Customer Experience & Quality Monthly Update

November 2024

Money & Pensions Service

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Monthly Overview

November 2024 Update Summary

As a brief overview, here is what you will find in our November CX&Q update:

Advice Services

- The latest updates on the Knowledge Hub which is currently being tested with the aim of launching in January 2025.
- A reminder that MaPS are intending to hold another Quality Engagement Session in the New Year.
- An update on the root cause analysis work being completed by the CX&Q team.

Guidance Services

- An update on the Guidance Assessor Toolkit and Specialist Appointments.

December Submissions SLA

As a reminder, the submissions SLA for December was set up to reflect an adjustment to take account of the Christmas period.

Please refer to the submissions SLA for December to confirm the deadline by when submissions for your organisation are to be shared with IQAS.

Adhering to the SLA will ensure IQAS can complete their assessments prior to the Christmas break to enable reporting by COB on 31st December, in line with the reporting SLA. This does not exclude the ability to submit earlier than the scheduled dates.

Previous Updates

If you have missed any of our previous updates, you can find them here on our quality website:

MaPS CX&Q Website - Latest Quality Updates

MaPS Standards Consultation Update

In late August, we updated you on the FCA review and MaPS' intention to conduct a consultation on the MaPS Standards. The aim of the consultation is to make changes to the MaPS Standards to make them more effective for the purpose of quality assurance. As part of the consultation, we are keen to engage with our delivery partners and the sectors we operate in and consult with them on any planned changes and seek feedback on any additional amendments they think may be required.

The FCA final report is currently waiting for ministerial approval and we have considered other MaPS activities that are underway so have decided to postpone the publishing of the FCA report and the consultation until the New Year.

In the meantime, we will continue to work with delivery partners on the various existing workstreams that are improving the MaPS Standards and will keep you updated of the publishing of the FCA report and the launch of the consultation.

We would, once again like to thank you for your continued support and feedback throughout 2024 which has helped to improve the MaPS Standards.

If you have any questions, please contact your MaPS Contract or Quality Manager.

Debt Advice Updates

Knowledge Hub

The Knowledge Hub is a tool currently in development which will support delivery partners with submitting MaPS Standards queries and obtaining responses. This tool is focused on quality and standards and therefore is likely to be renamed prior to its launch.

The tool is currently being tested to ensure there are no glitches, and that any automated features are working effectively. Feedback will be reviewed and any further updates made throughout December, with the aim of launching in January 2025.

Once launched, this will replace the current Feedback Management Process which requires delivery partners to submit queries on an excel spreadsheet. We anticipate that the Knowledge Hub will provide a more efficient method of submitting queries and a more effective way to share the responses across all providers. It will also facilitate an easier way of searching queries to determine whether a query already has a response, prior to submitting for review.

If you have any questions about the hub, please speak to your designated MaPS Quality Manager.

Quality Engagement Session

The Quality Engagement Session held in May 2024 has resulted in some significant work streams. The updating of the guidance and period of testing, and development of the knowledge hub, being the most significant.

It was MaPS intention to hold another session in the autumn of 2024, but this has been on hold while we complete the testing of the new AAT guidance. MaPS will be planning a further Quality Engagement Session in the new year which will, once again, bring delivery partners together to discuss common challenges and good practice. We will contact delivery partners in due course with details of the session.

Root Cause Analysis

Phase 1 – We are almost at the end of testing the revised guidance for standards 2a-iii, 2b-iii and 2a-vii which derived from the RCA work in the preceding months. So far, the feedback on the guidance has been positive, and has flagged other considerations for MaPS when assessing these standards.

The next steps involve revisiting all the feedback and establishing what needs further amendment in the toolkit guidance. This will be carried out in December. MaPS will also consider feedback on root cause issues aligned with these standards which are currently being identified under the label 'root cause not listed' as there are some common reasons emerging that would warrant a separate category. This will be done concurrently with the updating of MS Forms to commence phase 2 of the RCA work.

Phase 2 – We have gratefully received your feedback on the most common reasons for standards 1a, 1e and 1f being assessed as 'not met'. We have reviewed all the feedback, which has been very comprehensive, and grouped them under a series of headings to be included in the assessment criteria. MaPS will share the categories with delivery partners in advance of updating the assessment criteria on MS Forms for familiarisation. We are seeking to commence phase 2 from 1st February 2025.

Queries & Feedback

Please continue to send queries and feedback to the MaPS Quality email address: mapsquality@maps.org.uk or speak to your MaPS Quality Manager.

Thank you for your continued support.

The Customer Experience & Quality Team

Money Guidance & Pension Guidance Updates

Guidance Assessor Toolkit & Specialist Appointments

Testing of the new Guidance Assessor Toolkit (GAT) and Specialist Appointments began in October.

After the first month of successful testing, we are happy to report that the scoring of the specialist appointments has been consistently high, with minimal variance with the independent assessor. As the testing period continues we will monitor this assurance indicator to confirm ongoing assurance. We will also attempt to identify any further adjustments that need to be made to the guidance and toolkit.

After listening to feedback from all delivery partners, CX&Q have made some changes to the toolkit which have been approved and released this month.

Please take the time to review the changes made and let us know if there are any other changes you believe would be suitable. We would like to extend our thanks to all who have contributed to the adjustments made so far.

We will continue working collaboratively with all of our delivery partners to ensure the GAT works for everyone and provides a better assessment experience.

Many thanks,

The Customer Experience & Quality Team