

# Customer Facing MaPS Standards

## Case Eligibility



**Money &  
Pensions  
Service**

## **Case Eligibility**

## **Version Control**

<b>Date</b>	<b>Version Control</b>	<b>Responsible</b>	<b>Approver</b>
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## Case Eligibility for Customer Facing Assessment

### Purpose:

The purpose of the Case Submission Eligibility is to provide a methodology and practical application for eligibility of cases to be submitted for independent testing against the MaPS Standards.

The methodology has been purposely designed to be broad to ensure it covers eligibility of all cases across all of MaPS delivery partners and all delivery methods. As cases are fundamentally different across Debt Advice, Money Guidance and Pensions there cannot be a one size fits all approach to this.

What this document aims to provide is a high-level guidance of the types of cases that would be considered eligible.

### Eligibility:

Assessment of compliance with the MaPS Customer Facing Standards provides an indication of the quality of customer journey and experience. The specific standards focus on what a customer should expect at each stage of their journey across all MaPS service lines, and assessment determines whether these expectations have been realised.

As the standards span the whole customer journey, it is necessary to ensure that all case submissions have sufficiently progressed through that journey to be effectively assessed. To assist delivery partners in determining that this is the case, the Case Submission Eligibility provides a guide to what is required to be eligible for assessment of compliance against these standards.

For case submissions across all service lines to be eligible they must:

- The customer must have provided consent for MaPS third party (Independent Quality Assessment Service - IQAS) to review their records.
- Information, advice or guidance must have been provided.
- Call recordings (for all linked calls in total) must not exceed 3 hours maximum. Where there are specific scenarios where 3 hours in total may be exceeded (for some specialist provision) this can be discussed with the respective MaPS Quality Manager. Please see the 'Other Considerations' section for further clarity.

For debt advice providers:

- There must be at least one debt as a presenting issue.
- Some debt advice must have been provided.
- Cases must have reached the point in the customer journey where options have been discussed and advantages and disadvantages of those options explained. This is applicable to both open and closed cases.

For money guidance providers:

- There are no additional requirements to those which apply across all service lines.

For pensions practitioners:

- There are currently no additional requirements to those which apply across all service lines.

## Other considerations

In order to minimise any disruption to the Customer Facing Assessment Service Level Agreement (SLA), MaPS asks its delivery partners to consider the following:

- For cases to be submitted to IQAS, cases do not have to be assessed in advance by a Prime Contractor Quality Role but an assessment against the MaPS Standards will have taken place by a suitable person e.g. Technical Supervisor using the submitted MS Forms.
- In the event of ineligible case submission, the delivery partner must replace the case with an alternative eligible record. This will need to be done in optimum time to enable the KPI reporting timeline to be followed. Any delays will mean that the case is excluded from the KPI calculation and the KPI will be based on the eligible submitted records.
- In the event of a replacement case record not being submitted in time for assessment within the current assessment period, this case will be moved into the following period for assessment. It is important to note that if the KPI is based on fewer submissions there is a higher propensity for the KPI not to be met.
- Delivery partners are advised to check that recordings are accessible to the IQAS when they are submitted onto the SharePoint system for assessment to avoid any delays.
- Case records must contain all the relevant information linked to the case including all supporting documents, the complete call recording (including all linked calls), letters, emails, and other correspondence relating to information, advice or guidance provided and where applicable an assessment of need. Delivery partners are advised to check that these records are accessible once shared in the Sharepoint folder/file cloud system or equivalent.
- Fluid submissions across each week throughout the submission period is the preference to avoid a 'bottle neck' at each week ends. Therefore, if it is practicable to do so, MaPS is highly supportive of this approach.
- In the event of submission volumes for the week not being met, and submissions are increased in later weeks to meet the overall volume of submissions required in the SLA, MaPS will prioritise those cases submitted on time for independent assessment. Where it is not possible for independent assessment to be undertaken by the end of the submission period, due to late submissions, the KPI will be calculated on those submissions it has been possible to independently assess by the end of the period. Again, case records submitted late will move into the subsequent period for assessment.
- MaPS is keen to ensure that cases associated with our most vulnerable customers are not excluded from assessment against the MaPS Standards and recognises that linked calls in these cases may exceed the three hours stated under case eligibility. We strongly encourage discussions with MaPS Quality Managers where this is the case as:
  - We are seeking to use call transcription to speed up the process and;
  - Where it is practical to do so, calls exceeding 3 hours in total can be supplemented by case notes. This means that only the calls focusing on the information, advice and guidance need be submitted where case notes evidence any gaps.
- Any concerns or queries relating to submissions should be directed to the respective MaPS Quality Manager as soon as possible in order to ensure all parties are able to meet their commitments within the SLA.