

Service Performance, Quality & Standards Monthly Update

June 2023



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Monthly Overview

June 2023 Update Summary

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

All Service Lines

- An update on access to the [Control Self-Assessment SharePoint](#) for delivery partners.
- Updates made to our quality website, such as the removal of the [Good Practice Toolkit](#).
- Information on our [upcoming quarterly update](#) which will be sent next month.
- A reminder on [how to sign up](#) to receive these monthly and quarterly updates.

Advice Services

- Updates to the [submission period](#) for the customer-facing assessments, including when to submit cases via SharePoint.
- A summary of the [February/March calibration](#) session themes and findings.
- Changes to our [SharePoint external party access process](#), including actions to follow if you make updates within the MaPS SharePoint environment.
- Information on an upcoming review of the [MaPS Debt Advice Quality Framework and accreditation scheme](#), looking into how the MaPS Standards interlink with other frameworks and requirements. This review will engage key stakeholders through a [survey](#) over the forthcoming weeks and conclude in the latter part of 2023.

Guidance Services

- Changes to the [order of the MaPS Standards](#) listed in the guidance customer-facing assessment forms.
- An update on the next steps in our [test and learn](#).
- Our [upcoming calibration sessions](#) in with money guidance and pension guidance.
- Updates on reviewing the [control self-assessments](#).

Queries & Feedback

Please continue to send queries and feedback 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

All Service Lines

Control Self-Assessment SharePoint

We have recently updated our process for sharing MaPS SharePoint content with external parties. This update is only relevant for those who currently use or require access to our SharePoint i.e. to update your Control Self- Assessment.

With immediate effect, those with existing access will be sent an email 30 days after they last accessed our site. This will ask whether you wish to keep your access, and if so, you will be prompted to click a button which will renew your access for a further 30 days.

For any new access requests, we have a four-step process to follow:

- 1) The external party contacts their MaPS SPQS team contact to request access.
- 2) The external party is sent an email from our MaPS IT provider - they are required to accept to confirm they want access.
- 3) The external party will need to notify their MaPS SPQS team contact that they have accepted.
- 4) Access is granted by the SPQS team to the relevant SharePoint location.

This updated procedure allows MaPS to ensure that only those who need access can do so.

Detailed instructions will be available at the end of June and sent to those with existing access via email. In the meantime, please continue to liaise with your SPQS team contact for any queries.

Quality Website Update

Please be aware that we have chosen to remove the content on the Good Practice Toolkit from our quality website: <https://debtquality.org.uk/good-practice-toolkit/>.

This toolkit will remain live on the site until 31st July 2023. After this point, the material will be archived and will no longer be accessible.

This content was made in collaboration with the sector in 2017/18 and has not been updated since creation. Please be aware that it may be out of date and no longer fit for purpose if you choose to use it.

Communications and Engagement

Quarter 1 2023/24 Update

Next month, we will be sending out a quarterly update instead of our usual monthly update.

This will be the first quarterly update we have done since launching our new monthly communications. It will have more content to reflect on the past quarter, as well as some additional information about members of the SPQS team to improve visibility and awareness of the different people involved in our processes.

It will also continue to have any recent updates, just like this monthly update. We hope you find it helpful!

Recipients of SPQS 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.

As always, your feedback is much appreciated so, please feel free to let your SPQS representative know what information you are keen to see more of.

Many thanks,

The Service Performance, Quality and Standards Team

Debt Advice Updates

Service Level Agreement (SLA)

Updated CFA Submission Period

We recently asked our debt delivery partners about their preference for the customer-facing assessment (CFA) submission periods. Three options were provided for the submission period.

Thank you to our delivery partners who submitted their preference. As intended, we will progress with the option which the majority selected - this is option 1. This will come into effect from **July 2023**.

Option 1 is for the stated volume of submissions in your SLA to be received by the Monday and Wednesday of each week (or Tuesday and Thursday where there is an impacted Bank Holiday).

Please note that the dates reflect the deadline for the volumes to be submitted - it is not a requirement to submit on the actual date. Where resource planning is necessary, delivery partners can submit ahead of the date, providing the correct month for those submissions is selected on the CFA Microsoft forms.

Your respective MaPS Quality Manager will share your SLA, complete with the volumes and dates required, no later than **Wednesday 21st June 2023**. Please note your overall submission volumes will not change, the SLA will simply breakdown the current volumes across the submission dates.

CFA SharePoint Uploads

It is essential that the cases are uploaded onto SharePoint on the same date as the Microsoft form is submitted as there is a requirement for IQAS to assess within an agreed timeframe from date of submission. This is measured by the Microsoft form's submission date, therefore if the case is not available, the independent assessment cannot commence.

An icon will be introduced to the CFA Microsoft forms requesting confirmation that the case has been submitted in SharePoint. The delivery partner will not be able to progress through the Microsoft form without confirming this. This will also be introduced from July 2023.

Calibration Sessions

February/March 2023

Since the end of the test and learn phase, there has been one round of calibration sessions which have focused on the customer-facing assessments carried out during February and March 2023.

