	Pensioner	8954
Northern Ireland	Deferred	1407
Northern Ireland	Pensioner	3498
Other	Deferred	5573
Other	Pensioner	5055

8th May 2024

1. Details of all Court Cases, separately or together, relating to the cap removal, interest, and compensation payments in particular the following:-
 - a. Full details of Case including Case Name, Court name and address, Case Numbers and Dates
 - b. Full details of the judgement
 - c. The name and address and contact details of the instructing solicitor.
 - d. The name and address and contact details of any Barrister involved.

There are two relevant cases where the PPF was a named party and the requested information is available online via the following web-links: -

[Hughes -v- Pension Protection Fund - Courts and Tribunals Judiciary](#)

[The Secretary of State for Work and Pensions -v- Hughes and ors - Courts and Tribunals Judiciary](#)

Please note that whilst the address or contact details of the involved lawyers is not published; their names and respective firms are available via these links and can be used to contact them accordingly.

2. Details of any legal claims, separately or together, relating to the cap removal, interest and compensation payments and their outcomes

There are no other current legal claims specific to the uncapping project where the PPF is a party.

3. Details of any Ombudsmen referrals, separately or together, relating to the cap removal, interest and compensation payments and their outcomes

Please view the Ombudsman's website to note any relevant decisions:-

[Decisions | The Pensions Ombudsman \(pensions-ombudsman.org.uk\)](#)

4. Details of any written correspondence for capped members seeking compensation over and above Regulation 17 of the PPF (General and Miscellaneous Amendments) Regulations 2006 and the outcome

We consider it would be unfair to provide this information as the data subject(s) would have no reasonable expectation that it would be disclosed, and it may cause distress to provide the information.

We therefore engage the exemption at s40(2) FOIA.

We note that we can choose to disclose personal data where we consider there is a legitimate interest to do so but we do not consider here that there is any specific legitimate interest in providing this type of information or identifying individuals.

Please note that this letter acts as a partial Refusal Notice in accordance with section 17 of FOIA.

5. Details of any compensation payments over and above Regulation 17 of the PPF (General and Miscellaneous Amendments) Regulations 2006

No compensation payments relating to interest have been made as per Regulation 17.

Contact Centre

a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.

Yes

b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?

We employ our own contact centre agents.

c. How many contact centre agents do you have?

Approximately 30 agents within Scheme & Member Services (approximately 200 employees overall).

d. Do agents work from home? Or just your offices?

We have Hybrid-working arrangements.

e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Content Guru

f. When is your contract renewal date?

31/10/27

g. Who maintains your contact centre system(s)?

Daisy Corporate Services Trading Ltd

CRM

a. Do you use a CRM in the contact centre? What platform is used?

We use a custom-developed system.

b. Do you use the same CRM for the rest of the organisation? What platform is used?

No, Datasuite is used by other business areas.

c. Do you use a knowledge base / knowledge management platform? What platform is used?

No

AI & Automation

a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

No

b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

No

8th May 2024

Telephony and UC/ Collaboration

a. Please confirm the manufacturer of your telephony system(s) that are currently in place

Teams

b. When is your contract renewal date?

31/01/2026

c. Who maintains your telephony system(s)?

Our internal ICT teams.

d. Do you use Unified Communications or Collaboration tools , if so which ones?

Teams and Zoom

Microsoft

a) What Microsoft 365 licence do you have across the business e.g. E3, E5

E5

b) Which partner looks after your Microsoft tenant?

PPF Internal teams

c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

Both on premises and Azure (Cloud).

Storage

a. Does your organisation use on-premise or cloud storage or both?

We use cloud storage.

b. Please confirm the on-premise hardware manufacturer

We engage s31 of the Freedom of Information Act to this part of your request; please see below for further details.

Protecting People's Futures

c. Please confirm your cloud storage provider

Microsoft

d. What is your annual spend on cloud storage?

£1,000,000

e. How do you back up your data and with who e.g. Backup as a Service

We engage s31 of the Freedom of Information Act to this part of your request; please see below for further details.

Section 31

s.31(1)(a) – information is exempt if its disclosure would, or would be likely to, prejudice the prevention or detection of crime.

The brand of equipment used by the PPF for its on-premises storage and who we use for our cloud storage is information which would be likely to increase the vulnerability of the organisation to hostile criminal attacks on its technological infrastructure. Different brands and programmes have different vulnerabilities so releasing those used by the PPF would assist a hostile actor in identifying weaknesses in our infrastructure. Whilst we cannot go so far as to say that disclosure of this information is more likely than not to prejudice the prevention of criminal attacks on the PPF (i.e. that it would prejudice the prevention of criminal acts), there is still a real and significant risk that doing so would harm our ability to defend against such attacks. We can reasonably state therefore that disclosure would be likely to prejudice the prevention or detection of criminal attacks.

The exemption at section 31 of FOIA is a qualified exemption, meaning that even where an exemption is shown to apply, we must consider whether the public interest in disclosure outweighs the public interest in maintaining the exemption. There is a public interest in a public corporation such as the PPF being transparent in the way that it operates, and in being accountable for its commercial decisions. There is a public interest in the public being satisfied that the PPF has put in place appropriate infrastructure to support its role. However, there is a very strong public interest in the prevention of criminal activities. Were the PPF's network to be compromised this would place at risk our ability to fulfil our statutory function, and the provision of compensation to our members, neither of which are in the public interest. We have answered all other questions raised in this request and publish information about our spending decisions via the PPF website. Based on these arguments, it is our view that the public interest in maintaining the exemption in this case outweighs the public interest in releasing the brand name(s).

