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Arian a
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Money &
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Service



Llywodraeth Cymru
Welsh Government

UK Strategy for Financial Wellbeing

Winter 2023 Progress Report (Wales)



UK Strategy for Financial Wellbeing

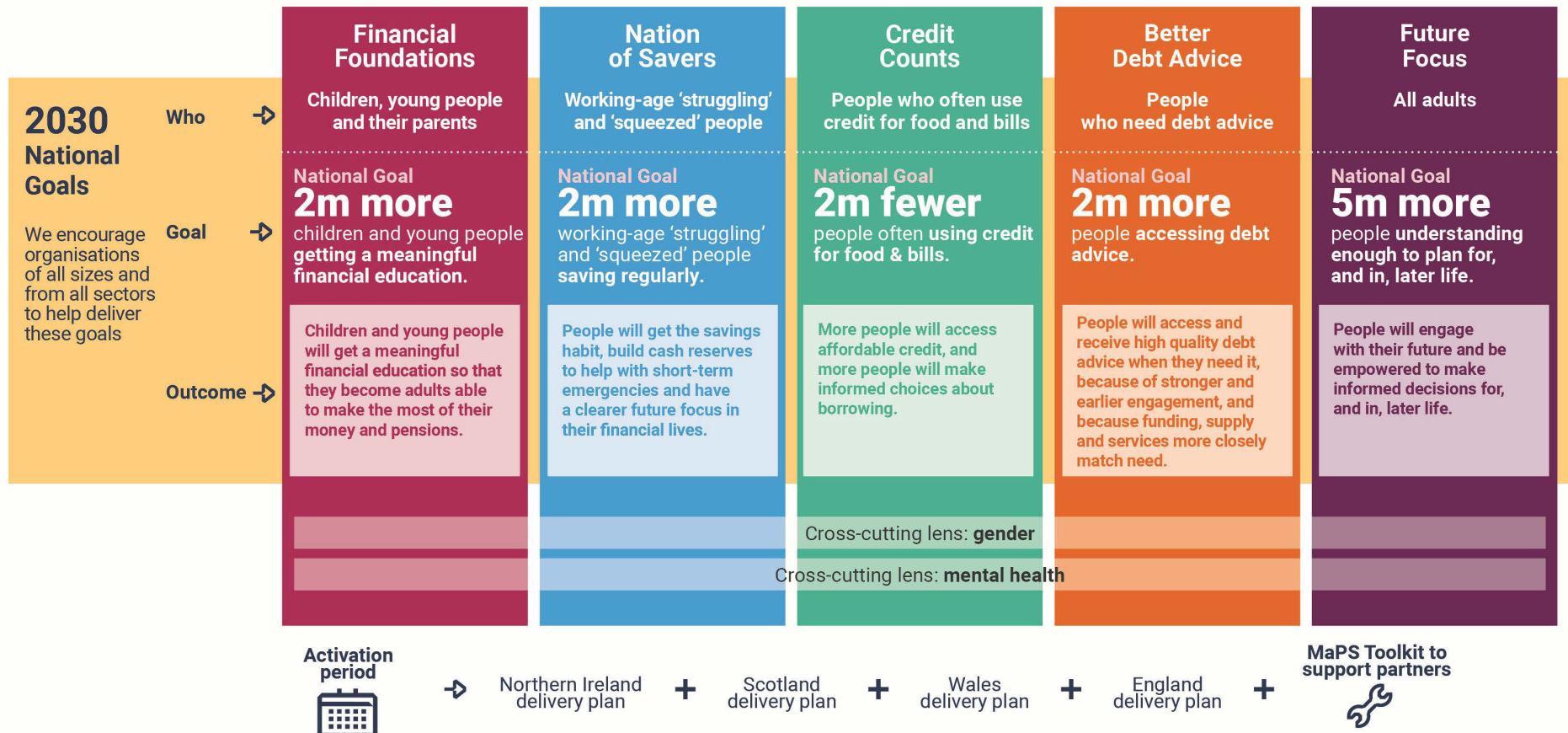
We believe: **A financially healthy nation is good for individuals, communities, business and the economy**



