The Board of the Pension Protection Fund

Disclosure Log – 2025/26

Date of Response	FoIA Subject
12/05/2025	Cyber breaches, and software
16/05/2025	Staff networks
16/05/2025	Cost of diversity pay gap analysis
27/05/2025	Deceased FAS Members
30/06/2025	Gender breakdown of staff
30/06/2025	ICT related contracts
08/07/2025	Defined Benefit Public Pensions
09/07/2025	Employees/pay & wages
10/07/2025	Total numbers of NI FAS/PPF members
14/07/2025	DEI
05/08/2025	FAS payments, average amounts
12/08/2025	Defined Benefit Schemes/Indexation
05/08/2025	Average FAS payments
19/08/2025	Average pay percentage increase for employees
19/08/2025	Deceased FAS members
21/08/2025	FAS payments
22/08/2025	Membership of Harland and Wolff Pension
21/08/2025	Citizen engagement platform
09/09/2025	Contact centre call times/complaints
16/09/2025	Investment Returns
22/10/2025	Deceased FAS Members
14/11/2025	Numbers of new schemes added since 2005
03/12/2025	Target checking processes
28/11/2025	WAN networks/IT
25/03/2026	Contact Centre Technology
25/03/2026	Utility Information

Quarterly Breakdown

Quarter	Total Received	Full Disclosure	Partial Disclosure	Information Withheld
Q1 2024/2025	22	11	7	4
Q2 2024/2025	18	14	1	3
Q3 2024/2025	13	10	1	2
Q4 2024/2025	8	4	1	3
2024/2025 Total	**61**	**39**	**10**	**12**

All requests were answered within 20 working days.

Pension Protection Fund

12/05/2025

1. Details of any/all cyber security incidents within the last 5 years.

In 2023, there was one incident involving a supplier which was subject to a cyber-attack and involved PPF employee personal data. Further details can be found via: - Statement on Go Anywhere cyber attack | Pension Protection Fund

This incident was reported to the Information Commissioner, and no further action was taken by the ICO.

2. Details of any/all qualifications held by employed parties directly involved in cyber security provisions.

We consider that this information is exempt from disclosure as it relates to personal data and in our view, providing this type of information 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.

3. Details of any contracts maintained by the Board of the Pension Protection Fund in relation to cyber security provisions

We consider that s21 of the Freedom of Information Act is engaged as the information is readily available online in relation to contracts with values exceeding £25,000. In order to assist you, we have provided you with relevant web-link below:

https://www.contractsfinder.service.gov.uk/Search/Results

There is also one other contract with LRQA resulting in expenditure of £59,492 over the last five years.

4. Details of direct spend in relation to cyber security

This information can be found via the above web-link and including the LRQA expenditure above.

5. Details of strategic KPIs/KRIs that impact cyber security

KRIs impacting cyber security include: -

- Patch levels of assets
- Cloud security metrics e.g (Secure score)
- Phishing percentages
- Escalated SOC events
- AV percentage coverage
- Number of Incidents
- Alignment to and against certification

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Pension Protection Fund

16/05/2025

Please include the following information for the financial years 2023/24 and 2024/25:

1. A list of all the staff networks at the organisation

The following staff networks ran at the PPF over both relevant financial years: -

- Christian Fellowship Group
- Diverse Ability Actions Awareness Group
- Empowering Women's Group
- Islamic Circle
- Kaleidoscope (LGBTQ+)
- Menopause Café
- Men's Network Group
- Race Action Group
- Working Families Alliance
- Diversity and Inclusion Champions

2. Whether each network receives internal funding and, if so, how much (please express annually for the last four financial years)

Network groups do not receive separate funds per financial year, but we do provide funding if requested by the groups for specific events or activities.

	2020/21	2021/22	2022/23	2023/24
Diverse Ability Actions Awareness Group (DAAAG)		900	4590	4520
Empowering Women's Group			1194	40
Islamic Circle				450
Kaleidoscope (LGBTQ+)	810	500		832
Menopause Café		1020	1734	4360
Men's Network Group				400
Race Action Group	4300	4800	2940	2779
Working Families Alliance				1600

3. How much FTE equivalent staff time each network is entitled to. For example, a staff network may have a chair who's entitled to spend 10% of their working hours devoted to the network (please express annually for the last three financial years)

Pension Protection Fund

We currently do not allocate a set time for employees to attend our network groups and would expect line managers to agree this with the individuals on a case-by-case basis.

