



#malgconf2019



## Conference 2019

### Keynote

Caroline Siarkiewicz, CEO, Money & Pensions Service  
*Co-ordinating the debt advice sector to meet ever increasing demands*


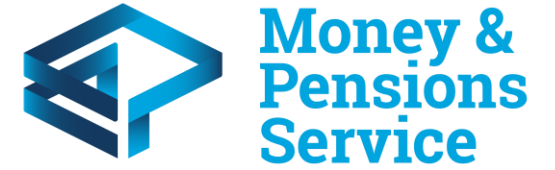
[www.malg.org.uk/conference](http://www.malg.org.uk/conference)

# Money and Pensions Service

Caroline Siarkiewicz

Acting Chief Executive

# OUR VISION



Our vision: Everyone making the most of their money and pensions

# In 2019-20...

**560,000** over-indebted people will receive the help they need

**290,000** will be supported with pensions guidance via our expert pensions line

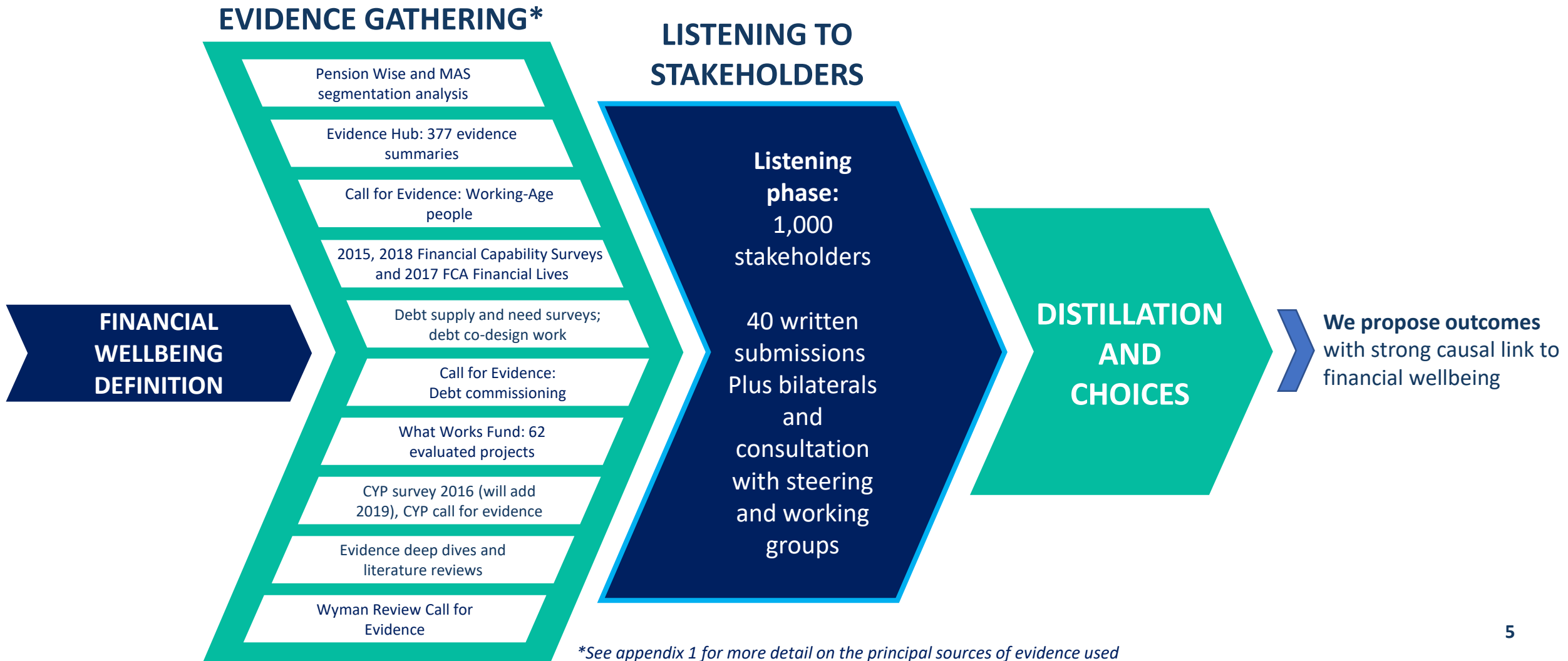
**205,000** will get the support they need to make informed choices about their pensions freedoms

**170,000** calls and webchats will be served by our money guidance contact centre

We will build our **Consumer Protection function** as set out in the Financial Guidance & Claims Bill

# DEVELOPING A NEW NATIONAL STRATEGY

We have drawn on a wide range of evidence from internal and external sources to arrive at the outcomes we propose.



