

Service Performance, Quality & Standards Monthly Update

May 2024



**Money &
Pensions
Service**

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Monthly Overview

May 2024 Update Summary

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

Advice Services

- Control Self-Assessment - a reminder to login to [SharePoint](#) every 30 days to avoid losing access.
- [Case Submission Eligibility](#) has been [updated](#) to reflect two changes. For more information, please see attached the Case Submission Eligibility document.
- The [Appeals Procedure](#) has been [updated](#) to reflect changes since the introduction of the Advice Assessor Toolkit. An updated version of the Appeals Procedure and Appeals Submission Template is attached.
- From [1st July 2024](#), any submission queries will [not](#) include the [chasing](#) of any [documents](#) which should have been submitted initially with the case.
- An insight into how [GMMAP](#) apply the [MaPS Standards](#) to their internal Quality process.

Guidance Services

- Positive feedback has been received in relation to the [changes](#) made to the [MS Forms](#). Further adjustments are expected over the coming months and will include [Root Cause Analysis](#).
- The creation of the first [Toolkit](#) for Guidance services is underway with an expected release date of [June 2024](#).
- The [Standards Guidance](#) documents for Guidance services has been [updated](#) to reflect the customer journey. Feedback is welcome.

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

Control Self-Assessment and Maintaining Access

Regular access

MaPS has enabled a [security](#) option within our [SharePoint](#) environment to ensure only those people that should be entering our environment are able to do so. This means those that have access need to regularly login to keep that access current, if you do not [login](#) every [30 days](#) then the system registers this and presumes access is no longer needed and will block the account.


If you access MaPS' [SharePoint](#) regularly, we recommend logging into whichever area you access every [28 days](#) to ensure you [maintain access](#). You do not need to edit any information or open any files, simply logging in will register and you can navigate away until the next time.

Not maintaining access

If you no longer need access, you can let us know and we will remove your account.

If you need to maintain access and you do not log in within 30 days, you will receive a message from MSSecurity-noreply@microsoft.com and it will look like this: -

Money and Pensions Service

 Azure Active Directory is now Microsoft Entra ID. [Learn More](#).

Please review Guest Account Monthly Access Review in Money and Pensions Service:

Please review by 28 May 2024 to confirm your continued need for access.

[Learn more about reviewing your access.](#)

[Review access >](#)

Want to try our new experience (preview)? [Click Here](#)

[Privacy Statement](#)

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Facilitated by

 Microsoft

These [emails](#) have been known to be flagged as [junk](#). If you need to maintain access, follow the instructions on the email to do so.

These [alert](#) emails are only sent with [1 day](#) of [notice](#) so are easy to miss, unfortunately this is a setting by Microsoft and one that we cannot change.

If you do not log in and do not action the above email you will lose access to our environment and will need to tell us again if you need access.

Case Submission Eligibility

The [Case Submission Eligibility](#) has been [updated](#) to reflect two changes, one of which was referenced in our previous communication regarding consent:

1. The consent requirement has been updated to clarify what is actually required in line with our legal basis to process data.
2. The case submission eligibility has been added for the MaPS funded DRO Hubs

Please see accompanied [Case Eligibility](#) document.

If you have any queries, please direct them to your [MaPs Quality Manager](#).

Updated Appeals Process

Please note that the [Appeals Procedure](#) has been updated to reflect the permanent change since the introduction of the [Advice Assessor Toolkit](#), and the decision to extend appeals (within the set criteria) to cases/standards where organisations have reached the KPI.

There has been a [review](#) of the [Appeals SLA](#) and [MaPS](#) has been able to extend the appeals window for delivery partners, from 5 working days to [6 working days](#).

Please review in full the accompanying Appeals Procedure and Appeals Submission Template. These documents supersede any previous versions.

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

Case Submissions from 1st July 2024

Delivery Partners are advised that when cases are submitted for [Customer Facing Assessment](#), from [1st July 2024](#), any submission queries will not include the chasing of any documents which should have been submitted initially with the case.

This means that delivery partners must ensure that all documents are uploaded correctly to the relevant [SharePoint](#) or [CRM](#), and if IQAS cannot locate them within the case record, MaPS will not be able to follow this up with delivery partners.

Please speak to your MaPS Quality Manager if you have any queries or concerns about this.

GMMAP – How we apply the MaPS Standards to our processes

[We have started to ask some of our delivery partners to share their thoughts on how the MaPS Standards have been implemented in their organisation. This month GMMAP has shared some of their feedback with us.](#)

GMMAP is a community-based partnership delivering [debt advice](#) covering the Liverpool City Region and Warrington. We have a supply chain of 7 delivery partners covering some of the most financially deprived areas in England. The relatively small size of GMMAP allows the Quality team at GMMAP to work closely with supervisors and advisers that manage and deliver debt advice. This enables us to provide ad-hoc support, face-to-face meetings and training where possible to drive the quality of debt advice provided.

