MaPS Standards Debt Advice Testing Clarification Questions - MaPS Responses

Issue No	Date	Query/Question	MaPS Response
1	25/03/2022	Can the form be exported into an excel spreadsheet to enable the use of headings?	A Guidance Document and Spreadsheet will be made available.
2	25/03/2022	When we submit these assessments, would we also be able to access them?	A Spreadsheet will be created for each organisation which is only accessible by that organisation. It will be a view only document available via a link and only accessible by an authorised individual.
3	25/03/2022	After the submission of the form would there be e.g. a printout to feedback to an adviser with?	See response to Issue No 2. Files can be printed from this link. The process is focused on internal QA systems and not individual advisers so unless detriment has occurred feedback will be at organisational level.
4	25/03/2022	Are you envisaging these assessments to be done by TS or QAM who does moderations.	As this process is testing and learning, it is important to have files which have been reviewed locally. It doesn't matter at which level for the purposes of this. Organisations can submit those checked at moderation level and if the sample is too small to meet requirements, the remainder can be drawn from Technical Supervisor level.
5	25/03/2022	Stuff uploading to MaPS is fed to our TS and the QA – will we be continuing doing what we are doing?	MaPS will be communicating organisational assessment outcomes to funded organisations. They will determine how they will feedback to those organisations in a supply chain if relevant.
6	25/03/2022	Can it link to more than 1 file i.e. one filled by TS and other by QMs?	Only one MS form needs to be submitted, this must be the last QA check conducted whether at Technical Supervisor level or Quality Manager/Team level.
7	25/03/2022	Can we provide a mailbox for copies of completed forms to be sent to for our audit record?	See response to Issue No 2.
8	25/03/2022	How do we upload the voice file or other relevant documents?	MaPS Quality Managers will talk to providers individually about this.
9	29/03/2022	Logistics of transferring the required data to the Quality Team. This will be made up of emails / attachments / case notes and audio files. The audio files are separate to our CRM and are not saved within the CRM due to the file size.	MaPS Quality Managers (QM) will talk to providers individually about this.
10	29/03/2022	Anonymized data. Are we required to redact the data from the case notes? We would not be able to redact any information from the calls or the attachments which may confirm the debt advice provided	All Grants contain a clause regarding data sharing which enables MaPS/third party to access all data in line with any GDPR requirements.

Issue No	Date	Query/Question	MaPS Response
11	29/03/2022	Outcomes: Due to the nature of our client base with mental health coupled with mental health crisis breathing space means that not very many clients will have an outcome. There are a few factors that need to be taken into account. 1/ Our client base are difficult to engage with whether in MHCBS or not. This is down to their poor mental health and their inability to understand and consistently engage. We need to provide our advice in a way which the client can understand which could be over several interviews taking place over a couple of weeks, it could be working alongside a social worker / advocate. As we have a debt team of 20 staff, I feel we may have a high file allocation which we cannot meet.	We understand there will be some challenges for some organisations who are working with specific customer groups. MaPS QMs will be working closely with organisations through the testing phase on how the sampling can work to overcome these challenges. It's important for MaPS, at this stage, to have oversight of the complete customer journey which may involve at times, linked calls/records. The sample size will be discussed individually with the organisation and MaPS QMs.
12	29/03/2022	When completing the MAPS Standards assessment form will we receive a copy of the completed form?	See response to Issue No 2
13	30/03/2022	Confirmation next steps in terms of testing the form; Do you need to us to submit a certain number of cases using the form? If so, is there a deadline for this?	We do require a wide variety of testing to be completed using the MS Form, to help us understand how the MaPS Standards can be measured, and some of the potential challenges in doing this. The more files we have the greater insight we will gain. This will help us to work closely with organisations to develop a QA process which is fit for purpose. During this initial testing phase sample sizes and timeframes will be discussed between organisations and MaPS QMs on an individual basis.
14	30/03/2022	Confirmation next steps in terms of testing the form; What will happen to the information submitted? Is this a sandbox for us to test and familiarise or, will the content of the submission be used for any further steps by yourselves?	The testing is to determine consistency and compliance with the MaPS Standards through a process which determines the accuracy in quality checks across all organisations. Outcomes of the test and learn will be used to understand the effectiveness of the systems being used and what is needed to improve those systems. The data collated will be used to calibrate and inform further testing. Organisations will be included in this process and further details of how and when will be shared in due course. As part of the MCR process, conversations on the findings such as where instances of detriment have occurred, will take place.
15	06/04/2022	Would MaPS or RE like internal QA forms to be submitted alongside all other documents for information as part of file submission?	Not at this stage.
16	06/04/2022	Are we (MaPS) interested any case files which goes through their AI system where customer gets information without human interaction.	Not at this stage, but may explore in future.
17	06/04/2022	For Standard 2a-I guidance: What evidence will MaPS be looking for? Examples would be useful.	Noted and will be explored further when more insight is received.
18	07/04/2022	They would like to receive the file content guidance ASAP	This will be shared week commencing 2 May 2022.
19	07/04/2022	Is there a timeout when there is no activity for a certain period of time when filling in the MS Forms?	Yes, there is a time out (in minutes or seconds?) but best recommendation is to complete in one sitting.