# THEY SAID, WE DID (*Listening Phase actions taken*)

Start with the customer

Customer outcomes are the start and heart of the strategy

Go to where people are

For every outcome we have identified asks to key partners that will deliver to where people are

Treat people's needs holistically

We are taking a holistic view wherever possible, using outcomes to focus our approach

Start with what's out there in the sector, don't duplicate

We will focus on gaps in provision/networks and work collaboratively

Prioritise the women and money and mental health gaps

These form part of our key cross-cutting themes

*Lobby to change policies impacting people in poverty*

*Publicly lobbying government is beyond our remit*

*Change the MaPS quality/volumes policy, it is restricting debt advisers*

*We will address this in our corporate strategy*

# The UK Strategy will be different from the 2015-2018 Financial Capability Strategy in many ways

*Although overall aims are comparable, the methods, accountabilities and broader environment are now very different*

## Goals and targets: the UK Strategy will ...

- ... have ambitious goals
- ... define outcomes for consumers
- ... prioritise - and rule other areas out of scope

## Accountability: the UK Strategy will ...

- ... have clear accountability in the MaPS Board
- ... be aligned with the corporate strategy
- ... have an improved governance model

## Sponsorship: the UK Strategy will ...

- ... have ministerial support at launch
- ... be backed by a legal mandate

## Action: the UK Strategy will ...

- ... have a clear mobilisation approach
- ... resonate with wider themes and agendas
- ... be governed by an engaged and connected board

## Infrastructure: the UK Strategy will ...

- ... have plans for all four nations
- ... be supported by a toolkit with clear offers
- ... be supported by regional teams

### Reading note:

These are a blend of improvements based on feedback from the “financial capability lessons learned” report; conversations with Board members; colleagues; listening document; workshops and bilaterals with stakeholders

# National and Corporate strategies

Everyone making the most of their money and pensions

## Vision

## UK Strategy for Financial Wellbeing

### National Goals

- Our partners: everyone knows what contribution they can make to the National Goals

### UK Strategy activation e.g.

- National money and pensions goals
- Task and Finish Groups
- Innovation Fund
- Collective policy and influencing
- R&I

## MaPS Corporate Strategy

### MaPS Strategy & KPIs

What is MaPS doing?

- Coordination
- Influencing
- Delivery
- Enabling

(Which customers have we prioritised and why?)



- Our people: everyone knows what contribution they make to corporate KPIs and national outcomes

### Sub strategies incl. key levers and activities, e.g.:

- Channel strategy
- Partnering approach
- Technical ecosystem
- Segmentation strategy
- Brand strategy
- People strategy
- Finance
- Procurement
- Commissioning
- National strategy activation



# How we will mobilise the strategy

## The problem:

The financial capability strategy for the UK launched in 2015 laid out the **problem** and (in November 2018) the **outcomes** we were aiming for. **But it did not have an activation model.**

**There was no “ask” to stakeholders, nothing to excite and engage, particularly for the corporate sector.**

To achieve this, we need a clear **offer** to go alongside our asks.

In the first few months after the strategy has been published, we will run a 100-day activation plan. During this period we will co-create with stakeholders delivery plans that will drive the outcomes.

**We propose to mobilise partner organisations through multi-year programmes. They will deliver the outcomes through a range of approaches, each of which will have multiple access points, both large and small, which partner organisations can support. Each outcome will be designed to help organisations to deliver their own objectives as well as contribute to the National Goals. They will adapt to delivery circumstances in the four nations.**



Save the date

**18-22 November 2019**

#TalkMoney #TalkPensions

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# Thank you

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