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



Our shared **Agendas for Change**– the five ways we will drive change at scale, working with others



Wales Delivery Plan: a progress report

- The Wales Delivery Plan was published in March 2022.
- It set out the priorities for MaPS, our partners and our stakeholders to focus on in Wales; and the 34 activities that are taking place to meet those priorities over the next 24-36 months.
- On the following slides we provide information about the progress of these initiatives up to and including Autumn 2023.
- We have also started to capture all the work going on across Wales that helps make progress towards the Nations Goals.
- If you are:
 - a) involved in projects or programmes which contribute **directly** to the National Goals, and
 - b) you would be happy for us to include updates on those initiatives in future iterations of this progress report, then **please let us know.**

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
Essential Financial Skills	1. Ensure key touchpoints for young people through government backed programmes includes some form of money management skills.	Welsh Gov, Training Providers and MAPS	Jobs Growth Wales+ have embedded financial questions into the initial sign up form for young people and training providers deliver personalised financial education based on these questions for all young people participating. The Basic Income Pilot has commenced, and financial wellbeing wraparound has been put in place via the SAF from Citizens Advice Cymru for all young people participating.
School Savers Scheme	1. Increase the number of school aged children regularly saving 2. Promote the benefits of school savings schemes and money skills sessions	Welsh Gov, Credit Unions and Schools	Welsh Government is continuing the support provided for school’s savings schemes delivered by credit unions across Wales through the new funding stream that is in place until March 2026. Projects are being taken forward in Bridgend, Blaenau Gwent, Cynon Valley, Merthyr Tydfil, Monmouthshire, Neath Port Talbot, Powys, Torfaen, Swansea, and the Vale of Glamorgan to increase the number of schools participating and also the number of savers within existing schools. The schemes work like mini credit unions, run in schools - in many cases by the children themselves. The Credit Unions of Wales (CUW) School Savings group continues to share good practise and promote the savings schemes Stop Loan Sharks Wales (SLSW) have been working with Smart Money Community Bank to help promote and encourage new school savers. A community fun day in July signed up 11 new junior members. A similar event is planned in November in conjunction with a school in Powys.
Your Money Matters Textbook (Wales) Financial education textbook delivered to all secondary schools across Wales	1. Increased financial awareness for young people 2. Increase usage of financial education in Welsh schools	Young Money, MaPS, Welsh Gov Education/STEM and Educators	Text book is in schools. Awareness raising is ongoing.
Digitise Talk Learn Do (TLD) Adaptation of TLD to give parents, carers and practitioners access to digital, bite-sized content which supports them to teach children about money	1. Digitisation of existing content Increased reach of content to parents and practitioners 2. Increased use and impact of TLD by parents and practitioners	FinEd, Parenting Children, FS sectors	Talk Learn Do (TLD) was launched in September 2023 and is a bilingual digital tool that provides parents and carers with the skills and confidence to talk to their children (3 to 11 years old) about money.