File reviews for advisers are completed by the [supervisors](#) at each of our [delivery partners](#), and we recognise that having a consistent approach to [quality reviews](#) allows advisers to understand the expectations required from the [quality standards](#). This translates positively into the advice that is delivered to the customers that come to us for debt advice.

Throughout the month, [GMMAP](#) moderate the reviews completed by supervisors to submit to [MaPS](#) for review by [IQAS](#), and for us to evaluate the consistency of our local scoring. We set a tolerance level for supervisor scores and at meetings discuss common and varying findings, to understand the reasons for scoring, and ways to [improve](#) consistency.

We meet the supervisors together as a group every month to discuss any quality updates and trends, as well as share best practice and take feedback on any concerns – these usually result in some lively debate (as you can imagine!).

In the last year, we have used these meetings to cascade guidance and the introduction of the [Advice Assessor Toolkit](#), both of which have [helped](#) to drive the [consistency](#) of scoring throughout [GMMAP](#), and support our understanding of how each Standard seeks to measure the quality of debt advice delivered.

The meetings offer a place for the supervisors to understand how each organisation operates in [GMMAP](#), which can influence how the [Standards](#) may be interpreted and applied at a local level.

It also provides an opportunity to consolidate collective understanding, highlight trends, and challenge, where necessary, any concerns or issues relating to the scoring and application of the [Standards](#).

Feedback provided by supervisors helps to inform [GMMAP](#) on any issues with the [Standards](#) interpretation and how it translates to the delivery of debt advice. The supervisor feedback also contributes to our understanding of what continues to work well locally, and how the [MaPS](#) Standards are not just a [KPI](#) to measure quality, but also as a development tool that supervisors use to support their advisers to improve.

Each month, [analysis](#) of [IQAS](#) results by the [GMMAP](#) quality team, along with the feedback from supervisors provides us with the information and insight to decide whether to appeal findings we receive. The analysis also informs us about what topics we want for discussion at our [quarterly calibration meeting](#) with [MaPS](#) and [IQAS](#). In turn we can then consider whether the controls we have in place are sufficient, or whether there is a need to introduce additional or amended controls to address root cause.

We've continued to use calibration sessions to drive consistency and express any concerns constructively, with the common focus of providing high quality debt advice to our customers and strive towards a consistent interpretation of scoring and the application of the Standards.

Overall, the combination of processes put in place by [MaPS](#) since the introduction of the Customer Facing MaPS Standards, and the open communication we have with our [Quality Manager](#), has provided a quality measure that positively reflects the quality of debt advice delivered in our Partnership. We feel there are still improvements that can be made to drive consistency but acknowledge that debt advice is a varied and broad subject matter, and it can be challenging to standardise expectations when reviewing a file where there isn't a "one size fits all" criteria. We are however confident that the processes in place now provide effective pathways to communicate issues that lead to positive change, an example of this being the recent [MaPS Engagement Session](#).



Aimee Brown



Jason Lau



Money Guidance & Pension Guidance Updates

New Guidance Microsoft Forms

New [MS Forms](#) were released across guidance this month with an adjustment to the order of standards and combining the three separate assessments (Money Guidance, Pension Guidance, and Pension Wise) into one form.

Already we have had positive feedback, and it has greatly increased the accuracy and efficiency of our internal reporting process.

Further adjustments over the coming months will include the introduction of [Root Cause Analysis](#) and an update to the content when the Guidance documents and Toolkits are completed.

Guidance Document and Toolkit

As covered in previous communications, a review of the [Guidance document](#) and the creation of a [Toolkit](#) for Guidance services is underway.

We hope to be releasing the first version of the Toolkit by the end of [June 2024](#). It will underpin the [MaPS Customer Facing Standards Guidance](#) which applies across all MaPS service lines. It is intended to provide much more context for the assessment of compliance against the MaPS Standards within the Guidance customer journeys. The toolkit aims to provide clarity to assessors and reduce [variance](#) between [delivery partners](#) and the [Independent Quality Assessment Service](#) (IQAS).

Testing will be conducted with delivery partners and IQAS concurrently and feedback from testing will be used to amend the toolkit prior to further versions being released.

During this testing period, we will incorporate user feedback into future iterations.

The [toolkit](#) will be the reference point moving forward for managing the outcomes [of calibration sessions](#) and [appeals](#) and will be updated alongside any other changes associated with the [MaPS Standards](#).

Guidance Release

The [Standards Guidance](#) documents for Guidance services have been [updated](#) to follow the preferred customer journey order. There is a recognised difference between the [MS Form](#) and the Guidance document, the positioning of the service-line specific standards:

- 2e-i,
- 2d-i,
- 2d-ii,
- 2d-iii,
- and 2c-i

Due to the limitations of [MS Forms](#) these standards are presented first. In the Guidance, they are presented at their respective points in the customer journey. We welcome feedback on this order of Standards.

The updated Standards Guidance documents for Money Guidance, Pensions Guidance and PW Guidance are attached for your reference.

[Many thanks,](#)

The Service Performance, Quality and Standards Team

