

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

**June 2024**



**Money &  
Pensions  
Service**

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# Monthly Overview

## June 2024 Update Summary

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

### All Service Lines

The [Calibration](#) process has been recently [updated](#) to reflect the complete cycle now in place since the process has further evolved over the past 12 months. The complete process accompanies this update.

If you have any queries please speak to your MaPS Quality Manager

### Advice Services

- The [Voice of Customer](#) reporting schedule has been updated. The full schedule can be found on page 3.
- [Calibration Sessions](#) have been scheduled up to Q3 and dates have been shared with delivery partners.
- Debt Engagement Day update
- A reminder to ensure the current version of the [Appeals Submission Template](#) is used when submitting appeals.

### Guidance Services

- [IQAS](#) are now assessing all Pension cases from all delivery partners.
- [External Pension Wise](#) assessments have been completed for the first month. The outcomes have been positive.
- A reminder that when submitting case files, please ensure all relevant files are uploaded in one folder.
- The [Appeals Process](#) has been implemented with HGS. This follows the completion of their Test and Learn Phase.

## 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

## Voice of Customer Reporting

Delivery partners have been receiving [Voice of Customer Reports](#) for the past 12 months.

The 2023/24 [SLA](#) has now come to an end and a new SLA has been produced for [2024/25](#). Below is a schedule of the reporting timeline for the forthcoming year.

The reports will be shared with you by the SPQS team and Quality Managers will be discussing the content at the quarterly review meetings. As you can see from the schedule, Q1 reports will be reviewed at the Q2 reporting meeting, and this pattern will continue throughout the year. This is due to the timing of the fieldwork that has been completed to collate the data.

We will be reviewing this schedule at the beginning of the next financial year. The reports will contain both satisfaction and outcomes data throughout the year.

If you have any queries regarding the timing etc. of the reports, please continue to speak to your respective MaPS Quality Manager.

## Calibration Sessions

Please note that the dates for [Calibration Sessions](#) have been shared with delivery partners up to Q3 which are planned around the dates of scheduled monthly and quarterly review meetings. Calibration sessions remain optional so where a delivery partner feels it is not appropriate for them, they can discuss with their respective [MaPS Quality Manager](#).

Please also note that [MaPS](#) is focusing on variance in assessment outcomes, and as previously highlighted, is seeking a greater understanding of the delivery partners 'not met' assessment outcomes where IQAS have assessed a 'met' outcome. Calibration sessions are an ideal opportunity for these discussions and so we would encourage these sessions to go ahead where possible.

Voice of Customer Reporting Schedule 24/25													
Voice of Customer (VoC) Report Activity	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
VoC report shared with MaPS (end of month)	Q1 VoC report			Q2 VoC Report			Q3 VoC Report			Q4 VoC Report			
VoC report reviewed by MaPS		Q1 VoC Report			Q2 VoC Report			Q3 VoC Report			Q4 VoC Report		
VoC report shared with Delivery Partner			Q1 VoC Report			Q2 VoC Report			Q3 VoC Report			Q4 VoC Report	
VoC report reviewed at Delivery Partner Quarterly Meeting	QCR/QPR Meeting Q4 Review			QCR/QPR Meeting Q1 Review			QCR/QPR Meeting Q2 Review			QCR/QPR Meeting Q3 Review			QCR/QPR Meeting Q4 Review

## Queries & Feedback

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## Debt Engagement Day

MaPS held a successful [Debt Engagement Day](#) at MAT's offices in late May. It was a great opportunity for all Delivery Partners to come together and discuss ideas and thoughts about the MaPS Standards. It was also the first time that all the Delivery Partners and the MaPS Quality team had come together to meet face to face since COVID. We plan on holding a further event later in the year. We received lots of feedback from the event and we will share this in our next update.

## Appeals Submissions

It is imperative that when submitting appeals, the correct [Appeals Submission Template](#) is used (i.e. the latest version distributed) and all of the information within the template is retained, so that the version control is clear to the Independent Appeals Manager. Appeals may be rejected in future if this is not clear.

In addition, all of the information the delivery partner inputs into the appeal template must be accurate as this can impact on the appeal outcome. A clear example is the table in which the delivery partner assessment outcome, and the IQAS assessment outcome, is recorded.

The Independent Assessment Manager takes these outcomes as read. Therefore, if they are inaccurate, it can and has, affected the outcome of the appeal. It is not possible to correct this retrospectively, so it is essential that attention is given to this necessary detail.

Many thanks,

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

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Thank you for your continued support.

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# Money Guidance & Pension Guidance Updates

## Pension Cases

The [Independent Quality Assessment Service](#) (IQAS) now assesses all Pension cases from all delivery partners. This is the culmination of many months of work across the delivery partners and internal MaPS teams. IQAS will continue the assessment of the interactions in line with the [MaPS Standards](#) and will provide their feedback through the SharePoint folder. MaPS looks forward to sharing the feedback and working with both Delivery Partners and IQAS.

## External Pension Wise

The first month of assessment has been completed for external Delivery Partners providing [Pension Wise](#) sessions. The outcomes have been very promising with great overall scores and some clear points for review and feedback. MaPS Quality Managers will be ensuring feedback is provided and clear next steps are agreed.

## Case Submissions

When submitting case files please ensure that all relevant files are uploaded in one folder. This will allow [IQAS](#) to ensure the correct files are grouped and assessed as one.

For instance; if an interaction is split across a number of voice calls and there is a follow-up email, please ensure that all voice calls and the follow-up email are included in the submission in one folder. Individual folders can be created in the SharePoint folder for each delivery partner.

## Appeals

MaPS is pleased to announce the implementation of the [appeals process](#) with [HGS](#) after the completion of their Test and Learn Phase. MaPS is committed to working collaboratively with delivery partners to ensure we are collectively and accurately assessing against the [MaPS Standards](#).

We have launched the appeals process to ensure this happens and these processes will continue to be reviewed internally, following its application over the coming months, to ensure it is fit for purpose.

The appeals process for Guidance has been matched to the appeals process currently live with the Advice delivery partners, which is providing positive outcomes. The appeals process will allow for appeals to be submitted where the IQAS marks a case as '[Not Met](#)' and the delivery partner has marked '[Met](#)'. Appeals must be submitted within the provided timescale

For Clarity;

1. Appeals are available regardless of whether KPI for Standards is Met
2. Appeals will follow the appeals process and the SLA.
3. Any overturned appeals will alter the KPI accordingly

This process has been live with Advice delivery partners for a little over a year and has provided useful insight and prompted changes to the assessment process. We look forward to the process being a success within Guidance as well.

[Many thanks,](#)

[The Service Performance, Quality and Standards Team](#)