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
<p>Expand TLD for Teenagers TLD will be expanded to include content for parents/carers of teenagers and young people to help the former teach the latter about money.</p>	<ol style="list-style-type: none"> 1. Creation of TLD content for teenagers 2. Expand audience of TLD content 	<p>FinEd, Parenting Children, FS sectors</p>	<p>MaPS is beginning to scope this proposition. The team are defining the problem statement and reviewing all available evidence to identify what we know and don't know about the support needs of parents and carers.</p>
<p>Expand and scale teacher training across the UK from Autumn 2023 to include other support for teachers in Wales Quality school-based financial education is key to achieving the national goal.</p>	<ol style="list-style-type: none"> 1. Increased teacher training reach across the UK 	<p>DfE; FinEd & FS sectors; Education Wales; CCEA</p>	<p>In Wales - after a call from the Wales Financial Education Forum, Welsh Government In partnership with MaPS, is collating a list of financial education resources and support, that will be made available to all schools across Wales. This will sit on Hwb, the schools resource website.</p> <p>In England, Scotland and Northern Ireland – based on the learning from the Wales pilot MaPS have 4 grants in place with organisations to expand our understanding of how to deliver and scale teacher training across the rest of the UK.</p>
<p>Support for practitioners working with vulnerable children</p>	<ol style="list-style-type: none"> 1. Increase content for practitioner support 2. Increase reach and access of practitioner support 	<p>DfE; Welsh Gov, Scot Gov, NI Exec, FinEd sector; social care services</p>	<p>MaPS have 3 grants in place with organisations to expand our understanding of how to deliver and scale training for practitioners working with CYP in vulnerable circumstance. All projects are on track to be delivered on time and on budget. Project will deliver till the end of March 2024 and the evaluation will conclude in summer 2024</p>
<p>Other activities from across the sector</p>	<ol style="list-style-type: none"> 1. Contributions to more children and young people in Wales receiving a meaningful financial education 	<p>The whole sector</p>	<p>MaPS - The Financial Education Forum continues to run each quarter sharing information, research and projects across Wales.</p> <p>Young Enterprise- Seren's Farm, Welsh financial literacy project is a bespoke, bilingual (Welsh and English) workbook connecting farming with financial and enterprise skills.</p> <p>Principality: Financial Education Fund with the London Institute of Banking and Finance (LIBF) in 2023 (Wales & Borders - £150,000 Investment) Forecasted number of students to benefit from the full 2023 fund is over 3000 – with study carrying over into 2024.</p> <p>Xplore North Wales - Principality continue to work in partnership with Xplore (STEM charity in Wrexham) to provide Savings School workshops for primary school pupils across North Wales.</p> <p>Fiver Challenge with Young Enterprise 2023 2513 Primary pupils across Wales took part in the month long enterprise challenge.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
<p>Promote opt-in payroll savings schemes & develop case for alternatives</p> <p>Prompt a significant increase in voluntary take-up of existing opt-in payroll saving schemes, and trial and build the evidence base for opt-out schemes</p>	<ol style="list-style-type: none"> 1. Increased availability of payroll savings schemes for employees 2. Increased use of payroll savings schemes 	<p>Welsh Gov, MaPS, DWP, HMT, BSA, ABCUL, BlackRock, JP Morgan, Credit Unions, Stop Loan Sharks Wales</p>	<p>Welsh Government is supporting Moneyworks Wales, (a collaboration of 7 credit unions to deliver payroll savings) until March 2026. Activity is underway to engage with new employers across Wales to offer payroll savings to employees.</p> <p>Emergency savings summit took place in April to showcase final results of sidecar savings field trial - an opt-in workplace savings scheme linked to a pension. Participation rates from autosave are considerably higher than opt-in models of workplace savings.</p> <p>Stop Loan Sharks Wales: Express Loans – SLSW has run a 6 month pilot with Cambrian Credit Union. All loans were 12 months in term and for a maximum of £500. Cambrian Credit Union express loans issued 21 loans to the value of £7,773.90</p> <p>MaPS: Following publication of the latest Nest Insight report into opt-out workplace savings in September, we are now focused with our partners at BlackRock and Nest Insight on promoting the take-up by employers at scale of this autosave approach. This is because autosave demonstrates a dramatic increase in the proportion of people who stick with the savings default. Nest insight is convening stakeholder roundtables to this end over the next few months.</p> <p>Read the report: Opt-out autosave at work</p>
<p>Financial Services sector to cocreate a draft savings charter to encourage regular saving</p>	<ol style="list-style-type: none"> 1. Creation of a Savings charter for regular savings 2. Increase in regular savers 	<p>Financial Services Sector, MaPS</p>	<p>The savings charter working group agreed a set of five commitments to raise the profile of savings among providers in retail and community settings. We anticipate a soft launch by April 2024.</p>
<p>Maximise the take-up of Help to Save and ensure consumers understand their savings choices once their account matures</p>	<ol style="list-style-type: none"> 1. Increased take up of Help to Save 2. Increased understanding of savings choices for Help to Save consumers 	<p>HMT, HMRC, MaPS</p>	<p>Stop Loan Sharks Wales and Money Works Wales - Prize Draw 12 month Pilot</p> <p>The prize draw started in April 2023 and is running for 12 months. As of September 6 winners have been announced with a combined prize draw of £900.</p> <p>UK Government is consulting on a revised Help to Save offer once the current scheme ends in April 2025. We are awaiting any announcement in the autumn budget.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
Accessing Affordable Credit	1. Invest in credit unions to support growth, membership, lending, and where necessary subordinated debt.	Welsh Gov, Credit Unions Stop Loan Sharks Wales	<p>A new Welsh Government grant programme to support the credit union sector in Wales is in place from 1st April – 31st March 2026. 13 projects are receiving this funding which include schools savings, prison savings, payroll initiatives, digital marketing and setting up community hubs. There is an option to extend the projects for a further three years until March 2029. The projects focus on growth - increasing savings and affordable lending and membership.</p> <p>Funding for Credit Unions of Wales (CUW) digital marketing – target of 40,000 CUW website visits in 2022-23 and 28,400 loan page visitors.</p> <p>Loan expansion scheme working with ten leading credit unions in Wales. £1.2 investment by Welsh Government in credit unions to expand their lending to more vulnerable customers. During 2022-23, 1677 people who are financially vulnerable due to their credit score and ordinarily would be declined a loan with a credit union, accessed affordable loans through this initiative. As at September 2023, 2300 loans have been issued under this scheme.</p> <p>During this reporting period a 6th credit union was provided with capital grant funding to purchase a new banking platform with website and mobile app offering online banking.</p> <p>Stop Loan Sharks Wales partnered with CUW to provide additional funding for digital marketing, to redirect potential victims of illegal lending to a local credit union. Additional advertisement helped to increase traffic to the CUW ‘apply for a loan’ website page by over 580% (compared to the previous year).</p>
Illegal Money Lending (Wales) Help people avoid the use of, and deal with the consequences of, illegal money lending	1. Reduce the number of people using illegal money lending 2. Raise awareness of this topic	Stop Loan Sharks Wales	<p>Stop Loan Sharks Wales (SLSW) has had two recent prosecutions of illegal money lenders.</p> <p>SLSW continue to work with partners to educate on the signs and dangers of loan sharks, and to promote affordable credit sources. We are attending cost of living events and continue to provide training to key partners including Police forces, utility providers and advice agencies.</p>
Support access to affordable credit (NILS) Work with Fair4All Finance on taking forward a No Interest Loan Scheme	1. People who can't access mainstream lending are helped to spread costs. 2. Possibly avoid illegal money lenders	Welsh Government Fair4All Finance	<p>Welsh Government: Work is continuing with Fair4All Finance on a No-Interest Loan Scheme pilot. The No Interest Loan Scheme which is being delivered via Social Credit Cymru, Fair For WeYou and Salad Money opened in Wales in December 2022. The scheme is referral based and began slowly in Wales alongside testing and learning. It was scaled up in August 23 with Salad Money coming on board. Two credit unions started referrals into NILS in November 23. Pilot is due to finish in August 24.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
<p>Development of income maximisation and improved money guidance to support people to choose and manage credit</p>	<ol style="list-style-type: none"> Improved customer journeys for income maximisation Improved guidance and support 	<p>Welsh Government, MaPS,</p>	<p>The Welsh Government's third national benefit take-up campaign was delivered as part of the 'Here to Help with the cost of living' campaign during Autumn 22 to March 23. Over 7,500 people responded to the campaign's key message to 'Claim What's Yours' and contacted Advicelink Cymru where they were helped to claim over £3.6m of additional income. Welsh Government has put together a toolkit of resources that have been shared with key stakeholders and partners to support them in getting the message out to their audiences.</p> <p>MaPS: Work and assessment of the efficacy of MaPS benefits calculator is continuing. New pages and section around credit core guidance published in Sept 2023. This includes new pages on types of credit, choosing credit and notifying creditors of vulnerabilities.</p>
<p>Best Practice Guidance for Creditors with customers living with mental health problems</p> <p>Following the development of creditor standards for consumers with mental health problems, improve creditor sector engagement and support for vulnerable consumers</p>	<ol style="list-style-type: none"> Good practice made available to and used by creditor sectors 	<p>MaPS with the sector</p>	<p>Initiative has now been delivered. Ongoing promotion and awareness raising through partner networks across Wales and the UK. Will be reviewed on an ongoing basis</p>
<p>Work with essential bill creditors to allow people to avoid use of credit</p> <p>Help financially vulnerable people to manage their commitments through targeted help from essential bill creditors</p>	<ol style="list-style-type: none"> Central point of access for consumers in vulnerable circumstances to range of support resources offered by essential services providers 	<p>Support Hub, creditors, regulatory bodies, charities.</p>	<p>MaPS undertook work to explore alternative programmes that would align to the original delivery item objectives. As a result we have included a new initiative from a community interest company, called Support Hub. The hub offers consumers a platform to inform creditors about vulnerabilities. This has been developed with research from groups with lived experience of the support needs the platform caters to and provides creditors with a framework for responding to consumers' needs.</p> <p>The platform is now up-and-running and has recently been reviewed by the BBC and the Martin Lewis's Money Show. The hub initially launched in Beta with financial services firms but will soon be bringing on new sectors and organisations. Support Hub is working closely with regulatory bodies, charities, and other partners</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

