

Service Performance, Quality & Standards Quarterly Update

Quarter 3 2023/24



**Money &
Pensions
Service**

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Quarterly Overview

Q3 2023/24 Update Summary

As a brief overview, here is what you will find in our Q3 2023/24 SPQS update:

Advice Services

- An overview of the Q3 debt advice customer facing data, including the [highest and lowest performing standards](#).
- Upcoming updates on the [Customer Facing Assessment Guidance](#).
- A reminder on the [quality KPI changing](#) to 83% in February 2024.
- The latest update on the ongoing [Root Cause Analysis work](#) and the upcoming changes to the Microsoft forms.

Guidance Services

- An overview of the [Q3 guidance Customer Facing Standards trends](#) identified.
- The latest update on the ongoing [Root Cause Analysis work](#) and the upcoming changes to the Microsoft forms.
- Our Independent Quality Assessment Service (IQAS) [has now successfully recruited](#) a Pensions Specialist for the Customer Facing Assessment process.

Meet the SPQS Team

- An introduction to some of our [SPQS team members](#), including a summary of their roles and previous experience.

Previous Updates

If you have missed any of our previous updates, you can find them here on our quality website:

[MaPS SPQS 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 Service Performance, Quality and Standards Team

Debt Advice Updates

Customer Facing Assessment Performance & Compliance

Performance and compliance with the MaPS Customer Facing Standards remains strong overall (see table below). There are six standards in total performing lower than the required threshold for the current overall compliance of 80%. Three of the six standards are within a 5% tolerance of 80% and 3 are significantly lower. The three lower performing standards are the focus for the upcoming root cause analysis.

2a-vii, although still 19% away from reaching 80%, has significantly increased following the implementation of the Advice Assessor Toolkit.

2a-iii and **2b-iii** are the only standards for which compliance has decreased since the introduction of the toolkit. We are keen to understand what the cause is and how we can address it to raise compliance.

The top performing standards, particularly those at 100%, are typically standards that are easy to demonstrate compliance where the right systems and processes are in place. Those which proved to be more of a challenge prior to the introduction of the toolkit, are **1e**, **2b-ii** and **2a-v**. These have improved considerably since September 2023.

Although not currently achieving 80%, the other standards which were challenging at the start of Customer Facing Assessment are **1a** and **1f**; these are now significantly improved. Looking ahead, if standard **1e** maintains its current compliance level, it will fall into the amber range with the changed KPI from February 2024.

It is also clear that the appeals process is working effectively as the volume of appeals decreases month on month.

MaPS Customer Facing Standards Performance October to December 2023			
Standard	Q3 Average	Standard	Q3 Average
1a	75%	2a v	97%
1d	100%	2a vii	61%
1e	82%	2a viii	100%
1f	79%	2a ix	78%
1g	100%	2a x	93%
1h	99%	2a xi	92%
1j	100%	2b i	100%
1k	100%	2b ii	88%
1l	100%	2b iii	37%
2a i	100%	2b iv	95%
2a ii	100%	2b v	93%
2a iii	35%	3b	100%
2a iv	99%	Q3 Compliance	88%

Customer Facing Assessment Guidance

Although the Advice Assessor Toolkit has become the main reference point for assessors assessing against the MaPS Customer Facing Standards, there is still a need for the overarching **Customer Facing Assessment Guidance** to be maintained.

Version 3.2 of the Guidance was released in February 2023 for the start of the new Contracts and Grants. We are currently undertaking a further review to ensure it is updated to fully reflect the Advice Assessor Toolkit. We are aiming to release **Version 3.3** by February 2024 subject to approval.

Change to KPI February 2024

As you are aware, the KPI currently being measured at 80% is due to change from 1st February 2024.

From February the KPI threshold increases to 83% for all face-to-face Grant holders and all Contracts. If you have any queries, please speak to your MaPS Contract Manager and MaPS Quality Manager.

Root Cause Analysis

You will have received the communication earlier this month about the Root Cause Analysis work MaPS is undertaking.

From February 2024, we will be able to look specifically at what the issues are which are impacting on delivery partners ability to increase compliance in standards **2a-iii**, **2b-iii** and **2a-vii**. This will provide us with some insight to determine what we at MaPS, IQAS and delivery partners need to do to raise the level of compliance.

We look forward to sharing and discussing initial findings with you and to hearing your thoughts on what we can do collectively to address root cause. Below are the sub-categories which will appear on Microsoft forms from February 2024.

Please note that these sub-categories have been taken from the live data as the most common issues currently coming through assessment. We appreciate that there may be more related issues identified by assessors which we will explore where 'issue not listed' is used.