We encourage managers to recognise the time contributed to our groups in the individual annual objectives setting and appraisal.

4. A list of events that each network has held in this financial year so far (April to the present day), including the title of the event, information on any guest speakers and the time of the event

Please note the following events from April-May 2025: -

Month	Title of Event	Guest Speaker	Time
April 2025	RAG Meeting	No	1000-1100
May 2025	D&I Champions Meeting	No	1530-1600
May 2025	DAAAG Meeting-Disability Business Forum	Yes- Disability Business Forum Partner	1000-1100

Pension Protection Fund

16/05/2025

Please provide a breakdown of how much it costs complete and produce the Diversity Pay Gap Report. Ensure that the costs include the hours of work required to complete the report.

We can advise that we engaged with two of our existing suppliers for production of this report as follows: -

- Our current five-year contract with Emperor for Design Services; the overall contract value for five years is £905,375.
- We also had a previous contract with AON, who contributed to the report- the overall contract value was £113,252.

We consider that providing exact fees charged by these firms to us for this specific report would be exempt under s43 of the Freedom of Information Act as this information is commercially sensitive.

Disclosure of this specific information would allow other competing suppliers to assess the rates made to us by our supplier to potentially undercut these rates in any future similar procurement process. It may also be detrimental to our relationship with the supplier and any ongoing procurement for similar services.

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 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.

Pension Protection Fund

27/05/2025

The total number of Financial Assistance Scheme (FAS)recipients that have passed away from the beginning of November 2023 up to the beginning of May 2025.

We can confirm that from 01 November 2023 to May 01, 2025, there have been 4,262 FAS recipients who have passed away.

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Pension Protection Fund

30/06/2025

Please provide the gender split by Directorates.

Business Directorates	Female	Male	Grand Total
Actuarial and Funding	12	28	40
Governance Risk and Compliance	34	28	62
Investment	16	32	48
Scheme & Member Services	114	83	197
Shared Services	44	41	85
Strategy Change and Comms	23	9	32
Chief Executive Office	4	0	4
Total	**247**	**221**	**468**

This data relates to the 31 March 2025.

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30/06/2025

Request	***Standard Firewall (Network)***	***Anti-virus Software Application***	***Microsoft Enterprise Agreement***	***Microsoft Power BI***
Who is the existing supplier for this contract?	s31(exempt)	s31(exempt)	Bytes Software Services Limited	Bytes Software Services Limited
What is the annual spend for each contract?	£387,165	s31(exempt)	£2,177,067.33	Part of Microsoft EA agreement - Power BI Pro £477.68, Power BI Premium USL AO Sub Add on – £13,086.00
What is the description of the services provided?	Device purchase and warranty services only, internally supported.	s31(exempt)	The Microsoft Enterprise Agreement (EA) is a volume licensing program	Power BI Pro, Power BI Premium USL AO Sub Add on
Primary brand (where applicable)	s31(exempt)	s31(exempt)	s31(exempt)	N/A
What is the start date of the contract?	16/12/2024	s31(exempt)	01.02.2023	01.02.2023
What is the expiry date of the contract?	15/12/2027	s31(exempt)	31.01.2026	31.01.2026
What is the total duration of the contract?	3 years	3 years	3 years	3 years
Who is the responsible contract officer?	For all procurement queries, please contact our Commercial Services team.			
How many licences or users are included (where applicable)?	s31(exempt)	s31(exempt)	550	Power BI Pro - 7, Power BI Premium USL AO Sub Add on- 150.

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08/07/2025

1) Please indicate whether any defined benefit public sector pension schemes (PSPS's), or former PSPS's are classed as eligible for PPF compensation.

2) If so, could you please indicate what proportion of schemes covered by the Purple Book data are PSPS's or former PSPS's, and how many members do such schemes have. The Purple Book 2024 indicates that a total of 4,974 DB schemes is in the PPF's eligible universe, of which 4969 are in the PPF's dataset, and the total number of members is stated as 8.8 million.

3) If there are PSPS's or former PSPS's within the PPF universe, could you please indicate whether such schemes pay the fixed and/or risk-based levy.

1) Pursuant to Regulation 2(1)(a) of the Pension Protection Fund (Entry Rules) Regulations 2005, public service pension schemes where there is no requirement in the provisions for assets related to the intended rate or amount of benefit under the scheme to be set aside in advance (disregarding requirements relating to additional voluntary contributions) are not eligible for PPF compensation and as such do not pay the risk or scheme based levies.

