



Via Email Only

3 November 2020

Freedom of Information Ref No. FOI33

Dear [REDACTED]

Thank you for your Freedom of Information request received on 6 October 2020. You asked the Money and Pensions Service the following:

I would like to make a request regarding Pension Wise' contact centre contracts with Tele-Performance.

Firstly, could you please provide me with the management statistics relating to the above suppliers' contact centre performance for the length of the contract? By performance management statistics I mean performance against the contracted SLAs and KPIs (essentially anything that would have been in the originally tender).

Secondly, could you please confirm whether any Service Credits have been levied against them?

Money and Pensions Service Response:

I should explain that on 1 January 2019, Pension Wise, The Pensions Advisory Service and the Money Advice Service merged to form the Single Financial Guidance Body (SFGB), an arms-length body of the Department for Work and Pensions (DWP), which is part of the Civil Service. Subsequently, on 1 April 2019 these organisations became known as the Money and Pensions Service (MaPS). Further details can be found on the website at: <https://moneyandpensionservice.org.uk/>.

I am writing to confirm that we have now completed a search for the information you requested. The Money and Pensions Service (MaPS) does hold information relevant to your request, and I have provided responses to your questions accordingly.

Firstly, the table below shows the management statistics for Tele-Performance's contact centre performance from 2017 to 2020. The figures cover the volume of calls received and the response rate. The volumes of calls have been rounded to the nearest 10,000. The table also shows the number of calls answered within 20 seconds and 30 seconds. The Service Level expectation is that 80% of calls are answered within 30 seconds.

Year	Volume	20 Seconds	30 Seconds
2017/2018	150,000	86%	89%
2018/2019	170,000	89%	91%
2019/2020	170,000	89%	91%





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Secondly, a percentage of calls are quality assured, and the contract requires 80% of these calls to achieve a pass rate. Since the commencement of the contract the supplier has successfully achieved the SLA with regard to quality. I can confirm that no Service Credits have been levied against our suppliers.

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,



Complaints & Freedom of Information Officer

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing foi@maps.org.uk or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745

Money and Pensions Service

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