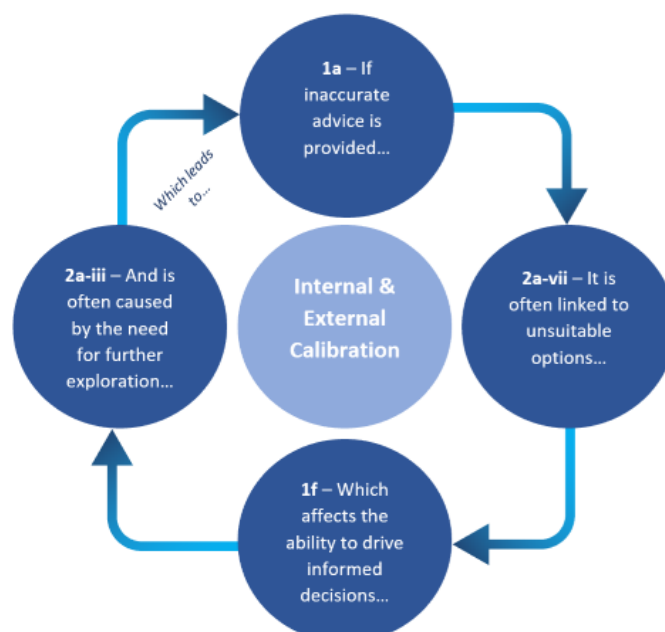
The customer-facing standards we have identified with the lowest compliance level are:

- **1a** - Be impartial and accurate
- **1f** - Seek to drive informed decisions and actions
- **2a-iii** - Request information about the consumer's financial and personal circumstances
- **2a-vii** - Identify and provide for the consumer relevant information, options and next steps

With the exception of 1f, these are the standards that have come up for discussion the most in calibration. 1f had an overall compliance level of 40% in February, with an upward trajectory rising to 63% in May 2023.

The other three standards are still fluctuating month to month - we are working through the root cause of this and will provide further feedback and guidance in due course.

We have identified the linkages between some of these standards when one standard is not met. Please see diagram below as an example:



Calibration Themes

The calibration discussions have centred around:

- What is sufficient in exploration,
- The level of detail required when discussing options (including advantages and disadvantages),
- What is sufficient for a customer to be able to make informed decisions.

It is becoming clearer that this does differ depending on case specifics. What is required to meet a standard on one case may not be sufficient on another case because of the nuances of a customer's situation.

Appeals and calibration since February 2023 have assisted in addressing some of these nuances. Scenarios have been developed which will be shared with delivery partners and IQAS to bring further consistency to the assessment process, although it is clear that more will evolve as new situations emerge.

The next round is due to commence in July. This will look at the first full quarter of CFAs from April to June 2023. The discussions at delivery partner calibration sessions are productive and heavily informing internal discussions and development and MaPS will share progress as we move forward.

Engagement Session

MaPS will be hosting a quality event on [Wednesday 12th July 2023](#) for advisers interested in providing feedback on quality.

The session will focus on how the MaPS Standards have been communicated and embedded into organisations. Further details to follow.

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“The discussions at delivery partner calibration sessions are productive and heavily informing internal discussions and development.”

MaPS Debt Advice Quality Framework

Upon its inception in 2019, MaPS adopted the Debt Advice Quality Framework from the Money Advice Service. The framework has since been used as an entry funding requirement by MaPS for debt advice providers.

Subsequently in 2021, the MaPS Standards were approved by the FCA and launched by MaPS. This is a part of MaPS' statutory duty to monitor compliance with the FCA-approved standards for the guidance and advice services delivered by MaPS (or on its behalf).

Compliance with the MaPS Standards now forms a requirement for all insourced and outsourced guidance and advice services.

It is now therefore timely to review the Debt Advice Quality Framework (DAQF) and its accreditation scheme to understand how the MaPS Standards interlinks with the other frameworks and requirements.

This activity is taking place over forthcoming months and key stakeholders are likely to be contacted during this period to feed in views to some key considerations.

We anticipate we will undertake this activity using an online survey to minimise impact on resources. We will seek to update our stakeholders as the review progresses over forthcoming months.

Many thanks,

The Service Performance, Quality and Standards Team

Money Guidance & Pension Guidance Updates

Changes to CFA Assessment Forms

Order of MaPS Standards

The order of the MaPS Standards listed in the customer-facing assessment (CFA) Microsoft forms will be updated for guidance services.

In recent versions of the CFA forms, the standards are listed in numerical ordering. We would like to improve upon this to identify how the standards flow in the customer journey.

To achieve this, the SPQS Guidance team will be reviewing a sample of interactions for each of the guidance lines and will aim to establish a general customer journey for each.

Once the draft order has been established, we will release the order of the standards to the guidance lines for their feedback and comments. Once agreed, this will then be changed in the CFA forms and, if required, on the order of the guidance document.

We look forward to receiving your feedback on this and appreciate all contributions. We hope this will be a simpler and more streamlined assessment.

“We would like to congratulate Money Guidance on achieving a score of 98% after the first round of IQAS assessment.”

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Future Look

CFA Test and Learn

All guidance lines are now in the test and learn phase for the customer-facing assessments. Cases are being submitted and assessed with an aim to align understanding and expectations.

We would like to congratulate Money Guidance on achieving a score of 98% after the first round of IQAS assessment. Money Guidance has been working hard on ensuring the standards are embedded in their teams and they have worked closely with us to ensure a shared understanding.

IQAS is in the process of recruiting Pensions Subject Matter Experts (SME) who will begin independent assessments after an introductory period.

Calibration Sessions

Calibration sessions will be beginning shortly. Our first will be with Money Guidance and we will be looking at the variations between the IQAS score and Money Guidance score, making sure there is a shared understanding and interpretation of the Standards.

Calibration sessions for Pensions Guidance will follow and Pension Wise will begin once full submissions are assessed.

Control Self-Assessments

The Control Self-Assessments are under review to establish any areas that we would like further information or clarification from. Once the review is complete, you may receive requests to provide additional information through the Control Self-Assessment.

Many thanks,

The Service Performance, Quality and Standards Team