

Response date: 12 November 2025

You asked Money and Pensions Service the following

"Please could you provide the following information for each financial year from 2019/20 to 2024/25:

- 1.The total number of Pension Wise appointments completed.
- 2.The number of Pension Wise advisers active.
- 3.The average duration of Pension Wise appointments.
- 4.The average waiting time for an appointment."

Money and Pensions Service response

1. The information is included in the [maps-annex-1-foi286-2025](#) document.
2. We do not hold any historic data for this request. However, we can provide the current FTE and headcount as of today, but no information prior to this date.

Headcount: 263

FTE: 207.88

3. The information is included in the [maps-annex-2-foi286-2025](#) document.

The data provided represents the average call length recorded in Genesys for MaPS colleagues only. Please note that this covers only the period since Genesys was implemented.

4. The information is included in the [maps-annex-3-foi286-2025](#) document.