Customer Experience & Quality Monthly Update

March 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

- MaPS are currently reviewing how we measure customer satisfaction and outcomes. We will keep you informed with future developments.
- Accompanying the March communication is an updated version of the Sampling Methodology. This provides an overview of the approach used to determine the risk based sampling.
- Accompanying the March communication is an updated version of the Advice Assessor Toolkit. The toolkit has now been merged with the CFA Guidance.
- Customer Facing Assessments – A reminder that when submitting linked cases to the main case being submitted, any cases with inactivity over three months will not be eligible.

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

Customer Satisfaction and Outcomes

Current

At the start of April 2025 MaPS moves into a one year contract extension with Quadrangle who currently carry out the field work, and reporting, for our independent customer satisfaction and outcomes surveys. From April 2025 the reports MaPS shares with delivery partners will change slightly but this is more of a cosmetic change and will provide the same data for review.

There is a possibility that reporting timelines, between the surveys and reports, could reduce. This means there is potential to review more current data than we are presently able. MaPS will provide an update on this in due course.

Future

As part of our ongoing efforts to optimise insights that drive improvements to better meet the needs of customers, MaPS are reviewing how we measure customer satisfaction (CSAT) and Outcomes across all our services.

We are seeking opportunities for innovation and carrying out early market engagement events to better inform a revised approach to CSAT and interaction measurement to understand longer-term outcomes of MaPS-funded debt advice services.

We will keep you informed of developments and thank you in advance for your cooperation during this exploratory period.

Sampling Methodology

Please see the updated Sampling Methodology which accompanies the March communication. The updated methodology provides an overview of the approach used to determine the risk based sampling which has previously been communicated and informs the sampling volumes for Customer Facing Assessment from May 2025.

CFA Advice Assessor Toolkit

Please see the updated Advice Assessor Toolkit which accompanies the March communication. The toolkit has now been merged with the Customer Facing Assessment Guidance and therefore replaces the two separate documents. We will continue review iterations of the guidance and any further updates will be made to the merged toolkit. Delivery partners can now disregard the former version of the guidance which was independent to the toolkit.

CFA Linked Cases

For clarity, when submitting linked cases to the main case being submitted for customer facing assessment, please note that cases with inactivity over three months will not be eligible, and cases closed for more than three months will also not be eligible. Any linked cases over three months should not contain information relevant to the main case, as a new assessment of need should have been carried out, and all advice based on that.

If you have any queries or concerns around this, please speak to your respective MaPS Quality Manager.

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