15th May 2024

1. I am unable to find the consumption for Gas. Please guide me.

N/A. Buildings do not have gas.

2. I understand that you cannot provide me with the full contact details, but can you at least provide me with their actual job title.

Procurement Manager

3. Please share the NHH, HH, Gas and Specialist Gas/Liquid meter points of Energy Management

We have electric and water meter points within our offices.

4. Please confirm when the Energy Management System will be implemented. It would be helpful if you mention the month/year

N/A – no immediate plans to implement EMS.

15th May 2024

Please can you let me know how many Financial Assistance Scheme (FAS) recipients that have passed away since the inception of the FAS in 2004 up until present day, and who no longer claim assistance.

We can confirm that 26,762 FAS Financial Assistance Scheme (FAS) recipients have passed away since the inception of the FAS in 2004 up until the present day and no longer claim assistance.

28th May 2024

I would like to make an FOI request for information relating to the contract listed below:
<https://www.contractsfinder.service.gov.uk/Notice/65c22323-9f66-4d10-aa14-b543d1403a41>

Please can you provide information on the following points: - A breakdown of the items included in the contract

Please see attached via a PDF a list of all items included within the framework.

- The volume of each item purchased

Since 1 April 2024, we have purchased the following items:

Order on 05.04.24:

Item description	Quantity
Sellotape Pads - 3.823.242 2	2
Calculators	2
Picture Hanging Strips 12.115.623	4
Lemon Ginger	6
PG Peppermint	5
Decafe Tea	5
Twinings 50	10
Orange Squash	1
Carex 500	12
A4 Printing Paper	5 boxes
L7563 Labels	1
Tissues	36
Earl Grey	3
Green tea	4
Highlighters	2
Post it large	2
Post it medium	2
Pens in Blue	4
Pens in Black	4
A4 Books	4
A5 Books	5
Pens red	2

Protecting People's Futures

The Pension Protection Fund is a statutory fund run by the Board of the Pension Protection Fund, a body corporate, under the Pensions Act 2004

Items Description	Quantity
L7563 Labels	1
Footrest	1
Keyboard wrist pad	3
Mouse wrist pad	3
Nescafe decaf tin	1
Brown sugar	1
Blackcurrant squash	2
Fairy pro	3
Carex 500	10
Lemon Ginger	5
PG Peppermint	1
PG Earl Grey	1
English 50	12
Notebook A5	6
Tissues	36
Notebook A4	2
Blue Pens	2
Black Pens	3
Wipes	10
Large Post-it	2
Napkins	1
Large paper plates	1
Desk Lamp 6.558.223	1

- The price per unit of each item

We consider the price per unit is commercially sensitive in accordance with Section 43(2) of the Freedom of Information Act. Further details about this exemption have been provided below.

- SKU code where applicable

Not held

- Date of purchase

As above

- Manufacturer for each item

This information is included within the item description in the attached PDF.

Section 43 Commercial Interests

We note that the information requested would allow competitors of the suppliers to undermine or undercut their bids in future procurements – which may affect their ability to compete in future.

The PPF has a duty to obtain best value when it procures services. In order to do this, we need to be able to attract bidders from as large a pool as possible. Disclosure would also be likely to deter potential bidders for future contracts from competing – as they may consider that we would not be able to protect their commercially sensitive information- which could negatively affect the quality and quantity of the PPF's suppliers.

This exemption is subject to a public interest test. We acknowledge the importance of transparency and accountability in public sector procurement. However, we believe this is met by the information we have disclosed about our procurement processes and the contract you have asked about.

It is in the public interest for the PPF to obtain best value for our members and levy payers. Since disclosure would be likely to compromise this, it is not in the public interest for us to disclose the specific information requested.

In conclusion, the PPF have determined that it is not in the public interest to prejudice the commercial interests of our bidders. As such this information has been assessed as exempt from disclosure under section 43(2) of the Act. Please therefore note that this letter acts as a partial Refusal Notice in accordance with section 17 of FOIA.

[FOI 14 Data_Redacted 2425](#)

12th June 2024

I would like to know the number of PPF employees that were awarded a bonus in 2023, and also the number of employees that received a bonus in 2024.

We can provide the following information: -

- 395 bonuses awarded to PPF employees in 2023.
- 359 bonuses awarded to PPF employees in 2024.

21st June 2024

1) How are facilities management services (hard FM, soft FM or TFM) handled across your estates?

We have separate contracts for maintenance and cleaning services. The buildings we occupy are multi tenanted and service charges are paid via managing agents on behalf of the landlord.

2) If any services are outsourced, which services and to which suppliers?

Maintenance and cleaning services:-

Sabre Building Solutions - maintenance

Churchill Contract Services Ltd- cleaning

3) What are the start dates and durations of these contracts, including the end date, and which services are included in each?