2/3) Not applicable

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Pension Protection Fund

09/07/2025

1) *What is the primary SIC 2007 code for your organisation's activities?*
Information not held.

2) *How many workers are directly employed by your organisation?*
468

3) *How would you classify your organisation: Private, Public, or Voluntary?*
We were set up in 2005 by the Pensions Act 2004, and we're run by an independent Board. We report to Parliament through the Secretary of State for Work and Pensions. As a public corporation, we report to Parliament through the Secretary of State for Work and Pensions.

4) *In which region is your workplace located?*
Southeast

5) *Do you recognise any trade unions in your workplace? If so, please name them.*
We do not recognise any trade unions.

6) *What was the date your latest pay settlement/agreement, came into effect?*
We do not have a pay settlement agreement, but we review pay against performance annually in May against a salary scale.

7) *What date will your next pay settlement/agreement begin?*
As above

8) *In this latest settlement/agreement, what was the percentage pay increase for your lowest-paid employee?*
We engage s40(2) Personal Data to this part of your request as we consider that it relates to an individual(s) performance and providing a response could allow an individual to be identified which would breach the first principle of the Data Protection Act as it would be unfair to the individual. We do not consider that there is an overriding legitimate interest in providing this information.

9) *In this latest settlement/agreement, what was the standard percentage pay increase?*
There is no standard percentage as it depends on performance.

10) *What is the job title(s) and hourly rate of your lowest-paid employees?*
We consider providing a specific role or hourly rate could allow an individual to be identified and therefore engage s40(2) to this part of your request as per our response to Q8. We can however advise that the pay band for this role is between £26,600 to £30,100 per annum.

11) *Are you a living wage foundation Accredited Living Wage Employer?*
We are not accredited but we carry out an annual review of hourly rates in line with the Accredited Living Wage and market data.

Pension Protection Fund

10/07/2025

Total number of PPF/FAS members in Northern Ireland

There are 9,181 PPF and FAS members in Northern Ireland (4,782 PPF and 4,399 FAS)

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Pension Protection Fund

14/07/2025

The request asks for the following information from May 24- May 25

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.

Name of training	Number of attendees	Duration
Inclusive Recruitment eLearning	81	1 hours
The introduction to UK equality legislation	93	25 minutes
Open Minds Training (May 2024)	27	3 hours
Open Minds Training (November 2024)	23	3 hours
Menopause-And Breathe	15	1 hour
Menopause Boost Your Energy	32	1 hour
Inclusive Conversations Masterclass	24	1 hour
Menopause Champions Training	18	3 hours

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

Description	Associate manhours (approx.)	Costs (exc VAT)
DEI Consultant and Guidance on DEI strategy development	34 hours	£12,000
DEI Sponsorship Guidance and Leadership Coaching sessions	34 hours	£12,000
D&I Strategy – Diagnostic and Consultancy – 8 x 90-minute focus group sessions Write up of focus group report Measurement and Evaluation	48 hours	£16,965.50
Open Minds Training x 4 half day sessions plus preparation	16 hours	£10,780
Menopause - And Breathe Masterclass plus preparation	2 hours	£1195
Menopause - Boost Your Energy Masterclass plus preparation	2 hours	£1195
Inclusive Conversations Masterclass plus preparation	2 hours	£1195
Menopause Champions Training Masterclass plus preparation	6 hours	£1970
Introduction to UK Equality Legislation eLearning	N/A	£1323

Pension Protection Fund

05/08/2025

Can you please tell me the latest numbers you have for

1) the number of people receiving FAS payments
2) the average FAS payment
3) the average pension that qualifies for FAS payments
4) the number of people who have not yet started to receive FAS payments

Please see our response as follows: -

1) The number of members receiving FAS payments – 81,650

2) The average yearly FAS payment - £2,904

3) The average pension that qualifies for FAS payments – We do not hold an average qualifying FAS pension, as this would be based on individual scheme funding.

4) The number of members who have not yet started to receive FAS payments – 48,810

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Pension Protection Fund

12/08/2025

1) How many Defined Benefit Schemes (or Defined Benefit Scheme members) have been transferred to the PPF?

2) Of the Defined Benefit Schemes (or Defined Benefit Scheme members) that have transferred to the PPF, how many of them did not provide (or did not receive) indexation for pre 1997 service based on scheme rules?

Please see our response as follows: -

1) 1,122 Defined Benefit Schemes have transferred into PPF.
2) The number of relevant schemes has increased from our last publication of 375 to 380 schemes (due to transfers during the year).

