

Customer Experience and Quality Monthly Update

May 2025

Advice Update

Automated Calibration Reporting

CX&Q have been working to develop a more automated approach to sharing KPI and Calibration Reports.

The reports will be automatically populated as assessment outcomes feed through to the MaPS internal dashboard. A link will be provided to delivery partners which will provide the ability to access the report directly online, and export/download for sharing across your organisation.

What next?

- We will be contacting you individually to determine the names of those you would like to have access
- A link will be provided for those individuals and will only work for those individuals
- Only company emails can be used to access this link, it will not work with private email addresses
- Delivery partners will need to ensure that they have a mechanism for notifying MaPS should access need to be revoked (leaver/change of role)
- At the end of the reporting period MaPS will undertake spot checks of the data
- Delivery partners will be notified when the data is ready to be accessed

Please note that we will be in contact with you shortly to progress the next steps and confirm when this will 'go live' which could be as early as May 2025.

Voice of the Customer Reporting

As previously notified, the Voice of the Customer reporting for CSAT and Outcomes has changed from April 2025.

We are now in the last 12 months of the current Quadrangle contract as we move through the process of procuring a service from April 2026. A Power BI Dashboard has been developed to collect all the data from the field work carried out by Quadrangle. This means that the reports will visually be slightly different but will contain the same data you have viewed in the current reports. Quarter 3 data will remain in the current format, however, quarter 4 data will be in the new format.

The new reports will be accompanied by an excel spreadsheet which will contain the data and a sample of the verbatim comments made by customers during the field work.

Your MaPS Quality Manager will be on hand to assist with any queries regarding the new reporting.

Advice Assessor Toolkit Version 2.4

The Advice Assessor Toolkit has been through a recent formal review with the MaPS CX&Q Quality Managers and SMEs. The review has taken into account the feedback we have received since the last update, along with any appeals data which has influenced changes.

Please note that incorporated into version 2.4 of the toolkit is a digital overlay, this is relevant only to delivery partners who currently offer digital debt advice via an online tool (which is not adviser led). The delivery partners for whom this is relevant have received separate communication about the overlay.

Implementation of AAT 2.4

The AAT version 2.4 will be used from 1st June 2025 for independent assessment, so it is important that delivery partners self-assess and submit cases using version 2.4 from 1st June. This will ensure consistency and avoid unnecessary appeals.

Please direct any queries to your respective MaPS Quality Manager about implementation, all other toolkit queries should be directed to the CFA Clarification Hub.

Queries about the Digital Overlay should be directed to Marc Mulligan and Chloe Coppenhall.

