

Customer Experience and Quality

May 2026 Update



Money &
Pensions
Service



In this month's newsletter

This month's newsletter includes a range of important updates and key reminders as we continue preparations for upcoming changes and the development of the new MaPS Standards Portal.

Within this edition we will provide:

- a reminder of key expectations within the CFA Process Pack, including important updates around case evidence submissions
- a short update on Performance Management activity for April and the focus of upcoming discussions
- further updates on the development of the new Portal, including reporting, data and integration activity; and
- a welcome to new colleagues joining the CX&Q Team who will support customer journey insight and improvement activity across services.
- Celebrating the team's success ensuring everything is in place for the Customer Facing Assessment to go live.



Celebrate

It has been the final push to get everything in place for the Customer Facing Assessment (CFA) to go live! This is a huge milestone for the updated MaPS Standards implementation, and I wanted to take the opportunity to celebrate all the hard work that has taken place across the team to get us to this stage. Whether it's been drafting the toolkits, providing feedback, recording spotlight videos (check them out [here](#) if you haven't already, we've had some really positive feedback from delivery partners about these, which is great to hear!), testing the toolkits with real cases, early calibration activity and answering IQAS queries - it's been a mammoth team effort to move into this next phase with the confidence we have really done as much as possible to prepare IQAS and Delivery Partners.



CFA Process Pack - key call out

We'd like to highlight the revised section on Case Evidence Considerations in the CFA process pack. Please be advised that it is the delivery partner's responsibility to ensure all relevant case evidence is provided and accessible by IQAS. Missing evidence will no longer result in the case being rejected as ineligible but instead may result in not met for the relevant standards. As part of this process please also ensure that all uploaded evidence is applicable to the case in question, not password protected and efforts are made to check files are not corrupt before the submission deadlines

Performance Management – Debt

To confirm MaPS are not making any change to the reporting requirements or templates in relation to MaPS Standards at this time. For April performance management reports and meetings we are keen to understand how this first month been used for internal consideration of the standards such as identification of risk areas, root cause exploration to date and any intended improvements/action plans

Platform Updates

Decision Focus: A big focus for development this week was data and reporting. IQAS and CX&Q view reporting requirements have now been shared with Decision Focus to start building this into the portal. We also spent time updating the portal's Data Protection Impact Assessment (DPIA) - a long winded but important part of the development process now build is sufficiently progressed (for many of you this might not be a process your already familiar with but is an important MaPS process especially considering the data and insight we hold as a team. We met with Decision Focus exploring API and data export options to make sure we have flexibility in how we pull data through to MaPS data lake.

Welcome

We're really pleased to welcome Amy Page and Jenny Kohnhorst to the CX&Q Team as Customer Journey Managers, joining Lucy Johnson in strengthening how we understand and improve end-to-end customer journeys across our services.

They're here to work alongside service owners, product and delivery teams – bringing CX insight to life and using customer voice to help spot friction, priorities and support meaningful improvement. Their role is about enabling better decisions and stronger collaboration, so we can continue to provide services that create positive customer experiences and work for people when they need us most.

You'll see Amy, Jenny and Lucy collaborating with teams across MaPS and beyond – if you're keen to better understand customer experience or want to sense-check customer impact for something you're working on, they're always happy to chat.