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Pension Protection Fund

05/08/2025

What is the average pension was for the year beginning January 2024 to December 2024.

We can advise that the average FAS pension for the year beginning January 2024 to December 2024 was £2,888.

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19/08/2025

At the LRD we collect data on average pay increases. Our work is used by Pay review bodies bank of England and trade unions.

I just want your average increase. If you have performance-based pay and there is no average presumably you can provide me with the range of increases i.e. from 3%-5%?

We do not specifically calculate averages in this way but can advise that the increases across the PPF in 2025/26 were between 0 and 5%.

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19/08/2025

Under the FOI please can you let me know the total number of Financial Assistance Scheme (FAS) members that have passed away between these two dates below.

From November 1st, 2023, up to August 1st, 2025.

We can advise that 5,343 Financial Assistance Scheme (FAS) members have passed away between 1st of November 2023 and 1st of August 2025.

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Pension Protection Fund

21/08/2025

Can you please tell me the average age of

a) those currently receiving FAS payments and

b) those who have not yet started receiving payments

c) at what age are you starting to make payments

We can provide the following information in response: -

a) The average age of those currently receiving FAS payments is 73.
b) The average age of those who have not yet started receiving payments is 59.
c) FAS will begin payments between the ages of 60 and 65.

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22/08/2025

I am trying to establish the membership numbers (Active / Deferred by male / female) in the former Harland and Wolff Pension Scheme, (1) when it transferred to the PPF in 2019 and (2) as at the start of August 2025?

Could you also confirm the number of member deaths within that period?

The Harland and Wolff Pension Scheme entered assessment in August 2019 and transferred into the PPF in August 2021.

At the time of transfer, there were 11 deceased members; this number has since increased to 354.

Please see below the membership numbers in 2021 and 2025. Please note that a member could be part of multiple statuses- i.e.) a deferred member in 2021 could become a pensioner by 2025.

	01-Sep-21	
Status Description	**Female**	**Male**
Beneficiary Pensioner	336	4
Deceased	5	6
Deferred	58	710
No Liability	0	2
Pensioner	61	1,018
Total	**460**	**1,740**

	01-Aug-25	
Status Description	**Female**	**Male**
Beneficiary Pensioner	321	11
Deceased	134	225
Deferred	32	454
No Liability	5	17
Pensioner	73	1,046
Total	**565**	**1,753**

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21/08/2025

The information that we require, under the Freedom of Information Act, is as follows:

1) Do you use a Citizen Engagement platform?
2) If so, what tools do you use?
3) How much do you spend annually on a Citizen Engagement tool?
4) Which month & year does your contract with your supplier end?

A citizen engagement platform is a digital tool or system designed to facilitate communication, interaction, and participation between citizens and government or public institutions. Its goal is to make civic involvement easier, more transparent, and more effective.

The PPF does not use citizen engagement tools or platforms; we therefore do not hold any information relevant to your request.

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09/09/2025

Please include the following information for the financial years 2021/22, 2022/23, 2023/24 and 2024/25:

- *The average call wait times for your customer service phone lines each year.*
- *The percentage of calls answered within your target time for each of those years.*
- *The average response time for written correspondence (email, letter, or online submissions) in each of those years.*
- *The percentage of correspondence responded to within the organisation's target timeframe in each year.*
- *The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.*
- *If held, the department's official service level targets for customer interaction (e.g., target wait time, target response time) and whether those targets were met in each year.*

Please see our response within the attached Excel data separated into PPF and FAS member calls. Targets have been included where relevant.

The average call wait times for your customer service phone lines (Seconds)

	2021/22	2022/23	2023/24	2024/25
PPF	27	27	30	19
FAS	32	31	35	23

The percentage of calls answered within your target time for each of those years.

*Target time 80%

	2021/22	2022/23	2023/24	2024/25
PPF calls answered within 30 seconds	85%	88%	69%	73%
FAS calls answered within 30 seconds	81%	85%	64%	70%

The average response time for written correspondence

	2021/22	2022/23	2023/24	2024/25
PPF	5 days	5 days	3 days	3 days
FAS	7 days	6 days	5 days	4 days

The percentage of correspondence responded to within the organisation's target timeframe in each year.

* Target 95%

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	2021/22	2022/23	2023/24	2024/25
PPF transactions/queries completed within target	99.70%	99.90%	99.90%	99.90%
FAS transactions/queries completed within target	99.50%	99.70%	99.70%	99.60%

The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.

