

# SPQS December Update

## Advice

The SPQS team would like to extend a huge thank you to our delivery partners for the continued work and huge efforts in making a success of the MaPS Standards Customer Facing Assessment.

MaPS recognises the challenges with implementing new systems, alongside carrying out the valuable work to support our customers in becoming debt free. The consistently high compliance levels which are evident across our provision are indicative of the high-quality service provision to the customers we aim to support.

The input from our partners to embed the MaPS Standards across all our provision is second to none, and the collective success is to be celebrated:

### Highlights:

- Delivery partners have achieved an average quality compliance score year-to-date of 86% against a KPI of 80%.
- In February, there was an overall average 81% in the compliance score. In November, the average achieved was 89% - this is an excellent trajectory.
- The Appeals Process has been successful.
- The Advice Assessor Toolkit has been launched and embedded.
- A feedback process has been used to influence assessment approach – thank you to our delivery partners for your feedback for this.
- Calibration has refined understanding across delivery partners, MaPS and IQAS.

The collaborative working has hugely informed the customer facing assessment process, which has in turn, aided the valuable discussions at monthly and quarterly review meetings. We can see first-hand the work that goes into the development of services to improve customer experience.

## Guidance

The SPQS Guidance team would like to thank all of the Guidance services for their dedication and effort over the last year.

### Highlights:

- Money Guidance has come in great strides towards a consistently high scoring, compliant service and we are incredibly grateful for their continued progress and commitment.
- Money Guidance has embraced the MaPS Standards and worked tirelessly towards the consistent high compliance scores we have seen and have been extremely positive in the introduction of the Independent Quality Assessment Service.
- Both internal and external pensions services have also shown considerable progress in their journey towards demonstrating compliance with the MaPS Standards. The SPQS Guidance team are incredibly grateful for the work they have put in to completing their submissions and their patience in the appointment of the Independent Quality Assessment Service for Pensions.
- We have experienced the pleasure of being hosted by the Citizens Advice Scotland team and have learnt a lot in our interactions with the internal pensions team and Citizens Advice England & Wales.

We are looking forward to our future discussions and implementing a more formal reporting process in order to accurately track the compliance with the Standards and celebrate the success of our delivery partners.

We would like to thank each of the guidance delivery partners for their ongoing work and the SPQS Guidance team look forward to working closely with all of you during 2024.



The SPQS team wish you all a very merry Christmas and a happy New Year!