Root Cause Analysis Sub-Categories	
Standard	Subcategories
2a-iii - All practitioners must ensure they: Request information about the consumer's financial and personal circumstances as appropriate to the presenting issue	<ul style="list-style-type: none"> Insufficient information requested from the customer Issue relating to Income/benefit exploration Issue relating to debt exploration Issue relating to cost-of-living payments Issue relating to deficit budget exploration Issue not listed
2b-iii – Create and maintain a detailed consumer record	<ul style="list-style-type: none"> Missing Benefit Check Missing Breathing Space Application Missing Documents from Case Missing Customer Vulnerabilities Incomplete Benefit Check Case notes do not match interaction Standards Financial Statement does not match interaction Issue not listed
2a-vii - All practitioners must ensure they: Identify and provide for the consumer relevant information, options, and next steps for them to take, and explain by whom	<ul style="list-style-type: none"> Missing available option/s Missing or incomplete income maximisation (to reduce debt) Missing information on next steps Debt options next steps not actioned (where expected) Issue not listed

Money Guidance & Pension Guidance Updates

Q3 2023/24 Trends

Over the last quarter there has been a minor trend in standards demonstrating insufficient exploration and limited guidance in both Money and Pensions Guidance. Discussions on the impact this is having on our customers have taken place.

These topics will be tabled in the upcoming calibration sessions where we will explore root cause and improvement activity. These trends are based on a small sample of records and overall the service demonstrates high levels of compliance. Recognition is given to the agents and specialists who maintain a high-quality service.

Root Cause Analysis

MaPS has been working on Root Cause Analysis associated with the MaPS Customer Facing Standards. We are now in a position to make the necessary amendments to the MS Forms so that we can capture more information on the root cause for why some standards are not being met.

There are three standards which consistently reflect the lowest levels of compliance. These are **2a-iii**, **2b-iii**, and **2a-vii**. These standards will be the initial focus for this piece of work.

When preparing submissions, the Microsoft forms will have a series of subcategories from which assessors can select. There will be a number of sub-category choices assessors can make should there be more than one issue associated with an unmet standard. Where there is only one issue, only one choice should be made, and if the correct choice for the circumstances is not listed, there will be an option of *'issue not listed'*.

MaPS will be able to look specifically at the issues which are impacting on the delivery partners'

ability to increase compliance in standards **2a-iii**, **2b-iii** and **2a-vii**. This will provide us with some insight to determine what we at MaPS, IQAS, and delivery partners need to do to raise the level of compliance.

We look forward to sharing and discussing initial findings with you and to hearing your thoughts on what we can do collectively to address root cause.

Many thanks,

The Service Performance, Quality and Standards 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 Service Performance, Quality and Standards Team

Meet some of our team members!



Carl de Vries
*Quality Manager
(Advice)*

Previous Experience

After working in construction for several years I decided that a change was needed, and that change had to include working indoors with much more sitting down!

I moved into the welfare to work sector by chance and found it to be such a rewarding role supporting some of the hardest to help customers and long-term unemployed build confidence, provide new skills, and get back to full time employment.

With very close links to long term unemployed customers and those seeking support for Debt Advice, the opportunity arrived for one more move over to Money and Pensions Service.

A Day in the Life

- ✓ Supporting front-line debt advice providers to comply with the MaPS Standards.
- ✓ Monitoring quality compliance through reporting, site visits, and monthly and quarterly contract review meetings.
- ✓ Leading on the development of an internal dashboard to enhance monitoring of the assessment process and KPIs.

Hobbies

I am very much into golf, although my brother regularly reminds me that I have all the gear and not much of an idea! I am a huge Harry Potter fan and often find myself either reading the books for the hundredth time or sitting through the box set.

My one true love that I spend most of my spare time with is with my 3-year-old daughter – she always has me on the move!




Luke Mackenzie Hill
*Continuous Improvement
Manager*

A Day in the Life

- ✓ Identifying improvement opportunities within process and practice.
- ✓ Problem solving to understand the root cause of an issue to solve the cause and not the effect.
- ✓ Understanding and building/researching technology opportunities to allow us to deliver the best service we can.

Hobbies

I've run a few ultra marathons, longest in one sitting being 110km. I'm a big fan of automations and typical techy "stuff", I've built apps and automated tools in my free time. When not doing that can typically be found playing Super Mario 

Previous Experience

After dabbling in the finance world and initially planning to become an accountant, I discovered that the accounting life isn't for me.

Wanting to be more hands-on and make a tangible difference in whatever it was that I was doing, I moved from finance to operations.

I've worked within the continuous improvement world for the last 9 or so years. My roots are in manufacturing where I began my lean training and deployed the initial stages of lean at the PepsiCo plant that I was working at.

Then taking my career to Philips to use and teach the more advanced elements of lean management as a lean coach.

Moving away from manufacturing, I spent a few years within the IT department of a building firm (ISG) which is where I started to dabble in automation, then a jump to the Ministry of Defence as a lean business consultant before coming to MaPS.

