

# Scottish Community Link Worker Network, Knowledge Exchange Event

Kevin Duffy – Scotland Partnership Manager

January 2023



Money &  
Pensions  
Service



# Supporting Financial Wellbeing in the Workplace

- Who we are
- What we do
- Why financial wellbeing is important
- MoneyHelper – information, guidance and resources



# MaPS - who we are



**The PENSIONS  
Advisory Service**

**We brought together three respected financial guidance bodies:**

- The Money Advice Service
- The Pensions Advisory Service
- Pension Wise

to help people throughout the UK access the guidance and information they need to make effective financial decisions over their lifetime.

Sponsored  
by:



Engages  
with:



**Money and Pensions Service**





# MoneyHelper

The consumer service from the  
**Money and Pensions Service**

Here to make money and pension choices clearer with free and impartial guidance that's backed by government



Provided by



Money &  
Pensions  
Service



HM Government

# What we do

We deliver financial guidance and support across five core functions:

## Pensions guidance

We provide information to people about **workplace and personal pensions**.

## Debt advice

We provide people in England with **information and advice on debt** and are the largest single funder of free debt advice in England.

## Money guidance

We provide information designed to enhance people's **understanding and knowledge of financial matters** and **day-to-day money management skills**, including work, housing and life events.

## Consumer protection

We work with government and the Financial Conduct Authority (FCA) to **protect consumers against financial scams**, ensuring our customers can identify and protect themselves and their finances.

## Strategy

We will **focus the efforts** of the UK Strategy for Financial Wellbeing through close collaboration with industry and stakeholders to build a financial wellbeing movement in the UK – to collectively improve financial wellbeing in the UK.

Source: Financial Guidance and Claims Act 2018 – 3.1 Functions



# What we aim to do

A photograph of three people (two men and one woman) sitting around a table, smiling and engaged in a conversation. The man in the center is gesturing with his hands. The background is slightly blurred, showing a bulletin board with various papers and sticky notes.

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

# Why financial wellbeing is important

Financial wellbeing is about feeling secure and in control. It is about making the most of your money day to day, dealing with the unexpected, and being on track for a healthy financial future.

**In short: financially resilient, confident and empowered.**

Financial stress can have a significant effect on people's lives. If employees have poor financial wellbeing, employers suffer too — lost productivity has a direct impact on business efficiency.

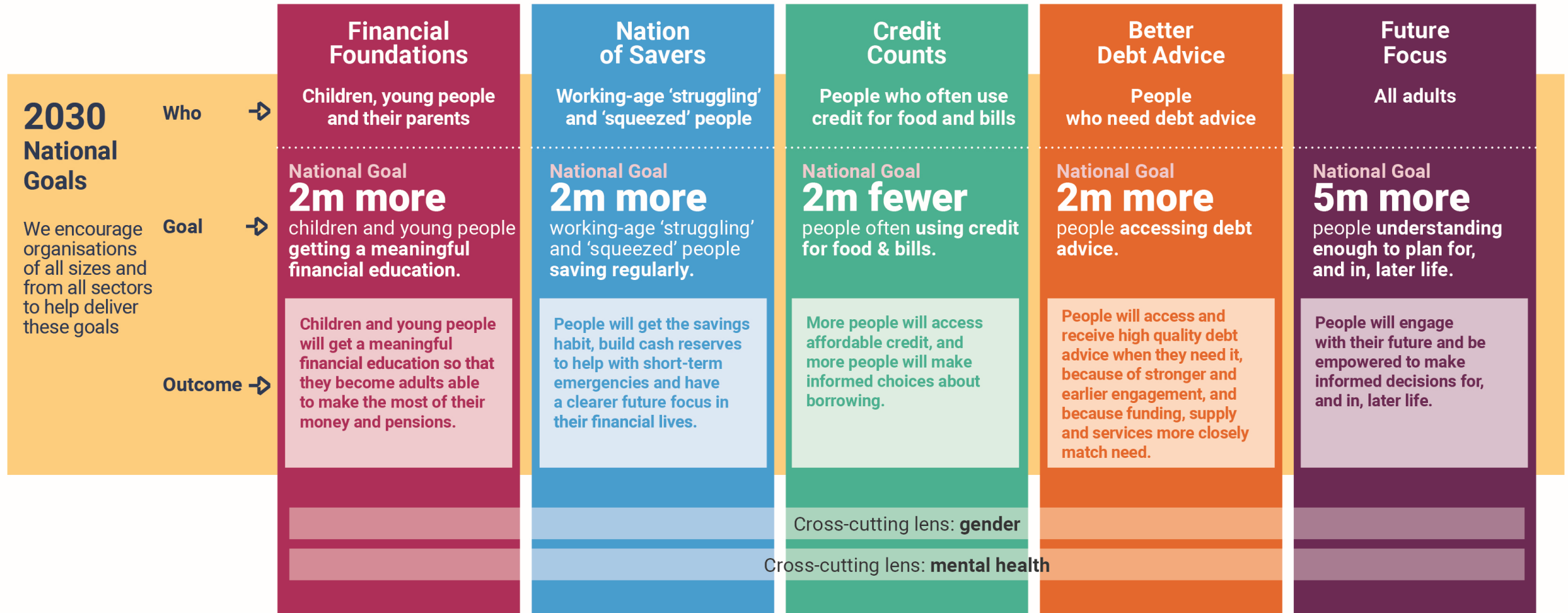
**Financial wellbeing matters for all of us.**

