Customer Experience and Quality Monthly Update

September 2024

Money & Pensions Service

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Monthly Overview

September 2024 Update Summary

New Team Name

MaPS has been reviewing internally how its teams reflect the work that it delivers to customers. As a result, the SPQS team has changed its name to the 'Customer Experience and Quality' team. The work that the team does will continue and this will have no impact on delivery partners.

As a brief overview, here is what you will find in our September update:

Advice Services

- We have completed the first month of testing of the Advice Assessor Toolkit. There have been no major challenges at this stage. Testing will continue through October and November.
- MaPS has been refining the Feedback Management Process by forming a Knowledge Hub. We will keep you updated on the progress and estimated launch date.
- Quality Managers continue to report the levels of good practice being reported via IQAS. MaPS appreciates the hard work and dedication of delivery partners.

Guidance Services

- The Guidance Assessor Toolkit has been shared with key stakeholders and feedback has been gathered. A reminder of the intentions and purpose of the GAT can be found on page 4.

Previous Updates

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

MaPS Customer Experience and Quality Website - Latest Quality Updates

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 and Quality Team

Debt Advice Updates

Advice Assessor Toolkit Testing Revised Guidance Update

We have now completed the first month of testing the revised guidance within the Advice Assessor Toolkit. We are yet to review appeals which are not due until early October, but feedback has been reviewed and responses prepared.

There have been no major challenges at this stage, but consideration must be given to the time required to assess impact (in line with the guidance) when assessing the SFS. Assessing accuracy now requires consideration to be given to impact in line with the indicators outlined in the guidance, which means that significant time is spent working this through to reach the correct assessment outcome. MaPS needs to analyse the impact of this on the assessment round and SLA and try to determine, over the period of testing, whether the time reduces as the approach becomes more familiar.

It is also emerging that delivery partners are assessing more harshly against the new guidance than IQAS, this is another element the new approach MaPS would like to explore to gain understanding of the differences. This may involve direct engagement with delivery partners.

Testing will continue throughout October and November, and a decision made in December, to determine how the guidance should be reflected beyond testing. The aim is to share a version of the toolkit for use from January 2025 onwards, which outlines an approach with which all parties are comfortable.

Knowledge Hub

Since the Quality Engagement Session which took place in May this year, MaPS has been refining the Feedback Management Process by forming a Knowledge Hub which will contain responses to MaPS Standards queries. There will be a search function making it easier for delivery partners to seek answers to queries which may have had previous responses.

Prior to submitting queries delivery partners will be able to search for a response, and where there are no related responses, a new query can be submitted.

There are some internal functionality issues being worked through prior to testing, following which the intention is to share the link with all delivery partners for use going forward.

We will keep you up to date on progress and estimated dates for launch.

Good Practice Points

MaPS recognises that during the course of assessing against the customer facing standards, and the focus on remedial action, appeals, and challenges with particular standards, it is easy to overlook some of the good practice evidence coming through in the assessment outcomes. It has been reassuring since the start of customer facing assessment that compliance levels are high, and delivery partners demonstrate a strong desire to continuously improve.

Quality Managers continually report the levels of good practice being reported via IQAS for their respective delivery partners. Some examples include:

- The extent to which vulnerable customers are supported
- The work carried out to assist customers in maximising their income
- The desire to address the broader holistic needs of customers
- The focus on establishing the correct solution to meet the customer's needs

These examples are not exhaustive, and although this support is expected as standard, there are clear examples of where advisers are going above and beyond the minimum.

MaPS appreciates the hard work and dedication of delivery partners and their advisers facing major challenges delivering front line debt advice.

Money Guidance & Pension Guidance Updates

Introduction of the Guidance Assessor Toolkit

The Guidance Assessor Toolkit (GAT) has been shared with key stakeholders and feedback has been gathered in order to drive collaboration. The Guidance team is working with key stakeholders to ensure representation across all guidance service lines.

Full details of the GAT have been shared previously in these communications, please see a brief summary of the intentions and purposes of the GAT;

- The GAT is intended to be used alongside the Guidance document for now.
- The GAT provides additional clarity on what is expected to meet a standard and gives further indication of how to approach assessment.
- The GAT will be iterated on, as we receive feedback and will be updated to reflect agreed practices.
- The GAT is in the customer journey order to provide easier reference throughout the assessment.
- The Guidance team welcome feedback on the GAT and we look forward to hearing what benefit you have found from it.

Many thanks,

The Customer Experience and Quality Team

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 and Quality Team