

Service Performance, Quality & Standards Monthly Update

April 2023



**Money &
Pensions
Service**

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Monthly Overview

End of Year Reflection

As we've reached the end of a "business year" at MaPS, our operations team have reflected on what some of our numbers mean:

- **224k** people received pensions guidance - enough to fill 2,800 double decker buses.
- **240k** people booked a Pension Wise appointment - who if they joined hands would stretch from 120 Holborn to Bedford County Hall, and back again.
- **253k** people interacted with the Money Guidance Helpline, enough to fill 32 garden parties at Buckingham Palace.
- **499k** clients were helped by our debt advice partners, enough to fill Wembley stadium 5.5 times.

Offering services remotely means that sometimes the sheer number of people we help can seem abstract, so hopefully those comparisons help to appreciate just how large those numbers of people are!

Thank you for the part you have played in making that happen. Whether you are giving guidance or advice to people directly, or doing something to make that happen, you have achieved something special over the last year.

More important than hitting any number of course are the real people seeking help and their personal stories. It's even more remarkable that, as a result of the 1.2m+ interactions above, people were able to resolve key issues, understand their financial position better, and take steps to improving their financial wellbeing.

As we know, evidence shows these outcomes link to mental health, healthy relationships, and long-term quality of life. We hope that everyone takes a moment to celebrate what you are helping to achieve.

Many thanks,

The Money and Pensions Service

April 2023 Update Summary

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

All MaPS Services

- Some updates to the [Control Self-Assessment Tool Guide](#). Version 3 has become available and is linked below along with details of the changes.
- Information on how to submit a request for [continuous improvement resources](#). This request can be made where you or a member of your organisation has identified an improvement opportunity to help with adhering to the MaPS Standards.
- Updates on [communications and engagement](#), including our next steps and how people can sign up to this SPQS update.

Guidance Services

- Updates to the [MaPS Standards Guidance document for guidance services](#), including new guidance being released for Pension Wise.
- The [Microsoft form](#) for submitting Customer-Facing Assessments is being introduced for Pension Wise and the Pension Guidance services. The SPQS team are offering engagement sessions to support with the introduction of this process.

All MaPS Services

Control Self-Assessment Updates

Please note the following updates in relation to your MaPS Standards Control Self-Assessment (CSA):

1. Granting New Access

It will now take on average 3-5 working days to process a new access request for the CSA. This request is where you need named individuals to be given access to view and edit your SharePoint.

This is due to additional security processes that have been introduced at MaPS. Please continue to raise these requests via your respective MaPS Quality Manager and let us know as soon as possible when access needs arise.

2. Tool Guide

Several additions have been made to the [MaPS Standards Control Self-Assessment – Tool Guide](#) document. Please refer to:

- The ‘Things to note’ section on page 2.
- The introductory wording for ‘Section 3: Organisation Summary and Self Attestation’.

These changes are for clarity and do not change requirements in relation to the CSA. The latest version (v3) can be found here: [MaPS-Standards-Control-Self-Assessment-Tool-Guide-v3-.pdf \(debtquality.org.uk\)](#)

Continuous Improvement

The continuous improvement acceptance, prioritisation and completion process has been tested over the last month and is ready to be used in full.

As a reminder, a delivery partner may request continuous improvement resources where they find that they have an improvement opportunity that relates to improving adherence to the MaPS Standards. Once an initiative has been accepted, levels of support will be aligned to the available resources at the time.

You or a member of your organisation can make this request through the form at the bottom of the following page on the Debt Quality website: <https://debtquality.org.uk/continuous-improvement/>

Communications and Engagement Survey

What Next?

In late January, we reached out to ask you for your feedback on the communications and engagement you receive from the Service Performance, Quality and Standards Team in MaPS Operations.

We really welcomed all of the feedback we received, and over the next few months we will be seeking to embed learning into the content and format of our communication and engagement moving forward.

Recipients of SQPS Updates

If you know of anyone in your team who would like to receive these SPQS updates directly, then please ask them to email chloe.coppenhall@maps.org.uk to make this request and they will be added to the recipient register.

Many thanks,

The Service Performance, Quality and Standards Team

Queries

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

Thank you for your continued support.

The Service Performance, Quality and Standards Team

Money Guidance & Pension Guidance Updates

Update on MaPS Quality Assurance Framework

Release of Pension Wise Guidance Document

A [MaPS Standards Guidance document](#) has been written for Pension Wise and will be released in the coming weeks. This guidance document takes into account the changes made in Money and Pension Guidance and is at its first iteration.

We welcome any feedback on the MaPS Standards guidance and look forward to working with the Pension Wise services to continue developing the document collaboratively.

Updated Guidance Documents

The [MaPS Standards Guidance document](#) has been updated for Pension Operations, Pension Wise and Money Guidance. This update includes some clarification and wording amendments within the guidance so that it reflects the language used in the Standards.

The additional wording used to preface the Standards has been included to provide context in the guidance document. There have also been adjustments to change the use of the word 'customer' to 'consumer' in line with the wording used in the Standards document.

“We welcome any feedback on the MaPS Standards guidance and look forward to working with the Pension Wise services”.

New MS Forms for Guidance services

Money Guidance is well versed in using the Microsoft form to submit their Customer-Facing Standards assessments. This will be new to Pension Guidance and the Pension Wise services.

The SPQS team will be providing engagement sessions to each of the Pensions services providers. The aim of the engagement sessions will be to show how the Microsoft forms are used and answer any questions that arise.

All staff within the Pensions services are welcome to attend these sessions. The SPQS team will try to ensure all participants are comfortable using the Microsoft forms by the end of each session. Holding dates will be forwarded in the coming weeks.

Many thanks,

The Service Performance, Quality and Standards Team

Queries

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

Thank you for your continued support.

The Service Performance, Quality and Standards Team