

Response date: 5th September 2025

You asked Money and Pensions Service the following

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?

Money and Pensions Service Response

We do not use a centralised contract/platform for citizen engagement. Instead, we carry out targeted engagement with customers and consumers in relation to specific pieces of work being undertaken by MaPS. This includes sector consultations, surveys, and research studies, which are procured as needed and where appropriate.

To collect feedback on policies and services, we use Dynamics 365 to deliver real-time surveys to customers who have used our services across Money and Pensions. We also commission research agencies to undertake research programmes and projects for us. This includes feedback and outcome measurement for our customers, as well as broader surveying of the UK public to monitor changes and trends in financial wellbeing. We have a contract with an external organisation to conduct surveys with customers of our Debt services. This contract runs until April 2026.

Additionally, we hold a subscription to SmartSurvey, a survey tool used to create and manage small-scale surveys, primarily with internal and B2B stakeholder audiences. It is not used to conduct research with the public or our customers. This contract expires in February 2026.

As we do not have a centralised platform or mechanism, spend can vary year-on-year depending on requirements.