Sabre – 25/01/24 – 25/01/26 with an option to extend for three years

Churchill – Renaissance, Croydon office – 27/01/22 – 26/01/27

Churchill – Cannon Street, London office – 18/04/24 – 18/04/25 with the option to extend for one year.

4) What are the values of the contracts?

Estimated values (inclusive of VAT) over potential contract term:

Sabre - £600,000 over 5 years

Churchill – Renaissance, Croydon office - £589,428 over 5 years

Churchill – Cannon Street, London office - £80,105 over 3 years

5) Is there an extension clause in the contract(s) and if so, what is the duration of the extension?

As above

6) Has a decision been made yet on whether the contract(s) are being either extended or renewed?

No, decisions will be made closer to the relevant expiry dates

7) What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?

Facilities Manager within Office Services.

8) Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?

No

9) Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?

N/A

26th June 2024

1. How much revenue has been received by your organisation for services rendered to film and television productions? This could include location rental, permits and all other services related to film productions using your personnel or resources.
2. Please outline the type of work or service rendered, in each case and disclose the revenue received for each type of service.
3. How much has your organisation spent on facilitating such arrangements between 2014/15 to 2022/23, inclusive, broken down by year?

We can advise that no revenue has ever been received for rendering film and television productions therefore no information is held in relation to your request.

10th July 2024

Connectivity and Network Services

a. Who provides your WAN and internet connectivity and the annual spend on each?

We cannot provide the name of our supplier in accordance with s31 of the Freedom of Information Act; further details can be found at the end of this section.

Please note expenditure as follows: -

Internet - £252,504 for 4 years

MPLS WAN - £302,600.14 for 4 years

b. Who provides your SIP trunks and what is the annual spend.

We cannot provide the name of our supplier in accordance with s31 of the Freedom of Information Act; please note expenditure as follows: -

£40,360 for 4 years

c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend

As above, we cannot provide the name of our supplier; expenditure has been provided in the response to part (a).

d. Who provides your LAN infrastructure and what is your annual spend.

Our internal infrastructure team: there is no annual contract spend.

e. Who provides your WIFI infrastructure and what is your annual spend.

Our internal infrastructure team: there is no annual contract spend.

f. Please confirm the manufacturer(s) of your wired network core and edge switching?

We cannot provide the name of our supplier in accordance with s31 of the Freedom of Information Act

g. When was your core network installed?

2018

h. Has it been updated subsequently?

No

i. Who maintains your core network?

Our internal infrastructure team.

j. When is the contract renewal date?

N/A

k. Please confirm value of the initial project?

We do not hold this information.

l. Please confirm the value of annual support/maintenance services (in £)? £11,551.90.

Section 31

s.31(1)(a) – information is exempt if its disclosure would, or would be likely to, prejudice the prevention or detection of crime.

The suppliers used by the PPF is information which would be likely to increase the vulnerability of the organisation to hostile criminal attacks on its technological infrastructure.

Whilst we cannot go so far as to say that disclosure of this information is more likely than not to prejudice the prevention of criminal attacks on the PPF (i.e. that it would prejudice the prevention of criminal acts), there is still a real and significant risk that doing so would harm our ability to defend against such attacks. We can reasonably state therefore that disclosure would be likely to prejudice the prevention or detection of criminal attacks.

The exemption at section 31 of FOIA is a qualified exemption, meaning that even where an exemption is shown to apply, we must consider whether the public interest in disclosure outweighs the public interest in maintaining the exemption.

There is a public interest in a public corporation such as the PPF being transparent in the way that it operates, and in being accountable for its commercial decisions. There is a public interest in the public being satisfied that the PPF has put in place appropriate infrastructure to support its role. However, there is a very strong public interest in the prevention of criminal activities.

Were the PPF's network to be compromised this would place at risk our ability to fulfil our statutory function, and the provision of compensation to our members, neither of which are in the public interest. We have answered all other questions raised in this request and publish information about our spending decisions via the PPF website. Based on these arguments, it is our view that the public interest in maintaining the exemption in this case outweighs the public interest in releasing the brand name(s).

Please therefore note that this response constitutes a partial refusal notice in accordance with Section 17 FOIA.

1.Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?

Co-Location

2. Who is the supplier of the contract? If possible, can you also provide me with the name of the vendor, if applicable?

Crown Hosting Data Centre

3. What is the annual contract value for each contract? Crown Hosting

£23,250

4. What type of cloud environment?

Hybrid

5. What is the original start date of the contract agreement? Crown Hosting

11/12/2018

6. What is the actual expiry date of the contract agreement? Crown Hosting

31/01/2025

7. When will the organisation plan to review this contract?

2024-25 Financial year

8. What is the contract period in years? Please include whether the agreement has any extension periods?

6 years (1 extension)

9. What services are provided under the contract? Datacentres

PPF domain

10. Can you please provide me with the contract officer responsible for this contract? Complete contact details, if possible, name, title, contact email and number.

All our procurement is managed through our Commercial Services team. Their contact details along with further information on future opportunities can be found on our website at www.ppf.co.uk/doing-business-us.

31st July 2024

How many Financial Assistance Scheme (FAS) recipients that have passed away since the inception of the FAS in 2004 up until present day, and who no longer claim assistance.

The number of FAS members that have passed away since the inception of the FAS in 2004 and up until the present day, who no longer claim assistance is 39,696.

