

# Customer Experience and Quality

February 2026 Update



Money &  
Pensions  
Service



## In this month's newsletter

This month, we have a shorter update as almost all of our work is on the MaPS Standards and building the new CX & Q platform. However, we are also including an overview of the Delivery team to complete our series on meet the teams.



## MaPS Standards Updates

Since the previous update, MaPS has continued to refine and strengthen the Standards Toolkit based on the detailed feedback received.

We have taken the time to work through this feedback carefully to ensure the toolkit is comprehensive and practical in its application. This has included expanding guidance and clarifying minimum compliance thresholds across different service lines to support consistent interpretation in practice.

Alongside the content development, we have also progressed a number of more technical design considerations. This includes ensuring the requirements of the Standards are clearly aligned to relevant regulatory and statutory expectations, and that associated process such as evidence capture and quality assurance are proportionate and workable.

This additional refinement period means we will now publish the updated toolkit on **20 February**.

Following publication, we will begin onboarding and engagement activity with assessors and Delivery Partners to support implementation and ensure a smooth transition.

Thank you again to everyone who has provided feedback and insight, it has directly help shape the Toolkit.



## The MaPS Standards Portal

**We've kicked off the work to bring in a new platform to replace the existing (time-consuming) tools used to capture monthly and annual assessments**

Following a thorough procurement process, as I am writing this newsletter we are about to sign a new contract with a provider who will significantly upgrade the tools we use to capture Customer Facing Assessments, Controls Library and Self-Assessments, reporting of the performance against the Standards and house all questions and calibrations.

We're really excited by not just the improvements we can make in surfacing opportunities to see live performance data, highlighting risks, but also to do so with a real focus on reducing the effort required from teams to provide the evidence.

Thank you to those who have volunteered to support us with this, we will be reaching out in the coming weeks to demonstrate the new platforms capabilities and hear your feedback on the user experience.



# Meet the CX&Q Team

## Delivery

Delivery

Customer Experience

Design & Implementation

Meet the Delivery Team!

The team leads the delivery of our assurance methodologies and managing the performance of the MaPS Standards. This involves monitoring, reviewing, checking and assessing how our services perform. By applying a consistent approach across every service line, this helps us understand what's working well and where we can do better.

Below is a little about the team, who they are and what they do. They have chosen 3 words that they think best describes them!

**Sarah McNeice**  
Senior Customer Experience Manager  
Leads the strategic direction and workstream portfolios for the Delivery team including contract management of QA supporting services. Manages the overarching monitoring, compliance and performance of the MaPS Standards across internal and external service lines.  
*Driven, Conscientious & Caring*

**Carol Marsh**  
Lead Quality Manager (Advice)  
Leads the operationalising of the QA methodologies and the day-to-day compliance of the MaPS Standards across Advice Services. Responsible for the performance management of the MaPS Standards across debt delivery services.  
*Collaborative, Customer & Solution Focused*

**Nick Parkes**  
Lead Quality Manager (Guidance)  
Leads the performance management of compliance of the MaPS Standards across Guidance services. Oversees the day to day monitoring of the QA methodologies including the completion of MaPS Standards Quality Assessments.  
*Analytical, Approachable & Driven*

**Bali Kaur**  
Quality Manager  
*Collaborative, Proactive & Organised*

**Georgina Gibney**  
Quality Manager  
*Motivated, Reliable & Adaptable*

**Rachel Penny**  
Quality Manager  
*Loyal, Thoughtful & Proactive*

**Jason Lau**  
Quality Manager  
*Approachable, Proactive & Focused*

**Manny Pakthiyendra**  
Quality Assessor (Guidance)  
*Supportive, Committed and Considerate*

Each manager has a portfolio of debt delivery partners and is responsible for managing the day-to-day compliance and performance of the MaPS Standards. Also have responsibility for managing the supporting QA contracts.