Issue No	Date	Query/Question	MaPS Response
20	07/04/2022	How much time required to do all related tasks to be measured as much as possible to feedback to MaPS.	The MS form automatically records how long it has taken to complete, and MaPS will be monitoring this. At this stage we will not be formally measuring time taken to complete related tasks, but organisations can record this and include it in the comments box at the end of the MS form.
21	07/04/2022	When will the queries& answers log be shared with the organisations participating the test & learn?	End April 2022
22	07/04/2022	Natasha mentioned a QA dashboard development, when is it going to be available? Not an urgent query but any news will be welcome	It will be for internal development at this test and learn phase.
23	07/04/2022	Who sets up the One-Drive? Consideration regarding all GDPR related notes in the previous column.	Access Links have been set up which will be shared.
24	07/04/2022	Is there any hard deadlines for each month to be communicated, please?	During this initial testing phase timeframes will be discussed between organisations and MaPS QM's on an individual basis.
25	07/04/2022	Are the AI files to be checked with this test & learn process?	Not at this stage but may explore in future
26	07/04/2022	Can MaPS please confirm if triage files, CitA Overlay and Business Debt line files to be part of this new QA test & learn process?	Triage only files and CitA overlay files should not be submitted at this time. The relevant QM will be liaising directly regarding BDL files.
27	07/04/2022	How to prevent users to choose another LO on the MS Forms? i.e., DAF and DFL are one after and DAF is concerned DFL QA may choose DAF by mistake.	MaPS will look into this and respond directly.
28	07/04/2022	What is the impact of staff numbers in sampling size. There are only 3.5 advisers	MaPS Quality Managers will talk to providers individually about this.
29	08/04/2022	Can we ask AJ of RE how file access worked for organisations used AdvicePro? Adam wanted to check with their IT colleagues and come back to us this week.	RE has direct access to AdvicePro. QMs will work with organisations and RE to set this up.
30	08/04/2022	Any standard text to share with customers to get their consent.	Please refer to the grant agreement Schedule 6 (Data Processing table) and Appendix 6 2022/23 client data requirements guidance
31	11/04/2022	For Standard 3b - regarding evidence - Currently our default is telephone advice so will only record if client decides to opt for an alternative delivery channel such as digital advice – is this sufficient?	Refer to the guidance notes
32	11/04/2022	For Standard 2a-ii- This is not something we actively record on cases however it is something that we monitor in our QA process and actively look out for when reviewing cases. How are other agencies evidencing/ recording this information?	Please refer to the guidance.
33	11/04/2022	2b-I - In our quality checks the adviser is assessed to ensure they have checked whether any emergency or urgent advice is needed. This is only actively evidenced on the case when advice is required but not when it isn’t required. Is this sufficient?	Please refer to the guidance and we will review during testing.

Issue No	Date	Query/Question	MaPS Response
34	11/04/2022	1g - Is providing this information in our client care letter sufficient?	Please refer to the guidance.
35	11/04/2022	1h - If we complete our own budgeting tool/ benefit checks using other platforms and not the MaPS website would this be sufficient to meet this standard?	Please refer to the guidance and we will review during testing.
36	11/04/2022	2a-x- Will the Gov.uk website 'Choosing a financial Adviser' be sufficient in this instant?	Yes
37	19/04/2022	I just wanted to query if the below evidence to accompany the call records would be sufficient for your review: Case notes Advice documentation and supporting solution leaflets (summary letter) Screen shots of creditor details Screen shots of I&E There are number of screens our advisors complete as part of their assessments, and providing screen shots of all of them would not be practical, so I'm keen to ensure we provide you with the key information without it becoming too time consuming for the team.	Please submit as part of the testing phase and we will review.
38	25/04/2022	Firstly, is there a guidance document the user of the form can use to understand how to complete the form? The form itself is self-explanatory, but I just wondered if there's any additional guidance as opposed to the guidance on the form itself. My second question is about the comments boxes. Is there a specific purpose for these? Is there an expected level of detail which should be added to the comment boxes?	1. MS Forms has self-explanatory guidance to assist assessors. There is no other guidance available. 2. There is no specific requirement on how much detail needs to go into those text boxes. We would like to use the test & learn phase to identify any potential changes needed.
39	25/4/2022	Before I can submit any evidence, I have been asked by our compliance officer to get some more information about the use of One Drive. He has requested more details as to the technical security measures that you have in place (such as a data protection risk assessment) and the security of your OneDrive process.	Recognising Excellence has Cyber Essentials and is in full compliance with UK GDPR requirements as per our all suppliers and grant recipients. Their website has a privacy policy.
40	25/4/2022	In terms of evidence, a lot of the requirements are met by forms, we can easily attach the standard document, do you also need to see the specific one signed by the client?	All documentation must be relevant to the client with signatures if relevant.

Issue No	Date	Query/Question	MaPS Response
41		I hope you are able to provide some further direction on the definition of ‘delivery partners’. Standard 1g asks that ‘The information, guidance or advice provided must: Make the consumer aware of digital tools on MaPS’ website and that of delivery partners’. The draft guidance provided by MaPS also refers to ‘delivery partners’. The MaPS standards terms and definitions defines ‘delivery partners’ as ‘Organisations that provide services on behalf of MaPS through either a grant agreement or a commercial contract.’ Whilst this definition is clear it is not possible to ascertain who these delivery partners are, or if the standard is solely referring to the organisation’s own website and/or MoneyHelper. Many advisers refer to websites which our outside of their own organisation (Turn2us, Energy/Water suppliers, CMS, comparison websites etc) but from the definition above these may not necessarily be classified as being a ‘delivery partner’. We have looked at MoneyHelper and the Debt Advice locator, but it is not clear if the list of organisations provided on this page are classed as ‘delivery partners’ either. When looking at the face-to-face advice services section where a person would need to input their own postcode this appears to bring up a list of all local organisations not just those which provide services on behalf of MaPS. We would be grateful for any guidance which will help us to ensure clients are signposted appropriately.	Noted: Thank you for the feedback, when submitting please include who you do/have used with the client, and we will review this when revising the guidance following collective feedback.