A financially healthy nation is good for:





# UK Strategy for Financial Wellbeing





# What we offer

We offer a range of **free and impartial services** to help you raise awareness for employees and customers:



Library of  
online articles  
and videos



Printed guides  
for you to share  
with your staff  
and audiences



A suite of  
guidance,  
tools and  
calculators



Pensions  
consultation,  
incl. bespoke  
appointments



Programmes  
and  
networking  
opportunities



Customer  
information  
and assistance  
via web/phone



Shareable  
content for  
your channels



MaPS  
speakers/ reps  
at your events

**Supported by a dedicated Partnership Manager**



# Helping people find their way forward

Find your  
way forward

with **Money**  
 **Helper**



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# What we cover



Benefits Everyday money Family & care Homes Money troubles Pensions & retirement Savings Work

For free guidance you can  
trust, we can help.



- > Benefits
- > Family & care
- > Money troubles
- > Savings
- > Everyday money
- > Homes
- > Pensions & retirement
- > Work



Talk to  
us live



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<https://www.moneyhelper.org.uk/en>



# Benefits



**Benefits** Everyday money Family & care Homes Money troubles Pensions & retirement Savings Work

**> Universal Credit**  
Find out how Universal Credit works and how to manage your payment.

**> Benefits and work**  
Extra support if you're working, self-employed, or you've lost your job.

**> Benefits if you have children**  
Entitlements to help with the cost of pregnancy or bringing up children.

**> Benefits if you're sick, disabled or a carer**  
Understand what support is available for coping with ill health.

**> Benefits to help with housing costs**  
Support to help with rent or mortgage payments if you're on a low income.

**> Benefits in later life**  
You may be entitled for help with other costs on top of your State Pension.

**> Problems with benefits**  
What to do if something goes wrong with your benefits.

**> Benefits**  
All Benefits guidance.

**×** Close

**Tools**


Tool


**> Money Navigator**

Tool

**> Money Manager**

ALL TOOLS

  
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Talk to us live

<https://www.moneyhelper.org.uk/en/benefits>

# Everyday money



[Cymraeg](#)

Benefits **Everyday money** Family & care Homes Money troubles Pensions & retirement Savings Work

## > Banking

How to choose, use and manage bank accounts

## > Budgeting

How to budget, find the best deals and switch to save money

## > Buying and running a car

How to buy and finance a car, deal with problems with car finance, and cut running costs

## > Credit and purchases

Credit basics, applying for credit, credit ratings and problems with credit

## > Insurance

Insurance for cars, health, travel, and help with insurance

## > Types of credit

Store cards, credit cards, overdrafts, payday loans and illegal lending

## > Everyday money

All Everyday money guidance

✕ Close

## Tools

Tool

### > Compare bank accounts

Tool

### > Budget Planner

Calculator

### > Credit card calculator

ALL TOOLS



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# Help with the cost of living



## Help with the cost of living

The price of everyday essentials is going up, you've probably noticed it at the supermarket and in your monthly bills. Inflation and interest rate rises mean that your money might not stretch as far as it used to.

If you're behind on your bills or going into debt to pay them, the best thing you can do is take action. You might be able to claim extra support, cost of living grants or payments to help you increase your income.

Whether you're worried about rising rents, covering higher energy costs or tackling debt, we've brought together our most useful tools, calculators and guides to help you keep on top of your money.