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Expenditure smoothing to avoid use of credit for essential costs (Rentflex)	1. Consumers can fit payment of essential costs with variations in income and expenditure and avoid use of credit	CfRC, HACT, Housing Assoc, LGA	FlexMyRent has engaged 843 tenants - around 1/3 of those engaging with the scheme have submitted a proposal. Of these around 50% are approved, and 50% result in a deferral accompanied by an offer of support from the housing association's financial inclusion teams. The amount of rent flexibility provided by the scheme is typically around £250 for the approved plans, although in some cases this can be higher.
Support access to affordable credit Helping to grow the wider community finance sector in Wales	1. Increased awareness of community finance market and products 2. Review Money Helper customer journeys to create tailored guidance that will improve awareness of affordable credit.	MaPS Fair4All Finance Community lending sector,	Welsh Government: in Autumn held a third financial inclusion meeting with responsible lenders from Wales and other part of the UK chaired by the Minister for Social Justice. Through this forum practitioners including affordable credit providers, utility companies, RSLs and advice providers are encouraged to make suggestions on how further help can be given to people during the cost of living crisis and to share best practice. Suggestions include community lenders embedding benefits calculators into their loan technology, agencies working together better to support financially vulnerable people. MaPS During Talk Money Week MaPS took part in a parliamentary event co-hosted with Fair4All where MPs and leading industry stakeholders discussed and continued to develop our understanding of the barriers to scaling affordable credit provision. MaPS is also undertaking a holistic Money Guidance Transformation Programme to help consumers make better credit choices and to highlight community finance options. MaPS have made the benefits calculator on the MoneyHelper website available in Welsh, so Wales based organisations are able to provide a bilingual benefits calculator.

