Customer Experience & Quality Monthly Update

January/February 2025

Money & Pensions Service

Monthly Overview

Update Summary

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

Advice Services

- Standard 2b-v is being introduced to the Control Self-Assessment.
- The Clarification Hub goes live. A gentle reminder to review the communication which outlines what the hub is and how MaPS intend to use it with delivery partners.
- An update on the AAT testing for standards 2a-iii, 2b-iii and 2b-vii.
- A polite reminder of what assessment outcomes are eligible for the appeals process.
- A reminder that the quality KPI increased from 83% to 85% from **1*st* February 2025.**

Guidance Services

- Testing of specialist appointments within Pensions has been extended from the original 3-month period to a 6-month period.
- The appeals process will be introduced for the Pensions sector. Full details of the process will be shared at a later date.
- A new provider is taking over the Customer Satisfaction (CSAT) and Outcomes data. An interim solution is being implemented to ensure continuity.

Previous Updates

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

MaPS CX&Q 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

Standard 2b-v and Control Self-Assessment

Delivery partners will have received communication regarding the introduction of Standard 2b-v ***Debt advice practitioners must ensure they also deliver interventions which are outside of the session structure which may include self-help support*** being introduced to the Control Self-Assessment.

This standard has been assessed as part of Customer Facing Assessment since the introduction of the process and the decision has been taken that, although there are other standards associated with signposting which delivery partners have included controls, it is necessary to determine what controls support this particular standard. The controls may be replicated across signposting in general, in which case, we ask for them to be cross referenced to 2b-v. However, if there are additional controls in place, we ask that you add them to your control self-assessment.

The request is for them to be added/cross referenced by the end of February 2025 at which point your designated MaPS Quality Manager will review.

Many thanks in advance for supporting this change.

Customer Facing Standards (CFA) Clarification Hub

A separate communication has been shared with debt delivery partners about the introduction of the CFA Clarification Hub. Please review this communication which outlines what the hub is and how we intend to use it with our delivery partners.

From this week the hub will go live and is set to replace the Feedback Management Spreadsheets. Please start using the electronic form via the link provided as soon as you have familiarised yourself with the hub during February.

The Feedback Management Spreadsheet will run concurrently with the hub during February but will cease on 28th February 2025. All queries will go through the hub from 1st March 2025.

Any queries submitted via the spreadsheets up to the end of Feb 2025 will be concluded via the spreadsheet and all queries and responses on the spreadsheet will be transferred to the hub for access by all.

Advice Assessor Toolkit Testing September to November 2024

Thank you to all delivery partners involved in testing the revised guidance in the Advice Assessor Toolkit for standards 2a-iii, 2b-iii and 2a-vii. Overall, the feedback has been positive, and although there are some remaining challenges with assessing these standards, the changes better support assessment and the focus on the customer journey.

A separate communication recently distributed, confirms that there will be no imminent changes to the revised guidance, or the toolkit overall. However, we will continue to take your feedback via the CFA Clarification Hub and regularly review.

Appeals Submissions

There are still some challenges with appeals process and ensuring that we are handling eligible appeals. As a reminder, eligible appeals include standards where delivery partners has a ‘met’ assessment outcome and IQAS has a ‘not met’ assessment outcome for the same standard within the same case. The only other eligible assessment outcome is an IQAS assessed ‘N/A’ and a delivery partner assessed ‘Met’ for the same standard within the same case.

We are introducing an additional layer of checks when appeals are submitted, to ensure that the original assessment outcomes are reflected in the appeals submission. Where this is not the case, the appeal will be rejected, therefore, please ensure that this information is recorded accurately on the appeal submission.

Also, there is potential that appeals will be rejected if the incorrect version of the appeal submission form is used. If older versions of the form are used, all the required information may not be included.

MaPS Standards Customer Facing Assessment Quality KPI

As per the MaPS Grants and Contracts for Debt, the quality KPI increased from 83% to 85% from 1st February 2025. Performance discussions with your MaPS Quality Manager will focus on a compliance level at minimum of 85% moving forward.

Please speak to your MaPS Quality Manager if you have any questions about this.

Many thanks,

The Customer Experience and Quality Team

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Thank you for your continued support.

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Money Guidance & Pension Guidance Updates

Specialist Appointment Testing

Testing of specialist appointments in the Pensions space is ongoing and has been extended from the original 3-month period to a 6-month trial. This extension will allow us to gather additional data on compliance with the Pensions Guidance standards. The initial 3-month testing phase provided valuable insights into how the standards are being applied, with positive results so far. The additional data from the next 3 months will help us identify areas for further improvement.

Appeals in Pensions

As we near the conclusion of our "test and learn" year in Pensions, we have gained valuable insights into how the standards apply in this space. We are now exploring additional areas where these standards may be implemented.

With the end of this period approaching, we're introducing an appeals process for the Pensions sector. This will allow delivery partners to challenge decisions made by the Independent Quality Assessment Service when they believe an error has occurred. The process will adhere to strict timelines to ensure a swift resolution and minimal impact on reporting. It will be similar to the appeals process used in the Money and Debt sectors. Full details of the process will be shared shortly, and we welcome any feedback you may have.

Many thanks,

The Customer Experience and Quality Team

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Thank you for your continued support.

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