Protecting People's Futures

The Pension Protection Fund is a statutory fund run by the Board of the Pension Protection Fund, a body corporate, under the Pensions Act 2004

11th August 2024

Could you please provide:

1. Actual numbers, rather than percentages, for 2019
2. The categories into which your BAME staff fall (ie, numbers in each of the 22 groups above)
3. As 2), but for LGBT staff
4. The information generated by 1) - 3) for each year to date.

Please refer to the attached information entitled FOI 22 2425 data which we hope will be helpful.

Please note that we do not have the same directorates as the TPR, neither do we hold a split between technical and non-technical teams.

Similarly to your response from TPR, we also consider that provision of information relating to LGBT or ethnicity would engage s40(2) of the Freedom of Information Act as disclosure could allow an individual to be identified. We consider it would be unfair to provide this information as the data subject(s) would have no reasonable expectation that it would be disclosed, and it may cause distress to provide the information.

We note that we can choose to disclose personal data where we consider there is a legitimate interest to do so but we do not consider here that there is any specific legitimate interest in providing this detailed information or identifying individuals.

Please note that this letter acts as a partial Refusal Notice in accordance with section 17 of FOIA.

2019 - 2020			2020 - 2021			2021 - 2022			2022 - 2023			2023 - 2024		
Business Directorates	Female	Male	Business Directorates	Female	Male	Business Directorates	Female	Male	Business Directorates	Female	Male	Business Directorates	Female	Male
Board Support & Chief Exec Office	3	2	Board Support & Chief Exec Office	3	2	Business Support	21	20	Business Support	22	17	Actuals	1	2
Business Support	16	20	Business Support	17	23	HR OD & Communications	23	4	HR OD & Communications	23	5	Business Support	23	24
HR OD & Communications	27	6	HR OD & Communications	26	5	Investment	17	24	Investment	18	27	HR OD & Communications	20	5
Investment	12	32	Investment	13	33	Risk	5	20	Risk and Compliance	7	25	Investment	16	31
Risk	8	20	Risk	10	19	Scheme & Member Services	120	87	Scheme & Member Services	115	85	Risk and Compliance	8	20
Scheme & Member Services	112	87	Scheme & Member Services	113	89	Strategy & Legal Affairs	22	29	Strategy & Legal Affairs	28	26	Scheme & Member Services	115	79
Strategy & Legal Affairs	20	21	Strategy & Legal Affairs	21	24	Technology & Change Services	19	30	Technology & Change Services	21	31	Strategy & Legal Affairs	27	17
Technology & Change Services	17	28	Technology & Change Services	21	30	Chief Executive Office	1	1	Chief Executive Office	1	1	Technology & Change Services	22	30
												Chief Executive Office	1	
						Board Support absorbed by Strategy & Legal Affairs						Actuals started to be split out from Business support in March 2024		

13th August 2024

I am doing a research project investigating call-off contracts in the public sector. I have identified several potential call-off contracts awarded by the PPF, but I can't find details of the framework agreements they were awarded from.

I have attached an Excel file that contains the information I am looking at. The last two columns ("Title of framework used" and "Further framework info") is where I am missing information.

Please could you provide the name of the specific framework agreements or DPS agreements used here. If there is any further info which you think would help me locate the framework agreements (e.g., a link to the framework's Contract Finder or FTS listing, the framework provider, or a widely-used reference number such as CCS's RM codes), please use the final column for this.

Please note that I have identified these contracts as possible call-off contracts, so some of them might not be. Some could be, for instance, procured directly (without being called off from a framework agreement), or could be themselves notices of the establishment of a framework agreement. Therefore I would kindly ask you to specify in these incidences what kind of procurement was used in the "Title of framework used" column.

I have provided the title, description, details of the email contact from the notice, the publication date, and procedure type used to award each potential call-off, as well as a URL link to the call-off in question and a unique reference ID for each potential call-off. Please let me know if there is anything else you need to complete the request.

FOI 23 2425 Data

13th August 2024

Requesting details of expenditure on FAS payments and FAS operational costs to the PPF to date, and future predictions for FAS expenditure.

Firstly, I can advise that our Annual Reports detail operational costs for FAS and can be reviewed via: - <https://www.ppf.co.uk/annual-report>

With regards to past and future expenditure on FAS payments, please note that the PPF has a function to administer these payments on behalf of the Department for Work & Pensions (DWP).

We therefore advise you to make a further Freedom of Information request direct to the DWP for this information. Requests can be made via the following web-link: - <https://www.gov.uk/guidance/make-a-freedom-of-information-foi-request-to-dwp>

12th September 2024

Please provide copies of the job description and external advertising copy for the following PPF Chief Risk Officer appointments:

Date Appointed	Successful Candidate
9 December 2022	Ms Dana Gray
31 May 2018	Mr Stephen Wilcox
2 February 2015	Mr Hans Den Boer
2006	Mr Martin Clarke

I have attached two job descriptions for the position of Chief Risk Officer: one from June 2024 and the other from November 2014. We do not hold any other job descriptions for the role.

Please note that these descriptions relate to the role, and not to the individual within the role,

We do not hold external advertisements for the position as it does not fall into public appointments roles required to be advertised externally.