[Explore our cost of living guides](#) ↓

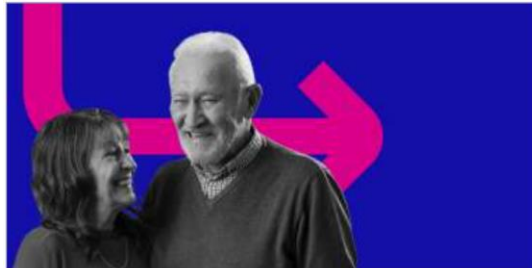
[Use our cost of living tools](#) ↓



Talk to  
us live



# Explore our cost of living guides



## Help if you're struggling with bills and payments

Understand which bills and payments to deal with first and how to avoid missing payments.



## Living on a squeezed income

Find ways to tackle the rising cost of living, as well as the extra support you can claim.



## Talk to your creditor

Don't let your money worries pile up – your creditor can step in to help.



## If you're worried about rising mortgage rates

Weigh up your options, whether you're a first-time buyer or looking to remortgage.



## Stopping or reducing your pension contributions

Before you do anything, understand what it means for your long-term plans.



## Using credit wisely

Putting everyday items on credit or struggling with repayments? Follow our action plan.



Talk to  
us live

<https://www.moneyhelper.org.uk/en/money-troubles/cost-of-living#cost-of-living-guides>

# Use our cost of living tools

## Cost of living tools and calculators



### Bill prioritiser

Learn which payments you should deal with first and how to avoid getting into arrears.



### Debt advice locator

If you've missed payments, find where to get free, confidential help.



### Budget Planner

Understand your income and spending each month to see the changes you can make.



Talk to  
us live

<https://www.moneyhelper.org.uk/en/money-troubles/cost-of-living#cost-of-living-tools-and-calculators>

# Pensions & retirement



[Benefits](#) [Everyday money](#) [Family & care](#) [Homes](#) [Money troubles](#) **[Pensions & retirement](#)** [Savings](#) [Work](#)

**> Auto enrolment**  
Introduction, how it works, all about contributions

**> Building your retirement pot**  
How much do you need, ways to build your pot, transferring and merging

**> Pension problems**  
Complaints, financial help when retired, changes to schemes

**> Pensions basics**  
Starting a pension, types of pension, understanding pensions

**> State Pension**  
How it works, what you might get, National Insurance

**> Taking your pension**  
Ways to draw your pension, when can you retire, Pension Wise appointments

**> Tax and pensions**  
Tax allowances, tax paid on pensions, tax relief

**> Pensions & retirement**  
All guidance, including how to use the Pension Wise service

**×** Close

**Tools**

Appointment

**> Book a Pension Wise appointment**


Calculator


**> Pensions calculator**

Calculator

**> Workplace pension contribution calculator**

[ALL TOOLS](#)

**Talk to us live**

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<https://www.moneyhelper.org.uk/en/pensions-and-retirement>



# Free printed guides



## MoneyHelper guide ordering portal

Select a category below



Guides for me



Guides for not for profit or  
public sector organisations



Guides for commercial  
businesses

<https://moneyhelper.apsmos.com/Home.html>

# Contact us for money guidance



## Money guidance

### Get guidance

Pensions guidance >

Money guidance >

Need more help? Contact us for free and impartial money guidance. Whatever your query we're here to help. If we don't know the answer, we'll point you in the right direction of someone who does.

As an independent and impartial organisation, we do not have access to people's financial records, and we do not provide regulated financial advice.



Talk to  
us live

### What's in this guide

Webchat ↓

WhatsApp ↓

Phone ↓

Web form ↓

Social media ↓

<https://www.moneyhelper.org.uk/en/contact-us/money-guidance>

# Contact us for pensions guidance



## Pensions guidance

### Get guidance

Pensions guidance >

Money guidance >

Our trained specialists can help work out what's right for you. Whatever your query we're here to help. If we don't know the answer, we'll point you in the right direction of someone who does.

As an independent and impartial organisation, we do not have access to people's pension records, and we do not provide regulated financial advice.



### What's in this guide

Webchat ↓

Phone ↓

Web form ↓

Social media ↓

Book a Pension Wise appointment ↓

<https://www.moneyhelper.org.uk/en/contact-us/pensions-guidance>



# National Wellbeing Hub

 National Wellbeing Hub

## An Introduction to Money Helper

0 MIN READ

 HM Government



0800 138 7777 [moneyhelper.org.uk](https://moneyhelper.org.uk)

 @MoneyHelperUK  /MoneyHelperUK

If you're worried about money, especially if these worries are affecting your mental health, please reach out for support. Money Helper, provided by the Money and Pensions Service (MaPS) provides free, impartial help as well as directing you to additional service if you need more support.

