

# **Service Performance, Quality & Standards Monthly Update**

**April 2024**



**Money &  
Pensions  
Service**

# Contents

<b>Monthly Overview.....</b>	<b>2</b>
April 2024 Update Summary .....	2
Advice Services.....	2
Guidance Services .....	2
Previous Updates .....	2
<b>Debt Advice Updates .....</b>	<b>3</b>
Case Eligibility and Customer Consent.....	3
Case Submissions .....	3
Case Notes .....	3
Ineligible Appeals .....	4
MaPS Customer Facing Assessment and Advice Assessor Toolkit .....	4
<b>Money Guidance &amp; Pension Guidance Updates.....</b>	<b>5</b>
Guidance Microsoft Forms .....	5

# Monthly Overview

## April 2024 Update Summary

As a brief overview, here is what you will find in our April SPQS update:

### Advice Services

- We are in the process of updating the [MaPS Standards Customer Facing Case Submission Eligibility](#). One aspect of the update is to ensure complete clarity on customer consent. Where a customer has withdrawn consent, these case records must not be included in the case submission.
- MaPS receive a significant number of [submission queries](#) from IQAS following case submissions. It is important to ensure all [links](#) and [documents](#) associated with each case are easily [accessible](#).
- A reminder to ensure all parties are taking into account the [organisation](#) of [case notes](#) within each record when undertaking reviews.
- We continue to receive [appeals](#) which fall outside the appeals criteria. The current eligibility for appeals is:
  - Standards assessed as 'not met' by IQAS and assessed as 'met' by the delivery partner.
  - Standards that either party has assessed as N/A and the other party has assessed with a different assessment outcome.
- Updated versions of the MaPS [Customer Facing Assessment \(CFA\) Guidance](#) and the [Advice Assessor Toolkit](#).

### Guidance Services

- Upcoming changes to Microsoft Forms

## 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](mailto: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

## Case Eligibility and Customer Consent

MaPS is in the process of updating the [MaPS Standards Customer Facing Case Submission Eligibility](#) which will be shared in due course. In the meantime, it is important to share one aspect of the update to ensure complete clarity on customer consent. The wording associated with consent will change to:

*‘Where a customer has withdrawn consent, these case records must not be included in the submission.’*

It remains the responsibility of delivery partners to ensure they collect the appropriate consent for them to process and transfer customer data in accordance with their own [GDPR](#) obligations. This includes the requirement to be able to share data with [MaPS](#) and relevant [third-party suppliers](#).

MaPS does not require delivery partners to collect consent on its behalf to facilitate the Independent Quality Assessment Service (IQAS) process. MaPS relies on Public Task to process customer data. This extends to IQAS as a third-party supplier acting on MaPS’s behalf.

It is also not necessary to confirm consent for individual case records submitted as part of this process. Once this data is transferred to MaPS or our third-party supplier, processing of that data is covered by public task.

Where a customer has [withdrawn](#) consent, these case records must [not](#) be included in the case submission.

**Please note, this relates to the [Customer Facing Assessment](#) process delivered on behalf of MaPS by the Independent Quality Assessment Service (IQAS) – Recognising Excellence (this is not to be confused with MaPS third-party evaluation supplier, Quadrangle who undertakes customer surveying on behalf of MaPS).**

**For the third party evaluation service there are consent requirements – delivery partners are required to collect consent on behalf of MaPS to contact the customer for these purposes.**

If you have any queries, please contact your designated MaPS Quality Manager.

## Case Submissions

We have a significant number of [queries](#) from [IQAS](#) regarding an inability to open or access case records, or parts of case records, for independent assessment. This also includes ineligible cases.

It is important that when submitting cases, all links and [documents](#) associated with the case are checked to ensure they are [accessible](#) and [eligible](#) at the point of submission. This will reduce the queries, and therefore save time and reduce the risk of the assessment period exceeding [SLA requirements](#).

## Case Notes

We are keen to ensure that delivery partners, and their advisers and assessors, are taking an organised approach with the [upkeep](#) of case records when undertaking reviews. We want to ensure that all aspects of the case are considered when assessing against the [MaPS Standards](#), and to achieve this effectively, regular updating and reorganising of case records is important.

## Ineligible Appeals

We continue to have a successful approach at managing and monitoring appeals. This has assisted all parties associated with the assessment of the [MaPS Standards](#) in reaching a common understanding of MaPS expectations. We do, however, continue to receive a volume of [appeals](#) which are [not eligible](#).

To clarify, the current eligibility for appeal is:

- Standards assessed as '[not met](#)' by IQAS and assessed as '[met](#)' by the delivery partner.
- Standards that either party has assessed as N/A and the other party has assessed with a different assessment outcome.

Any [standards](#) that fall outside of the above criteria are currently not eligible for appeal. This includes standards where the outcome will not change due to the delivery partner assessing as '[not met](#)' for an alternative reason to IQAS. Calibration sessions will continue to explore issues which fall outside of this criteria and general queries can be tabled on the [Feedback Spreadsheets](#).

## MaPS Customer Facing Assessment and Advice Assessor Toolkit

Accompanying the April 2024 Communications are the [updated versions](#) of the MaPS Customer Facing Assessment (CFA) Guidance and the Advice Assessor Toolkit.

The Advice Assessor Toolkit has been updated based on the feedback, queries, calibration sessions and appeals received over the past few months. Along with the updated toolkit is a document which reflects the previous wording and the changed wording.

The CFA Guidance has been updated to ensure it accurately reflects what is now included in the Advice Assessor Toolkit (AAT). The key [changes](#) to the CFA Guidance are:

- Where relevant language is amended to reflect the AAT.
- The order of the standards align with the customer journey as reflected in the AAT.
- All references to customer changed to consumer to align with the wording of the standards.
- The Supplementary Guidance is now obsolete due to the introduction of the AAT.

If you require further clarification on this please contact your designated MaPS Quality Manager.

Many thanks,

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

### Queries & Feedback

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Thank you for your continued support.

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

# Money Guidance & Pension Guidance Updates

## Guidance Microsoft Forms

We have revised the [CFA Guidance Microsoft Form](#) and have tested the new version to determine suitability. This document will be applied across all guidance service lines which will streamline the data from the CFA. The structure of the standards will follow the customer journey and have been reordered to reflect this.

Dependent on service line (Money Guidance, Pension Wise and Pension Guidance), there will be questions from which you select appropriate to the respective service line. We invite feedback to be used to review and improve over a three-month period.

The new form is designed to assist us with [Root Cause Analysis](#) of our data. This will assist us in working with our partners to identify themes and trends to inform continuous improvement activity and build on the high-quality work currently being delivered.

A series of sub-criteria will support assessors in determining the reason for a standard not being met. We have worked on the data already submitted to draw out common areas to inform the choices of sub-criteria. The new form will launch on [1<sup>st</sup> May 2024](#).

Many thanks,

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

## Queries & Feedback

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Thank you for your continued support.

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