[FOI 27 2425 JD Chief Risk and Compliance Officer 2024](#)

[FOI 27 2425 JD CRO November 2014](#)

13th September 2024

In answer to your first question relating to the total number of members in the SIFAM scheme, we can advise that there are currently 272 members in the Sifam Limited Retirement and Death Benefits Plan who are & will be eligible to receive FAS payments.

The request also enquired how many members of the Financial Assistance Scheme live in the constituency of Torbay. Unfortunately, we do not hold this information as we do not hold constituency data for our members' addresses.

16th September 2024

I want to make a Freedom of Information request, could you please send me the following information with regards to the organisation's Mobile Phones contract.

If there is more than one provider, please split all the information including the annual average spend, number of connections, duration, contract dates and internal contact details.

1. Network Provider(s) - Please provide me with the network provider name e.g., EE, Telefonica, Vodafone, Three

[Virgin Media/O2](#)
2. Annual Average Spend for each Network Provider - If this is a new contract, can you please provide the estimated annual spend.

[£15,174](#)
3. Number of Connections- Number of connections for each network provider. (Number of voices only devices, voice and data devices, data only devices) please provide me with the breakdown and not the overall total.

[46 Voice only](#)

[1 shared voice and data 500GB](#)
4. Duration of the contract- please state if the contract also includes contract extensions for each provider.

[24 months](#)
5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. (if there are multiple start dates, could you please provide me with the earliest date for each provider)

[26/7/23](#)
6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date. I require the contract dates of the signed agreement. If the contract is rolling, please state.

[25/7/25](#)
7. Contract Review Date- Please can you provide me with a date when the organisation plans to review this contract.

[25/1/25](#)

8. The person in the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided, please send me their actual job title.

All our procurement is managed through our Commercial Services team. Their contact details and information about how to find out about any future opportunities in this regard can be found on our website at www.ppf.co.uk/doing-business-us

9. If the mobile phone contract is provided by a managed contract, please provide me with the actual name of the network provider along with the number of connections and the internal contact from within the organisation responsible for this contract.

N/A

10. Is this contract part of an aggregation exercise?

No

11. If this contract was awarded within the past three months, can you please provide me with a shortlist of suppliers that bid on the contract?

N/A

12. Please can you provide me with the latest information- If the organisations are currently out to tender, please can you also state the approx. date of the award along with the information above.

N/A

13. Also, if the contract in the response has expired/rolling please can you provide me with further information if available of the organisation's plans going forward with regards to mobiles and the contract status?

N/A

17th September 2024

I write in connection with your Freedom of Information request dated 28 August 2024:-

On 18th April I received a response to Foi ref 06 2425 (see attachment one)

This confirmed that the PPF were now using O365/M365 subscriptions to licences its desktops.

Confirmed that the PPF migrated to O365/M365 in 2022.

Confirmed that the PPF were prior to migration using approximately 400 Microsoft Office 2019 perpetual licences to licence the desktops.

Confirmed that the FromSA Sku was used when the PPF initially migrated to O365/M365 to get the available discounts.

Confirmed and audit was done in 2021, prior to the migration to O365/M365.

My interest is regarding the previously used 400 or so Microsoft Office 2019 perpetual licences.

1/ What happened to the 400 licences when the migration occurred? Were they 'traded in' to get discounts available by using the Sku, or did anything else happen to them? Or, do the PPF still own these licences?

We can confirm that we have traded in our 2019 licences to receive a discount from Microsoft for our M365 licences.

19th November 2024

Under the FOI can you please let me know how many Financial Assistance Scheme (FAS) recipients that have passed away between October 1st 2023 and November 1st 2024, who no longer claim assistance.

We can advise that 2,704 FAS members passed away between 1 October 2023 and 1 November 2024.

Protecting People's Futures

The Pension Protection Fund is a statutory fund run by the Board of the Pension Protection Fund, a body corporate, under the Pensions Act 2004

19th November 2024

1. Does your body use physical fax machines?
2. If yes, how many fax machines does your body have?
3. Does your body have an on-premise fax infrastructure (no physical fax machines, but a fax server hosted by your body)?
4. How much does faxing cost your body each year?

We are able to respond as follows:-

1. No
2. N/A
3. We have one Multi-Functional Device (MFD) from Rioch.
4. £502.20 excluding VAT.

4th December 2024

Managed File Transfer solution (MFT):

<https://www.contractsfinder.service.gov.uk/notice/562321e4-38e1-4ead-a59a-7417c6f020b4>

1) What are the contractual performance KPI's for this contract?

This contract does not have any KPIs.

2) Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

The suppliers had already been included within the framework before we reviewed the bids; and the PPF did not manage the framework. We therefore do not hold this information.

3) Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

The total spend to date is £ 463,989 including VAT

4) Start date & duration of framework/contract?

07.09.2021, 4 years (2 year contract with 1+ 1 year extension ending 06.09.2025)

5) Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

We do not hold this information due to the procurement being undertaken via framework.

6) Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

Yes, 1+1 years

7) Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

Yes- fully extended

8) Who is the senior officer (outside of procurement) responsible for this contract?

Our Commercial Services team is within the Chief People Officer's directorate-
[Executive Committee | Pension Protection Fund](#)

4th December 2024

Contact centre contract: -

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

[Daisy Corporate Services Trading Ltd](#)

2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier

[This can be extrapolated from the contract value published on Contract Finder](#)

3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available, please also include any contract extensions.