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
<p>People are confident that they are accessing quality assured information and advice services (WGov)</p>	<ol style="list-style-type: none"> 1. Maintain the IAQF Wales for social welfare information and advice providers 2. Raise awareness of the public, providers and funders of the IAQF Wales; 3. Promote and embed quality assurance within the advice sector in Wales. 	<p>Welsh Gov, Advice Sector</p>	<p>The Information and Advice Quality framework (IAQF Wales) continues to seek to provide a consistent approach to ensuring and assuring quality information, advice, and guidance for the people of Wales.</p> <p>All the key independently owned Advice Quality Standards operating in the UK have applied for and been awarded IAQF Approved Accrediting Body status. These include:</p> <ul style="list-style-type: none"> • The Membership Scheme – owned by Citizens Advice. • The Advice Quality Standard - owned by Advice Services Alliance. • The Specialist Quality Mark - owned by the Legal Aid Agency. • Lexcel - owned by the Law Society England and Wales. • Families First Quality Award - owned by the Assessment Service. • Welsh Women’s Aid Quality Assurance Scheme - owned by Women’s Aid. • The Trusted Charity Standard – the Growth Company has been licenced to deliver the standard on behalf of National Council for Voluntary Organisations • The contract to continue the positive work to implement the IAQF was approved for a 3 year period from 1 Autumn 2022 (subject to budget confirmation and satisfactory performance at the end of each year). In Autumn 2022, year 2 was confirmed.
<p>Single Advice Fund (WGov)</p>	<ol style="list-style-type: none"> 1. Continue to fund the Citizens Advice Cymru and their partners to deliver the Single Advice Fund 2. Single Advice Fund Advice and Access Partners will deliver their services through a range of engagement channels (face-to-face, telephone and web-based). 	<p>Welsh Gov, Citizens Advice Cymru, wider SAF partners</p>	<p>The Welsh Government’s Single Advice Fund services are a lifeline for people struggling with the cost of living, helping them to maximising their income. During the period Jan 2020 to September 2023 over 250,000 people accessed a Single Advice Fund service for help with over one million social welfare problems. Those helped were supported to claim additional income of £132.9 million and had debts totalling £36.1 million written off.</p> <p>An independent and comprehensive need analysis is currently underway. This will produce an up to date and robust evidence base of need to guide the future allocation of advice service funding. We are also undertaking an evaluation of the SAF which will provide quantitative and qualitative data on the SAF delivery model and enable evidence-based decisions to be taken on any future grant funding opportunities.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

