

Customer Experience and Quality Monthly Update

July 2025

CFA Clarification Hub

As a reminder, Customer-Facing Assessment (CFA) Clarification Hub queries are reviewed at least once a month by MaPS. Delivery Partners should have internal processes in place to ensure they review responses monthly, so the most up-to-date clarifications are being applied.

MaPS is also assessing how subtle changes resulting from clarifications or appeals may impact assessments. Where relevant, we aim to provide timely notifications or highlight key clarifications accordingly.

Appeals Hub

As previously communicated, MaPS has been developing an Appeals Hub intended to function similarly to the CFA Clarification Hub. Unfortunately, technical issues have delayed the implementation of this initiative.

We will update Delivery Partners as soon as these issues are resolved and a revised launch timeline can be confirmed.

MaPS Standards Consultation

Thank you once again to everyone who contributed to the MaPS Standards Consultation, whether you sent us a message, or completed a form, or came along to a drop-in session, we appreciate your time and focus. We are currently reviewing all feedback and will share an update in due course.

IQAS SharePoint Access

We were sorry to hear some Delivery Partners have experienced access issues with the IQAS SharePoint system, due to recent Microsoft updates. These issues are beyond the control of MaPS and IQAS. If you encounter any problems, please notify your MaPS Quality Manager promptly, so we can address them as quickly as possible.

Detriment SLA

Although current reporting is minimal under the existing MaPS detriment definition, any instance of

detriment identified by a Delivery Partner must be reported to your MaPS Quality Manager, within one working day of discovery. It is also essential to record the incident in the relevant section of your monthly reporting Annex, to support effective monitoring and resolution.

Where sample sizes have changed, this has supported improvements to quality outcomes and provided MaPS with additional data, to support analysis of quality outcomes.

Voice of Customer Reporting (Advice)

Delivery Partners should now have received the updated Voice of Customer (VoC) report format. Please ensure you review the PowerPoint presentation in conjunction with the Annex (Excel document), to gain a comprehensive understanding of your reporting results.

Where sample sizes fall below the required threshold, a PowerPoint report will not be provided. However, the Annex will still be made available, and discussions during quarterly meetings will focus on strategies to help increase sample sizes.

If you have any questions regarding the new format or report content, please contact your MaPS Quality Manager.

CSAT and Interaction Feedback (Advice)

As part of our ongoing commitment to improving the experience of those we serve, we are undertaking a short discovery exercise to better understand customer satisfaction (CSAT) and interaction feedback across our services.

This discovery phase will help us build a more informed, consistent approach to collecting and using feedback—ensuring it drives meaningful improvements.

We'll be engaging with Delivery Partners shortly to gather insights and explore current practices, challenges and opportunities. Your input will be key to shaping our next steps. Thank you in advance for your support and participation.

Calibration Sessions Outcome (Guidance)

This month, we have completed the Guidance Calibration sessions and had great conversations, ensuring ongoing consistency in approach and expectations.

During these sessions, we explored themes of vulnerability, ensuring appropriate questioning takes place and what the requirements are for a booking call. These conversations were all very constructive and we appreciate the input from all parties involved.

Overall feedback from Calibration continues to be positive, and Recognising Excellence agrees that taking the approach of submitting individual assessments has been beneficial. Dates for upcoming Calibration sessions will be released shortly.

Feedback on Assessor Toolkit v2.4 (Guidance)

We would like to take a moment to thank everyone who has submitted feedback on the new v2.4 Guidance Assessor Toolkit. The feedback has been overwhelmingly positive, with encouraging comments made around adjustments to vulnerability and clarification in other standards.

There has also been a good amount of helpful suggestions on further adjustments to be made. With that in mind, we are proposing delaying release of the toolkit for another month, to allow for final adjustments to be made and to incorporate the feedback from the calibration sessions. Release is now expected early September 2025.

Queries and Feedback

Please continue to send queries and feedback to this email address: mapsquality@maps.org.uk or speak to your MaPS Quality Manager.

