

# Service Performance, Quality and Standards

Advice Assessor Toolkit Testing

Briefing

30<sup>th</sup> August 2023



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# Agenda

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1	Welcome and Introduction	Sarah McNeice
2	Testing Objective	Carol Marsh
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6	Plans for Roll Out	Bali Kaur
7	Final questions and close	Carol Marsh and Sarah McNeice

# Welcome and Introduction

**Sarah McNeice**  
Service Performance and Quality Manager



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# Introduction

- MaPS has been implementing the MaPS Standards for customer facing assessment for 17 months (including 10 months test and learn)
- Delivery partners and IQAS have been **pivotal** in informing how the assessment process has evolved and improved
- MaPS is seeing high levels of **compliance** with standards across all delivery partners
- There is a continued desire by MaPS to refine the process effectively with delivery partners and IQAS
- **Consistency** is increasing amongst all parties involved during the assessment process
- Compliance with specific standards is evident as being the most **challenging** when assessing debt cases
- The Advice Assessor Toolkit emerged from **observation** and **discussion** at calibration, and handling appeals
- MaPS has **listened** to assessors from both delivery partners and IQAS when sharing challenges with complex case scenarios
- The toolkit is intended to **enhance** existing guidance providing clearer definitions and a steer on how to assess the standards
- It has been developed with **internal SME** input and aims to provide a clear steer to address some of the ambiguity in the wording of the standards
- It is **critical** that we test with delivery partners and IQAS assessors prior to roll out so that feedback can inform a final version.

# Testing Objective

Carol Marsh  
Lead Quality Manager (Advice)



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# Testing Objective

- The testing period aims to:
  - Confirm that greater consistency can be reached using the toolkit
  - Assist with understanding how it aids assessment decisions with complex case scenarios
  - Utilise technical expertise from all parties involved in MaPS Standards assessments to inform the final version
  - Bring a common understanding of the minimum requirements for each standard and what is considered sufficient to be compliant
  - Reduce the volume of queries likely to be raised at calibration and through appeals
  - Support delivery partners in achieving and/or exceeding KPI

# Toolkit Methodology

Carol Marsh  
Lead Quality Manager Advice



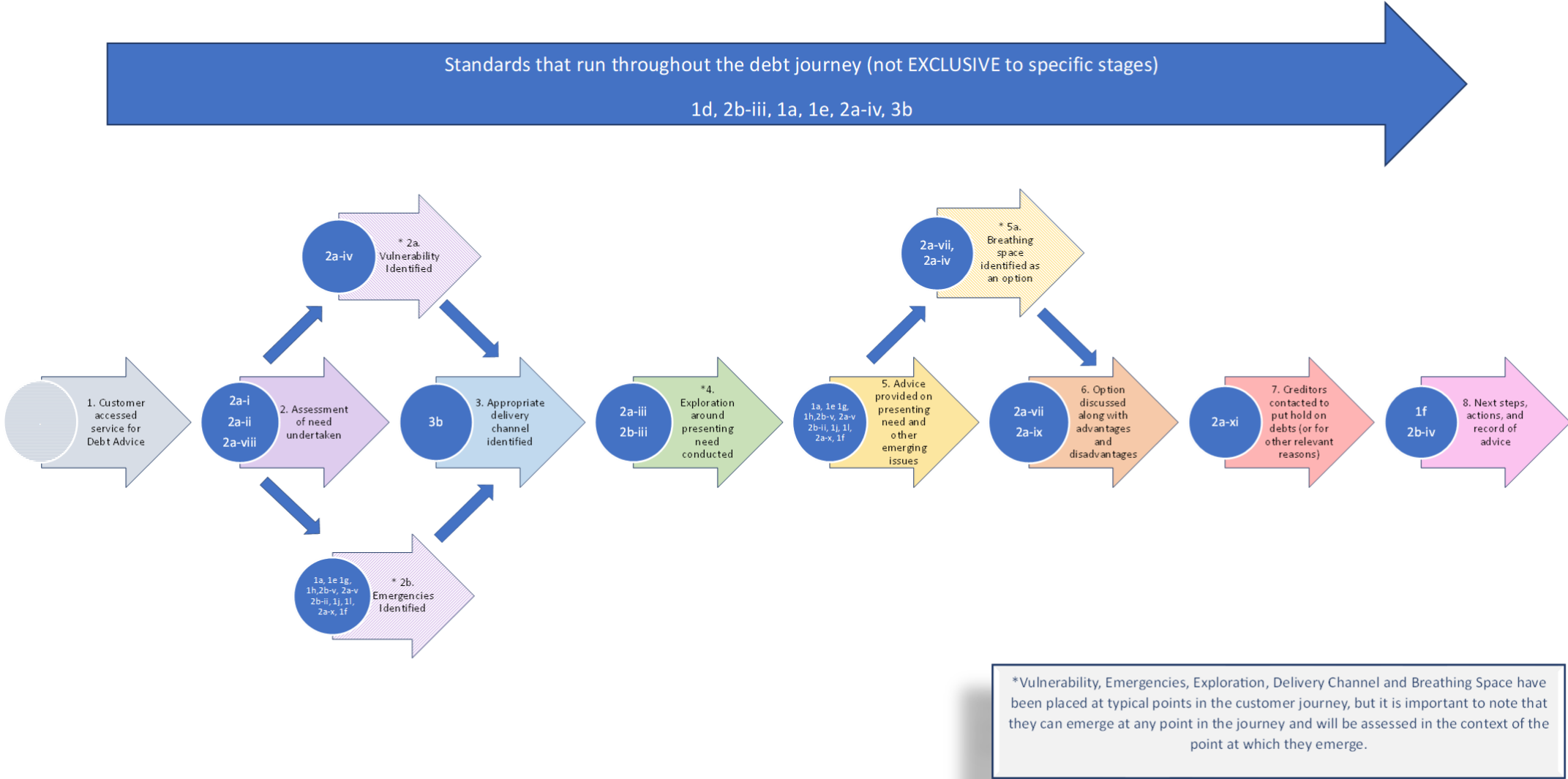
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# Toolkit Methodology