Initiative	Key Outcomes	Partners	Commentary
Regional Advice Network (WGov)	<ol style="list-style-type: none"> 1. Mapping advice need and provision and identifying gaps. 2. Building referral networks between all advice services. 3. Combining their experiences to identify the root causes of common problems. 	Welsh Gov and Advice services	<p>Welsh Government officials continue to work with the six RAN Steering Groups, supporting the development of their respective regional priorities and co-ordinating their meetings.</p> <p>During the summer individual RANs held meetings to prepare collective responses to the Welsh Government’s consultation on the draft Child Poverty Strategy.</p> <p>The RANs are now being encouraged to respond to the Ministry of Justice’s consultation on the review of the Civil Legal Aid scheme.</p>
Support implementation of Breathing Space, including Mental Health Access Mechanism	<ol style="list-style-type: none"> 1. Ensure eligible people are aware of the Breathing space MH Mechanism and engage with the health professionals to raise awareness. 	Welsh Gov, Citizens Advice Cymru, NHS Wales and MH professionals	Through the Single Advice Fund, Welsh Government continues to support the delivery of a pathway to the Breathing Space protections for people in mental health crisis
Broaden debt advice referral partners	<ol style="list-style-type: none"> 1. Building on the learning from Welsh Government’s Single Advice Fund, MaPS will provide leadership and support the sector on how to improve the provision of support to both vulnerable groups and diverse communities 	MaPS, Welsh Gov and advice sector	<p>Advicelink Cymru continues to develop its referral partnerships. In total, there are 158 organisations using Refernet to send and receive referrals across Wales as part of Advicelink.</p> <p>During the period April to September 2023, 1,969 referrals by external organisations were made. Some examples of the organisations making referrals include Care & Repair Cymru, Disability Wales, Nyth Nest, Children in Wales, British Red Cross</p> <p>England: We continue to focus on the Money Adviser Network to bring new referring organisations. This has proven successful with 500+ organisations now able to refer. This includes JobCentre+ and local authorities.</p>
Other activities from across the sector	Contributions from across the sector that help more people in Wales access better debt advice or reduce need.	The sector as a whole	<p>HMPPS - Probation Resettlement Dynamic Framework Provision - Finance, Benefit & Debt (FBD) In Wales</p> <p>The FBD Support Service in Wales, delivered by St Giles Wise, has helped people on Probation manage and save over £1.4million in its first year.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

