MaPS Customer Experience and Quality Update

Advice

As we reach the end of another year MaPS would like to thank our delivery partners once again for their contribution in further collaborating in the ongoing development and embedding of the MaPS Standards. In particular, the developments in customer facing assessment.

The passion towards ensuring our customers achieve a high quality experience is evident through the assessment outcomes, the desire to continually improve and the keenness to work with MaPS on, not only existing workstreams, but newly developing initiatives which aim to further improve services for customers.

MaPS remains hugely aware of the challenges with implementing new systems, alongside conducting the valuable work to support our customers. The consistently high compliance levels which are evident across our provision are testament to the quality standards held by delivery partners.

Highlights:

- For the Customer Facing MaPS Standards, delivery partners have achieved an average compliance level, so far this year, of 88% against a KPI of 83%.
- Appeals have reduced significantly over the last 12 months.
- A quality engagement session generated ideas and suggestions which resulted in, so far:
    - Updated guidance in the Advice Assessor Toolkit for the three consistently lowest performing standards
    - The development of a knowledge hub which will be rolled out for use by end of January 2025 and will be referred to as the CFA Clarification Hub
- An overwhelming desire for more engagement sessions which will be planned during the new year.
- Testing of a variety new and evolving activity:
    - Improvement to the Advice Assessor Toolkit
    - Digital debt advice delivery
    - DRO Toolkit

Thanks also goes to IQAS for accommodating the testing of new activity while balancing the BAU workload.

The collaborative working continues to hugely inform the customer facing assessment process, which continues to aid valuable discussions at monthly and quarterly review meetings. It is reassuring to see the amount of effort that goes into raising standards for debt advice.

We would like to take the opportunity to wish you, your teams, and your supply chains a very Merry Christmas and a Happy New Year.

Guidance

The CX&Q Guidance team would like to begin by recognising the hard work and dedication of all the guidance service lines. Your continued commitment to meeting the MaPS Standards in every interaction plays a crucial role in the success of our services.

Highlights:

- **Independent Quality Assurance Service (IQAS) Assessments:**
  All Guidance services are currently undergoing assessments by the Independent Quality Assurance Service (IQAS), ensuring continued alignment with industry standards.
- **Pensions Team Success**:
  Our internal Pensions team has been expanding its assessment of MaPS Standards to a broader range of interactions, consistently achieving high scores.

- **External Pension Wise Providers:**
  External Pension Wise providers have demonstrated outstanding performance against the MaPS Standards throughout the year, reaffirming the strength of our partnerships.
- **Money Guidance:**
  Money Guidance has maintained high scores for the past 12 months, confirming that the MaPS Standards are well-understood and effectively implemented.
- **Root Cause Analysis & New MS Form:**
  We've introduced Root Cause Analysis alongside a new MS Form to improve our submission process. This is giving us valuable insights into any instances where responses are marked as "Not Met."
- **Guidance Assessor Toolkit:**
  The Guidance Assessor Toolkit has undergone continuous improvement throughout the year, further enhancing its usefulness for our teams.

We would like to thank each of the guidance delivery partners for their ongoing work and the CX&Q Guidance team look forward to working closely with all of you during 2025.

The Customer Experience and Quality team wish you all a very Merry Christmas and a Happy New Year!