 Tweet

 National Wellbeing Hub  
@NatWellbeingHub

Many thanks to @KevinDuffyMaPS from @MoneyPensionsUK for delivering another financial wellbeing session for our staff across health and social care.

Great to hear about the support available from Money Helper to help you through your money worries

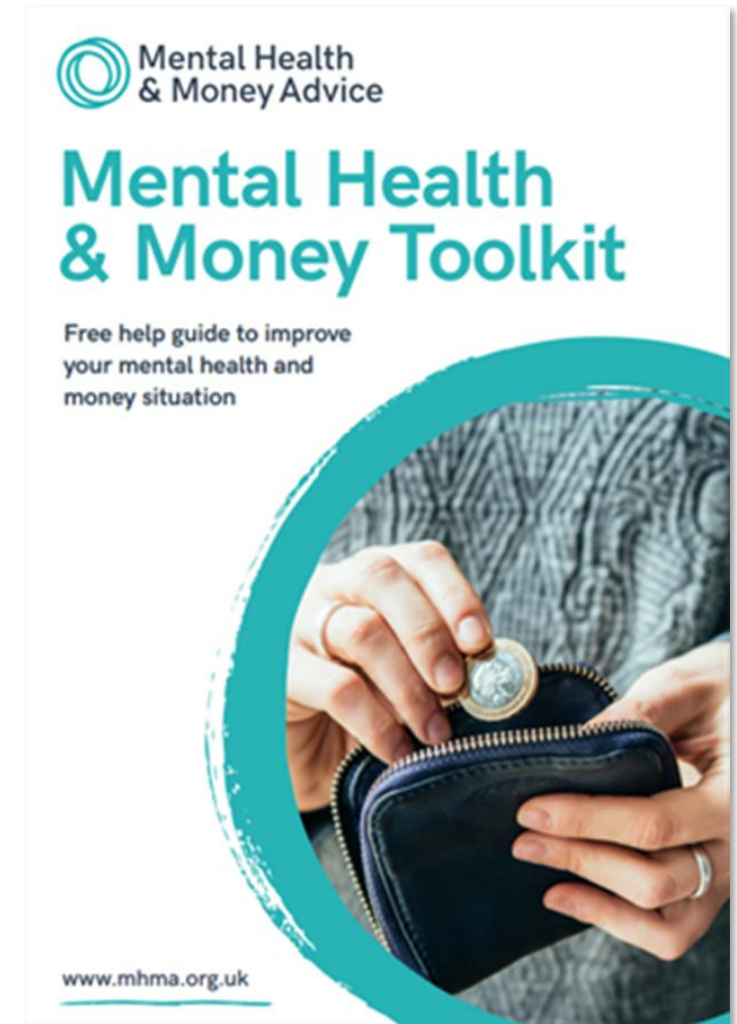


[wellbeinghub.scot](https://wellbeinghub.scot)  
An Introduction to Money Helper - National Wellbeing Hub for those working in Health and...

# Mental Health and Money Toolkit, Scotland Version



- Developed and launched in collaboration with Support in Mind Scotland and Scottish Government
- Hard copies distributed to every GP practice in Scotland (circa 1,000 locations) via Public Health Scotland
- Also disseminated to a range of appropriate networks through our relationships with SPRING Social Prescribing and Citizens Advice Scotland



# Money Guiders

Take your help further

Developing skills  
Sharing understanding  
Improving lives



**Money &  
Pensions  
Service**



# What is Money Guiders?



## Money Guidance Competency Framework

- Sets out the knowledge, skills and behaviours required to deliver impartial money guidance in the non-regulated space



## Learning Hub

- Self-guided e-learning linked to the competency framework, supplementing any existing training



## Competency framework user guide and development tools

- Helps to identify the breadth and depth of money guidance being provided
- Assessing confidence levels and identifying training gaps



## Reward & Recognition

- Optional assessment leading to a City & Guilds endorsed credential (digital badge)



## UK Money Guider Networks

- Practice-led communities, sharing the latest policies, ideas and insights



## Research and evaluation

- Listening, learning, testing finding out if it's making a difference and developing case studies – feeding into future recommendations



# Thank you

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