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<p>Develop a retirement planning hub incorporating MaPS pensions dashboard</p> <p>The vision of the retirement planning hub is to support people with personalised guidance at every stage of their pension journey</p>	<ol style="list-style-type: none"> Increase retirement planning in key consumer groups 	<p>No other orgs at this initial stage</p>	<p>The project was paused at the end of the discovery phase in March 23. As one of the primary aims for the retirement hub is provide onward journeys to support the needs of users who have visited a pension dashboard, a decision was made to pause the retirement hub while the PDP re-baselined their plan. Work has been continuing to review the scope of the retirement planning hub and assess how we move forward with delivery.</p>
<p>Implement a mid-life MOT</p> <p>A tool to encourage people to engage with later-life planning through a holistic assessment of their health, finance and skills</p>	<ol style="list-style-type: none"> Delivery of Later Life Financial Wellbeing Guidance Increased reach of Later Life Guidance 	<p>Aviva, L&G, PHG, NCS, PHE, FIC, BCC</p>	<p>MaPS has developed and launched the Money Midlife MOT on the MoneyHelper website (launched June 2023). We are using Adobe Analytics to measure how people are using the tool, and making small changes to design and copy in response to feedback. We passed our Accessibility Audit. We are continuing to work closely with DWP to plan for further developments and communications.</p>
<p>Produce holistic financial wellbeing guidance for later life including specific information for women and diverse ethnic communities</p>	<ol style="list-style-type: none"> Mapping advice need and provision and identifying gaps. Building referral networks between all advice services. Combining their experiences to identify the root causes of common problems. 	<p>Age UK, Centre for Ageing Better, Financial services sector</p>	<p>The MaPS Later Life Advisory Group met for the 3rd time in September to discuss the guidance maps that have been developed to date in relation to: powers of attorney/managing other people's money; decumulation and long-term care. The advice and challenge provided by the group has proved very useful in terms of shaping our guidance propositions. Following advice from the group and consultation with the OPG we are also looking to develop a new guide, specifically for people acting as attorneys.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

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Develop and launch a digital hub for employers and partners The digital hub will enable employers to improve their understanding of the financial wellbeing needs of their workforce.	<ol style="list-style-type: none"> 1. Increased employer and partner engagement 2. Increased reach for MaPS initiatives 	MaPS	<p>The Discovery phase of the project was completed in April 2023. However, the FY23/24 Corporate Plan involved tough choices for MaPS. It required MaPS to be focused on increasing funding to key areas of our services that offer the most immediate help to people that need it. As a result, the next stage of the digital hub for employers has been paused.</p>
Supporting women in the workplace Digital hub will include specific customer journeys supporting women in the workplace	<ol style="list-style-type: none"> 1. Increased reach for supporting women in the workplace 		
Everyone needs to be digitally confident (WGov)	<ol style="list-style-type: none"> 1. Equip people with the motivation, access, skills and confidence to engage with an increasingly digital world, based on their needs. 	Welsh Government, The whole sector	<p><u>Towards a Minimum Digital Living Standard for Wales (Phase 1)</u> was published in February 2023. This report included a definition and proof of concept for a minimum digital living standard for households with children, which was agreed through a consensus approach working with a wide range of organisations who play a critical role in supporting digital inclusion and citizens from across Wales. The Secondary Phase of the contract, '<u>Towards a Welsh Minimum Digital Living Standard: Citizen and Stakeholder Perspectives</u>' was published in November 2023 and provides a wider understanding of an MDLS for Wales by identifying the barriers to meeting the standard based on interviews with families and third-sector organisations working with communities. The identified barriers include infrastructure (connectivity/internet speed), access to devices and equipment, affordability, funding for organisations and digital skills/education. The conclusion highlights potential key areas that an MDLS, if implemented, can help inform cross-government current and future policies.</p> <p>Welsh Government's procured pan Wales, digital inclusion and health programme, Digital Communities Wales (DCW) has supported an estimated 146,500 citizens with the motivation and basic digital skills needed to use the internet safely and confidently (July 2019-Autumn 2023).</p>