- The toolkit has been designed around the customer journey
- The customer facing standards have been identified as relevant to specific points in the customer journey
- It is evident which standards run through the entire journey and can therefore be assessed for compliance at any point
- Key words within the standards have been drawn out to aid the assessor in determining what is specifically required
- Definitions have been provided at the end of the document, to provide greater clarity in meaning, of subjective wording in the context of the standards
- Consideration has been given to discussion in calibration around options, advantages and disadvantages. Greater flexibility is afforded in the toolkit
- Impacted standards have been reviewed and more clarity woven into the toolkit
- The aim is to reduce the level of variance when assessing complex cases but unlikely to completely eradicate
- MaPS recognises that there is still a place for calibration and/or appeals



# Based around Customer Journey



# Outline of Standard

## 1f

The information, guidance or advice provided must: Seek to drive informed decisions and actions. Where applicable, MaPS and its delivery partners must provide clear calls to action, next steps, or hand-offs to other organisations.

This standard focuses on ensuring sufficient advice has been provided to the consumer to enable them to make informed decisions. The advice provided and choices made will allow the consumer to clearly understand their next steps/actions to be taken by the practitioner and the consumer.

Sufficient is defined as the consumer being provided enough advice to make informed decisions and understand their next steps/actions.

Sufficient advice includes advice needed on:

- ✓ Consequences of non-payment, including advice on safe bank accounts (where applicable) and what action the creditor can take as well as the action the consumer can take.
- ✓ What will happen next within the debt process.
- ✓ Court action and emergency issues (where applicable).

The standard also assesses whether the consumer has been signposted/referred to an organisation for further advice/support where this is needed as part of their next steps such as to Housing Specialists/Legal advice/other specialist services.

Where signposting is not necessary for the consumer to progress their debt case, but necessary to meet the broader needs of the consumer, this will be assessed elsewhere in the standards (e.g., 2b-v, 2a-v, 2a-x, or 2a-xi).

This standard differs to Standard 2a-vii which focuses on identifying and providing relevant information on options and taking related next steps.

Indicator:

The next steps and agreed actions should be clearly defined.

# Testing Approach

**Carol Marsh**  
**Lead Quality Manager Advice**



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# Testing Approach

- Testing will run through September 2023
- Approach determined to ensure least impact on business as usual
- Existing sample sizes and submission periods remain unchanged
- All cases submitted for September 2023 must be assessed using the toolkit
- IQAS will assess all cases in September using the toolkit
- MaPS will be available for weekly touch point meetings with delivery partners and IQAS with optional attendance
- A link to a [feedback spreadsheet](#) will be provided for feedback to be collated and centralised for review
- Appeals on cases assessed using toolkit will be eligible (regardless of KPI)
- Appeals will have specific criteria and will be opened up for September only

# Appeals

**Bali Kaur**  
**Quality Manager Advice**



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# Appeals - September 2023 only

- All standards/cases are eligible for appeal for delivery partners regardless of KPI
- A specific appeals template will be provided prior to the end of September for appeals to be submitted
- A MaPS appeals working group (including internal SME input) will be set up to analyse appeals submitted and Independent Appeals Manager responses
- The toolkit will be updated as a result of appeals outcomes where required
- Appeals upheld will result in a change to KPI and an updated calibration report

# Plans for Roll Out

**Bali Kaur**  
**Quality Manager Advice**



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# Plans for Roll Out

- Feedback will be reviewed from the outset and plans for updating toolkit will be drafted as we move through testing
- There may be a further iteration of the toolkit based on feedback, prior to appeals outcomes
- Appeals will commence 5 working days after the calibration reports are received
- During the appeals window an Appeals Review Group will meet regularly to review progress and draw conclusions
- By the end of October:
  - Final decisions on appeals will be made
  - Outcome of appeals will be communicated
  - Toolkit will be updated
  - Final version of toolkit will be circulated



# Final Questions and Close

**Carol Marsh**  
**Lead Quality Manager Advice**



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