[Please see Contract Finder](#)

4. Contract Expiry: For each supplier, please state the date of when the contract expires.

[Please see Contract Finder](#)

5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

[31/05/25](#)

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.

[Please see contract finder](#)

7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.

[All our procurement is managed through our Commercial Services team. Their contact details and information about how to find out about any future opportunities in this regard can be found on our website at \[www.ppf.co.uk/doing-business-us\]\(http://www.ppf.co.uk/doing-business-us\)](#)

8. Number of Agents; please provide me with the total number of contact centre agents;

[Approx 200 within our Member Services directorate.](#)

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

1

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Content Guru

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

No. PPF use Microsoft Exchange Online

12. Number of email users: Approximate number of email users across the organisations.

Approx 500

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: Virgin Media Business

2. Annual Average Spend: This can be extrapolated from the contract value published on Contract Finder

3. Contract Expiry: This can be found on Contract Finder

4. Contract Review: 01/01/2025

5. Contract Description: This can be found on Contract Finder

6. Contact Details: All our procurement is managed through our Commercial Services team. Their contact details and information about how to find out about any future opportunities in this regard can be found on our website at www.ppf.co.uk/doing-business-us

19th December 2024

Audit Services Panel 2023

1) What are the contractual performance KPI's for this contract?

Please see as follows: -

Measurable	Expected Performance
Date the sets of accounts are produced	80% of scheme accounts are signed no later than 1 month after the date agreed in the audit plan
Total spend versus agreed audit budget	100% of schemes have their total costs within the approved 'audit' budget.
Demonstrate the values of the PPF and the Audit Panel in the delivery of the contracted services	Attaining at least a 'good' level of panel performance on this measure

2) Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

Evelyn, Cooper Parry, Assure UK, and Johnston Carmichael were the only bidders and were all successful.

3) Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

None. The contract is nil value to the PPF as all work is paid for by the Trustees using scheme assets.

4) Start date & duration of framework/contract?

Start Date 16/05/2023 - total maximum duration is six years.

5) Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please see attached.

Protecting People's Futures

The Pension Protection Fund is a statutory fund run by the Board of the Pension Protection Fund, a body corporate, under the Pensions Act 2004

6) Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

Yes - the agreements are for an initial term of two years with an optional extension of two years, followed by two annual optional extensions to take the maximum possible term to six years.

7) Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

Yes - we plan to use the next extension period of two years.

8) Who is the senior officer (outside of procurement) responsible for this contract?

Our Commercial Services team is within the Chief People Officer's directorate-
[Executive Committee | Pension Protection Fund](#)

16th January 2025

Infrastructure Services:

<https://www.contractsfinder.service.gov.uk/notice/3f0da2d9-7bb5-413d-b453-787cbd52f9e7>

1) What are the contractual performance KPI's for this contract?

[This contract does not have any KPIs.](#)

2) Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

[The suppliers had already been included within the framework before we reviewed the bids; and the PPF did not manage the framework. We therefore do not hold this information.](#)

3) Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

[Total Spend to date = £ 1,476,539.4 inc. VAT](#)

4) Start date & duration of framework/contract?

[4th May 2021 - 4 years \(2 year contract with 1+1 year extension ending 3rd May 2025\)](#)

5) Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

[We do not hold this information due to the procurement being undertaken via framework.](#)

6) Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

[Yes, 1+1 years](#)

7) Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

[Yes this has been fully extended.](#)

8) Who is the senior officer (outside of procurement) responsible for this contract?

[Our Commercial Services team is within the Chief Actuary's directorate.](#)

16th January 2025

Please include the following information for the following financial years, 2021/22, 2022/23, 2023/24 :

1. The number of employees currently with permission to work outside of the United Kingdom
2. The number of employees who were given permission to work outside of the United Kingdom in the 2021/22, 2022/23, 2023/24 financial years
3. If possible, for each employee given permission, please provide their pay band, and the country which they were provided permission to work from

Please see our response as follows: -

1. We can confirm that one employee had temporary permission to work outside of the UK as of 7 January 2025.
2. Please see as follows:-

2021/22 – 11 members of staff
2022/23 – 10 members of staff
2023/24 – 14 members of staff
3. We consider that this information is exempt from disclosure as it relates to personal data and in our view, providing this information would allow an individual(s) to be identified which would contravene the first principle of the Data Protection Act. We consider it would be unfair to provide this information as the data subject(s) would have no reasonable expectation that it would be disclosed, and it may cause distress to provide the information.

We therefore engage the exemption at s40(2) FOIA.

We note that we can choose to disclose personal data where we consider there is a legitimate interest to do so but we do not consider here that there is any specific legitimate interest in providing this detailed information or identifying individuals.

Please note that this letter acts as a partial Refusal Notice in accordance with section 17 of FOIA.

6th February 2025

I write in connection with your Freedom of Information request received on 13 January 2025:-

I am keen to understand how Taxpayers money is being used on IT within your organisation, and who is responsible for the spends and departments.

Could you please advise what your IT budget looks like for the coming financial year and who would be responsible for each of the below key IT roles?