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<p>Access to Cash (WGov)</p>	<p>1. Ensure citizens can access their cash in Wales 2. Deliver the community bank</p>	<p>Welsh Gov, LINK MBS</p>	<p>Monmouthshire Building Society stepped down from delivery of a Community Bank in July 2023. Since then, Welsh Government has continued to engage with key stakeholders in relation to the development of a Community Bank and the various policies which Community Bank may help support. <u>Written Statement: Community Bank Update – 12 July 2023</u></p> <p>Welsh Government continue to engage with LiNK on Access to Cash, Link run a Financial Inclusion Programme to protect access to cash especially in more deprived communities.</p> <p>When the criteria is met, LiNK can install new free to use ATMs, provide cash over the till services or recommend shared banking services (Banking Hubs).</p> <p>Linked has installed 19 new free-to-use ATMs as a result of these requests across Wales (out of over 100 nationally).</p> <p>Post Office Ltd is working with LINK to provide new solutions to safeguard access to cash through the shared BankHubs.</p> <p>LINK has so far identified a need for 90 banking hubs and 73 deposit services. 7 banking hubs have opened so far. In Wales, banking hubs have been recommended in Welshpool, Prestatyn, Porthcawl, Treorchy, Abergele, Abertillery and Risca and enhanced deposit services in Holyhead, Penarth, Pontypool, Cowbridge, Colwyn Bay, Tonypandy and Tenby.</p> <p>Cash at the till continues to grow, the latest update as of September 2023 across the UK sites has increased to 2674 sites live across the country, 159 are in Wales, allowing people to access their cash without purchasing, withdrawing any amount from 1p to £50 this allows people to access every penny in their account.</p>

Wales Delivery Plan initiatives: progress report (Winter 2023)

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<p>Develop and implement a Financial Wellbeing and Health Systems strategy</p> <p>MaPS will collaborate with NHS services in Wales and across the UK to design, pilot and deliver financial wellbeing support through health systems</p>	<ol style="list-style-type: none"> 1. Develop a FW and Health Systems Strategy 2. Embed FW within the health and social care system 	<p>MaPS, Welsh Gov, NHS Wales</p>	<p>We have a health and social care strategy which was been discussed and agreed with the MaPS Board. MaPS colleagues continue to liaise with teams in NASP, DHSC, NHS England, Scottish Government, and NHS Wales including Health Education and Improvement Wales (HEIW) and public Health Wales (PHW) on the importance of addressing financial wellbeing alongside physical and mental wellbeing.</p> <p>In Wales we are discussing trialling Money Guiders with a wide range of mental health professionals within one of the Health Boards and facilitating the sharing of All Our Health eLearning from England with HEIW .</p>
<p>Strategic Partnership activity from MaPS contributing to the overall plan</p>	<ol style="list-style-type: none"> 1. MaPS Wales Partnership Manager will work with private, public and third sector organisation to embed financial wellbeing into employees, client and customer experience. 	<p>MaPS, Welsh Gov, Employers</p>	<p>MaPS Wales Partnership Manager continues to work with organisations and employers across Wales to support them with financial wellbeing. Working with NHS health and social care organisations, local authorities, third sector and private organisations to help and assist with both workforce strategies and providing financial wellbeing guidance within these organisations.</p>
<p>Money Guiders - developing skills, sharing understanding, improving lives</p> <p>Improving the quality of money guidance, by upskilling organisations and individuals providing it to their service users.</p>	<ol style="list-style-type: none"> 1. Increased competency understanding 2. Shared language for organisation and practitioners 3. Increased practitioner engagement 4. Increased understanding of position within sector 	<p>MaPS, Money guidance sector, Advice sector, etc</p>	<p>The Money Guiders Programme now has: 1394 network members; 75 events have been held with 1608 attendances The regional financial wellbeing forums continue to bring practitioners together virtually at a local level.</p> <p>e-learning: we have 50 Programme Partners with: 982 learners registered, 419 completed the Foundation Assessment and 384 have claimed the credential so far.</p>

