

# Customer Experience and Quality Monthly Update

June 2025

## Automated Calibration Reporting

May 2025 was the first month of automating the Calibration reports and providing MaPS delivery partners with access to their own dashboard. These contain data for the month in focus, along with any historical quality performance data, which can be filtered accordingly.

### What we have learned

On the whole this has been a successful exercise and moves us further towards successfully utilising technology to share data. May wasn't without the odd glitch, which we have worked through to resolve. Therefore, we have some 'work arounds' to ensure delivery partners have access to the information we formerly shared:

1. Delivery partners can continue to access the dashboard to obtain their quality performance data, which can be considered validated and accurate on the last working day of the calendar month.
2. MaPS will also share a version of the data in MS Excel to enable wider sharing and manipulation (filtering results etc), which cannot be done on the dashboard itself.
  - a. Please note, this version will replicate the dashboard, as opposed to the previous Calibration Reports.
  - b. The key difference is that the case references are in a left-hand column and the standards are presented in a row, across the top of the MS Excel report.
3. The email in which the Calibration Report will be shared will also contain confirmation of commencement of the appeals window for that specific month.

## MaPS Standards Consultation

Thank you to everyone who fed into the MaPS Standard Consultation. We are reviewing all the feedback and will share an update in due course.

## Changed Sample Sizes

Another first for May 2025 - a risk-based sampling approach. Thank you to those who have managed increased sample sizes and aided the smooth transition.

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

## Limited to Presenting Issue (Advice)

Thank you for all your responses to the invitation to test 'Limited to Presenting Issue' debt advice. MaPS is currently working to finalise the Assessor Toolkit and approach documents, in preparation for testing. You will hear more from Marc Mulligan regarding next steps in early July.

## Guidance Assessor Toolkit (Guidance)

The Guidance team has been working to refine the next iteration of the Guidance Assessor Toolkit (GAT). We are incorporating content from the MaPS Standards Assessment Guidance document, to create a single, streamlined resource. This update ensures the GAT reflects all relevant information and aligns more closely with MaPS' expectations.

### Next steps

As part of this update, the key vulnerability Standard (2a-iv) is being revised, to better capture MaPS' approach to identifying and supporting vulnerability. We are also refreshing the GAT's look and feel to align with the new MaPS branding and colour palette. Once these updates are live, we'd welcome your feedback on the changes. Please note that this will be the final update to the current GAT, ahead of the release of the revised MaPS Standards. Rest assured, the revised Standards will be accompanied by a newly updated version of this toolkit.

## Queries and Feedback

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