- IT Procurement Manager
- Commercial Manager
- Director IT
- Head of IT
- Cyber Security Manager
- Sustainability Manager

Information & Communications Technology (ICT) Expenditure

Firstly, we can advise that we publish expenditure on Operational Costs including ICT in our Annual Report. Information for 2025/26 is therefore intended for future publication and we engage s22 of the Freedom of Information Act to this part of your request.

Public Interest in Disclosure

We note that there is public interest in disclosing ICT information and can provide the following weblink which may be useful: -

It may assist you to view our Annual Report for 2023/24, page 144 details Operating Expenses including ICT costs: -

<https://www.ppf.co.uk/-/media/PPF-Website/Files/Annual-Report/PPF-ARA-2324.pdf>

We do not consider that there is any pressing public interest in providing the specified information prior to our planned publications within the next financial year.

Staff contact details

We consider staff contact data to be exempt from disclosure as it relates to personal data and in our view, providing this information would allow an individual(s) to be identified which would contravene the first principle of the Data Protection Act. We consider it would be unfair to provide this information as the data subject(s) would have no reasonable expectation that it would be disclosed, and it may cause distress to provide the information.

We therefore engage the exemption at s40(2) FOIA.

We note that we can choose to disclose personal data where we consider there is a legitimate interest to do so but we do not consider here that there is any specific legitimate interest in providing this detailed information or identifying these individuals.

Please note that this letter acts as a Refusal Notice in accordance with section 17 of FOIA.

14th February 2025

I am doing a research project investigating call-off contracts in the public sector. I have identified five potential call-off contracts awarded by Pension Protection Fund, but I can't find details of the framework agreements they were awarded from.

I have attached an Excel file that contains the information I am looking at. The last two columns ("Title of framework used" and "Further framework info") is where I am missing information. Please could you provide the name of the specific framework agreements or DPS agreements used here. If there is any further info which you think would help me locate the framework agreements (e.g., a link to the framework's Contract Finder or FTS listing, the framework provider, or a widely-used reference number such as CCS's RM codes), please use the final column for this.

Please see the completed Excel table attached, which we hope you will find helpful.

14th February 2025

Could you please provide for each of either the calendar years (2022, 2023, 2024) or financial years (2021-22, 2022-23, 2023-24):

1. The number of active PPF members, widows and dependents (i.e. those in receipt of compensation), who passed away or otherwise ceased to receive compensation;
2. The number of new PPF members, widows or dependents who joined the fund, either by retirement, via new schemes entering the PPF or who otherwise started to receive compensation.

Data for Financial years would be preferable, as these data can be related to the overall demographic statistics published in the Annual Report and Accounts for each year.

We are able to provide the following information as per your request: -

- 1) The number of active PPF members, widows and dependents (i.e. those in receipt of compensation), who passed away or otherwise ceased to receive compensation.

Financial Year	Number of members
2021/22	6752
2022/23	7589
2023/24	7597

- 2) The number of new PPF members, widows or dependents who joined the fund, either by retirement, via new schemes entering the PPF or who otherwise started to receive compensation.

Financial Year	Number of members
2021/22	15342
2022/23	13779
2023/24	11576

14th February 2025

Under the FOI, please can you let me know how many Financial Assistance Scheme (FAS) recipients that have passed away since its inception in 2004 up to the 31st December 2024. That is to say all deceased recipients from all schemes within the FAS.

We can advise that 28,740 FAS recipients have passed away since its inception in 2004 up to the 31st December 2024.

21st February 2025

I write in connection with your Freedom of Information request dated 24 January 2025: -

1. How many members were there currently at the end of 2024 or latest available data

There were 290,459 PPF members as of 31st of January 2025.

2. Of those members how many currently have pre 5/4/1997 service?

Of these members, 224,874 members currently have pre 5/4/1997 service

3. Of those members what is the average length of pre 5/4/1997 service of those with pre 5/4/1997 service?

The average length of pre 5/4/1997 service of those with pre 5/4/1997 service is 7.2 years (This is across multiple pensionable service periods if an individual has more than 1).

4. What would be the annual projected extra cost to the scheme in 2025 of treating all pensioners the same in terms of inflation protection based on latest projected inflation increase for those currently eligible?

A 2% pension increase was awarded to PPF pensioners for compensation relating to post 5/4/1997 service on 1 January 2025. If the same 2% pension increase for 2025 was awarded to PPF pensioners as of 31 January 2025 for compensation relating to pre 6/4/1997 service, then the additional cost to the PPF to make this payment on a one-off basis would be £13.2m. This figure is for a one-off prospective only payment to PPF pensioners and does not consider any operational, implementation or other potential associated costs (for example, the impact of the change to scheme funding levels for schemes in assessment and closed schemes, the impact on payments to survivors and arrangements for compensation sharing on divorce). It assumes all compensation relating to pre 6/4/1997 for all PPF pensioners will receive the 2% pension increase, irrespective of whether the member's scheme provided pension increases for pre 6/4/1997 service.

Please note the data is accurate for 31 January 2025 only

12th March 2025

This is an information request relating to Equality, diversity and Inclusion roles in your organisation.