	2021/22	2022/23	2023/24	2024/25
PPF	144	144	100	82
FAS	43	36	34	34

16/09/2025

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Please would you provide values for the annual % return on investment achieved by the PPF in each year starting in 2012. I have found the following figures from an internet search, including your annual reports, and I should be grateful if you would confirm or correct them:

2012 / 13 11.1 %
2020 / 21 17.6 %
2021 / 22 7.6 %
2022 / 23 1.9 %
2023 / 24 7.2 %
2024 / 25 6.0 %

I was unable to find figures for the years 2013/2020 inclusive. Please provide those

Our annual returns since 2012/13 are set out in the table below: -

Year	Annual Return	Return Basis
2012/13	11.1%	All PPF Investment
2013/14	-0.7%	All PPF Investment
2014/15	25.9%	All PPF Investment
2015/16	1.7%	All PPF Investment
2016/17	16.0%	All PPF Investment
2017/18	3.2%	All PPF Investment
2018/19	5.2%	All PPF Investment
2019/20	5.2%	All PPF Investment
2020/21	17.6%	Growth Portfolio
2021/22	7.6%	Growth Portfolio
2022/23	1.9%	Growth Portfolio
2023/24	7.2%	Growth Portfolio
2024/25	6.0%	Growth Portfolio

Please note the basis on which the PPF reports its annual investment return changed in 2020/21. From 2020/21 onwards, the reported annual return was for the Growth Portfolio only. The performance numbers after this date excluded our Matching Portfolio assets i.e. assets used to hedge our liabilities to pay member benefits. It was considered to be a better measure of our performance to only report on our return seeking assets rather than including our matching/LDI portfolio which is used to hedge our liabilities.

The data prior to 2020/21 is therefore not directly comparable with the numbers published after this date.

22/10/2025

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1) The total number of deceased FAS members that have died since its inception in 2004 up till the 26/8/25.

2) The total number of deceased FAS members that have died since the 26/8/25 up until the 26/9/25.

Please find the requested information below: -

1) The total number of deceased FAS members that have died since its inception in 2004 up till the 26/8/25 – 33,733.

2) The total number of deceased FAS members that have died since the 26/8/25 up until the 26/9/25 – 166

14/11/2025

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Please provide, for each calendar year from 2005 to the most recent available year, the number of new pension schemes that have been added to the Pension Protection Fund's universe of eligible schemes, broken down by year, and if available, by type of scheme (pure defined benefit, and hybrid i.e. those with a mixture of defined benefit and money purchase benefits).

The following table shows for each year since 2018 – we do not hold the granular scheme data for Purple Books before then – an approximate indication of the number of schemes in the eligible universe whose unique ID number did not appear in the prior year's eligible universe.

For scheme ID we've used the Pension Scheme Registration (PSR) number

We expect that most of the 'new' schemes approximately indicated by this analysis will be a result of scheme merger/de-merger (e.g. a parent scheme split into 'child' sections) activity rather than a scheme being genuinely brand new.

Purple Book edition	Number of schemes in eligible universe	Number of schemes in eligible universe with new ID number compared to the prior year	Number of these where the data indicates Hybrid rather than pure DB
2024	4,974	27	2
2023	5,063	36	10
2022	5,131	33	3
2021	5,220	22	1
2020	5,327	58	9
2019	5,436	37	8
2018	5,524	94	18
2017	5,671		

03/12/2025

Pension Protection Fund
12 Dingwall Rd, Croydon CR0 2NA
T 0330 123 2222 E foi@ppf.co.uk
www.ppf.co.uk

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

Pension Protection Fund

Please provide the following for 2023/24

1) *Number of members in PPF scheme*
2) *Number of members contacted annually to provide confirmation addresses*
3) *Number of members found to have died, and total payments made erroneously post death of member*
4) *Number of members who have had payments suspended due to non-compliance with confirmation of address then subsequently reinstated*

-

1) In 2023/24, the PPF had 292,605 members.
2) In 2023/24, Target contacted 39,072 members on our behalf to confirm addresses.
3) 6,473 bereavements were processed between 1 April 2023 and 30 April 2024 which resulted in an overpayment following death. Compensation payments are paid in advance, and this figure shows how many bereavement cases incurred an overpayment due to the next payment due being between the date the member died and the date we were notified.
4) In the 23/24 year, there were 451 members suspended as they were non responders to the Target Annual Accuracy exercise (UK and Overseas). 262 members have since been reinstated.

