

Response date: 23rd September 2025

You asked Money and Pensions Service the following

Please provide the following information in relation to the funding agreements/contracts held between the Money and Pensions Service (MaPS) and Citizens Advice (including local Citizens Advice offices acting as delivery leads) for the delivery of debt advice and money guidance services:

1. The current standard service delivery agreement/framework used by MaPS when contracting Citizens Advice as a delivery lead for debt advice services.
2. Any key performance indicators (KPIs), productivity measures, or reporting requirements that MaPS requires Citizens Advice delivery partners to adhere to under these agreements.
3. Copies of any guidance documents, schedules, or annexes issued by MaPS to Citizens Advice (national or local) setting out expectations for “trainee,” “secure,” or “expert” debt caseworkers, if such role-based requirements exist.
4. Any documents which explain how MaPS monitors compliance with the above agreements and assesses performance of delivery partners.

Money and Pensions Service Response

1. The standard service delivery framework is outlined in the published contracts available via the following links:

- [National contract](#).
- [DROs contract](#).

Additionally, the latest version of the [MaPS Standards Advice Assessor Toolkit](#) is publicly available. Please note that this toolkit does not include role-based requirements, as these are not part of the current standards.

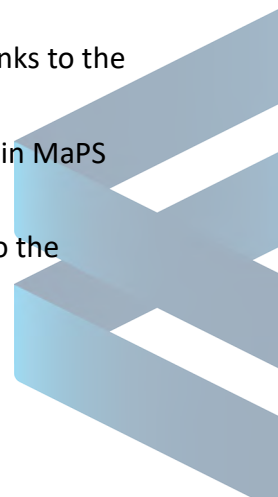
2. MaPS applies a quality KPI of 85%, based on the average score from independent quality assessments conducted monthly. Further details on KPIs, productivity measures, and reporting requirements are set out in:

- Schedule 10 – Service Levels of the published contract.
- Section 10 of Appendix 18 – Statement of Requirements (SoR).

These documents provide comprehensive information, which can be sourced using the links to the published contracts above.

3. Role-based terminology such as “trainee,” “secure,” or “expert” is not explicitly used in MaPS standards. However, relevant references can be found in:

- Section 8.29 of Appendix 18 – Statement of Requirements, which includes a live link to the published standards.



- Section 8.21 of the same document, which addresses training and continuing professional development (CPD).

To the best of our knowledge, no formal role-based definitions are included in the current standards.

4. MaPS monitors compliance through several mechanisms, including:

- Control Self Assessments, where delivery partners self-attest and provide evidence of controls in place.
- Customer Facing Assessments, involving monthly case file reviews by both delivery partners and MaPS Independent Quality Assessment Services (IQAS).

Performance is assessed using a KPI based on the percentage of standards met, with calibration and moderation activities conducted to ensure consistency. These processes are detailed in:

- Schedule 13 – Contract Management.
- Schedule 10 – Service Levels.

Further quality documentation, including templates and guidance, is publicly available via the MaPS “Raising the Standards of Debt Advice” portal.