Please include the following information for each of the following financial years; 2021-22, 2022-23, and 2023-24:

- Total number of EDI staff employed for each financial year
- A breakdown of the staff employed including:
 - The job titles
 - The pay band associated with each role

Please see our response to your request as follows: -

	2021 – 2022	2022 – 2023	2023 - 2024
Number of EDI staff	One	One	One (left in June 2023 and has not been replaced)
Job title	Diversity and Inclusion Coordinator	Diversity and Inclusion Coordinator	Diversity and Inclusion Coordinator
Pay band	£26,411 - £29,498	£27,071 - £30,235	£27,071 - £30,235

27th March 2025

Under the Freedom of Information Act 2000, I am requesting information regarding mobile phones issued to public servants within all Non-Departmental Public Bodies sponsored by your department over the past five years. Specifically, I seek the following details for each of the financial years 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24:

1. Number of Mobile Phones Issued: The total number of mobile phones issued to public servants within all Non-Departmental Public Bodies sponsored by your department during each specified financial year.
2. Number Not Returned: The total number of mobile phones not returned to the Non-Departmental Public Bodies sponsored by your department after public servants left their employment in each specified financial year.
3. Number Remaining Active: The total number of mobile phones that remained active (i.e., connected to a network with ongoing service) after public servants left their employment in each specified financial year, including the duration (in months) these phones remained active post-departure, if available.
4. Costs of Phones Not Returned or Remaining Active:
 - a. The total cost of handsets for mobile phones that were not returned or remained active after civil servants left, broken down by year.
 - b. The total cost of data and phone call charges incurred by these mobile phones after the public servants' departure, broken down by year.

Firstly, please note that the PPF does not sponsor other public bodies. The PPF was set up in 2005 by the Pensions Act 2004, and we're run by an independent Board. As a public corporation, we report to Parliament through the Secretary of State for Work and Pensions.

We can respond to your FOI request on this basis, as follows:

	2019/20	2020/21	2021/22	2022/23	2023/24
Number of Mobile Phones Issued	5	5	10	5	3
Number Not Returned	0	0	0	0	0
Number Remaining Active	0	0	0	0	0
Costs of Phones Not Returned or Remaining Active	N/A	N/A	N/A	N/A	N/A

Our records only go back as far as Jan 2020 due to a change in provider

We do not hold any information on active sim cards not assigned to a user. Due to the overall very low number of mobile phone connections we have, we would not hold live spare connections.

27th March 2025

1) The number of roles across all components of your operations, directorates and management structures, expressed in numbers of full-time employees (FTE), that are mainly or exclusively focussed on issues of equality, diversity, or inclusivity. This information should encompass all roles based in central offices, as well as those based around the country.

Roles meeting this description could include (amongst other guises) "Equality, Diversity and Inclusion Officer" (EDI) or "Diversity and Inclusion Project Managers". Please break down, if possible, the number of roles per component part of your operations.

For all roles meeting this description, please also provide, in order of preference, either a) the salary of these roles, b) the pay band of these roles, or c) the combined total salary of these roles. Please provide the information that is most in accordance with your data processing practices.

Please also advise if there are any plans to hire further staff in these areas within the next 18 months, and the roles/pay bands that they are likely to occupy.

2) With the same criteria as above, please provide the number of internal training courses attended by staff which pertain to the issues encompassed by equality, diversity or inclusivity. Please include the name of the courses, the number of attendees, and the duration of the course.

3) Please, if possible, provide details of any internal EDI practices and networks, including the number of individuals who are members of such networks.

4) Please provide details of any external contractors brought in by the department to conduct training, advice, or guidance on issues relating to EDI. Where applicable this should include costs and associated manhours.

5) Please provide details of how equality, diversity and inclusivity is included in your procurement practices, the relative weight afforded to these considerations, and the current value of contracts in which EDI considerations was a part of the procurement process.

6) If applicable, any data on the number of EDI officers at projects in receipt of funding by your organisation, or available information on their EDI practices. Failing this, your guidance to organisations applying for grant funding on expected equality and diversity practices/benchmarks.

Firstly, please note that we contacted you on 10 March to ask for clarification concerning the timeframe required for the information requested within Q2 and Q4. As we have not received your response, to date, we cannot respond to these questions.

We will provide information for the remainder of your request below. Should you wish to contact us providing clarification, then we will relog your request and respond further.

Q1) We currently have no relevant roles focused mainly or exclusively on diversity, equality and inclusion (DEI) but we will be launching our new DEI strategy in 2025/26 which may result in further recruitment.

Q2) Please see above.

Q3) Please see as follows:-

Network group	Members
Christian Fellowship Group	20
Diverse Ability Action and Awareness Group	76
Empowering Women	76
Islamic Circle	11
Kaleidoscope	23
Menopause Café	49
Men's Network Group	30
Race Action Group	75
Working Families Alliance	38

Q4) Please see above.

Q5) We have a standard set of questions that we use when including DEI (alongside wider sustainability themes) in our tenders. These questions are aligned to our own Sustainability Procurement Policy Statement, Cabinet Office's National Procurement Policy Statement and Government Commercial Function's Social Value Model Themes.

Typically, DEI is weighted at 5 -10% within the technical element of any relevant tender. The value of contracts (procured over the last 12 months) where DEI has been a consideration is £7.4m.

Q6) This question is not applicable to the PPF as we do not provide funding or grants to other organisations.