28/11/2025

Pension Protection Fund

I write in connection with your Freedom of Information request dated 12 November 2025 which we have responded to as follows:

Contract 1 – Wide Area Network (WAN) Services (Including HSCN)

WAN Provider(s)
Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.

Virgin Media Business Ltd

Contract Expiry Date
Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.

14/10/2026 with the option to extend to 14/10/2027

Contract Description
Please provide a brief summary of the scope of each WAN contract.

Provision of two National Ethernet circuits and three Dedicated Internet Access (DIA) services.

Number of Sites Covered
Please indicate the number of sites supported by the WAN. An approximation is acceptable.

3 sites: Croydon, Cannon Street and Crown Hosting Data Centre.

Annual Average Spend
What is the annual average spend for WAN services? Please break this down by provider if more than one.

£51,288 Inc VAT per year

Procurement Route
Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.

CCS Network Services 3 Framework RM6116, Lot 1a Inter Site Connectivity (Wider Area Network) / Data Access Services

Internal Contact

Responsible Contact Person(s)
Please provide the full contact details for the person(s) responsible for each of the above contracts, including:

- *Full name*
- *Job title*
- *Direct phone number*

- *Email address*

If full details cannot be provided, the job title alone is acceptable.

Our Commercial Services contact details can be found via: -
Doing business with us | Pension Protection Fund

We consider that names of specific employees should be withheld under section 40(2) of the Freedom of Information Act 2000 (FOIA) as we consider that this information is exempt from disclosure as it relates to personal data.

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.

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 names of employees.

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

25/03/2026

Pension Protection Fund

Contact centre technology (technical detail)

1. *What cloud contact centre or CCaaS platform underpins the Pension Protection Fund's current contact centre solution (for example the platform manufacturer or product used by the service provider)*
   Storm

2. Who the current SIP or inbound call routing provider is for the contact centre
   Content Guru

3. What is the current back office telephony solution
   Microsoft Teams

4. *What call-recording solution is currently used for the contact centre*
   Storm Recorder

5. *What speech analytics solution, if any, is currently in use*
   Storm BRAIN

6. *What Workforce Management (WFM) solution, if any, is currently used to support forecasting, scheduling or intraday management*
   Storm WFM

7. *What PCI-compliant payment solution, if any, is currently used within the contact centre*
   None

Scale and usage

8. *Approximately how many contact centre agents (or equivalent roles) are currently using the contact centre platform*
   28

9. *Whether contact centre agents are primarily office-based, remote, or a hybrid of both*
   Hybrid

10. *What customer contact channels are currently supported by the contact centre (for example voice, email, web chat, secure messaging, social or digital messaging)*
    Voice

Integrations and architecture

11. *Which internal systems currently integrate with the contact centre solution (for example CRM, case management or line-of-business systems)*
    None

Commercial and procurement context

12. *Whether the current contact centre solution was procured via a public sector framework, and if so which framework*
    Network Services 2

13. *Whether any optional contract extensions relating to the current contact centre solution have been exercised*
    No. we are still within the initial term

14. *Whether there are any plans, approved or under consideration, to re-procure, replace or significantly upgrade the contact centre platform within the next two years*
    No, we have extension options to take the contract to October 2029 and will improve the solution in line with the parameters of the agreement

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Pension Protection Fund

25/03/2026

General Information:
How many sites are part of this organisation?
Two

Are utilities (gas, electricity, water) procured collectively on behalf of all schools, or by individual academies?
N/A

Who is responsible for procurement decisions relating to utilities? (Please state job title)
Our landlord is responsible for procurement decisions relating to utilities.

How does the organisation ensure compliance with DfE / ESFA and public procurement regulations when procuring energy?
Our landlord is responsible for procuring energy. We would not be required to comply with DfE / ESFA regulations when procuring energy. We have a Commercial Services Team who ensure we comply with all public procurement regulations.

Does the organisation use a DfE-approved framework for energy procurement? If yes, which one?
N/A. Our landlord is responsible for energy procurement.

Does the organisation have any sustainability or Net Zero objectives that influence procurement decisions? If yes, please summarise.
The PPF aims to reach Net Zero for our operations by 2035 or sooner. Further information can be found on our website: Sustainability strategy | Pension Protection Fund.

Energy and water at our premises are procured directly by the landlords, and the associated procurement documentation, contracts, and supplier information are held by those landlords in their own right. We do not have a gas supply. The PPF is not a party to those arrangements and does not hold this information, nor is it held on our behalf.