

# Customer Experience and Quality

June 2026 Update



Money &  
Pensions  
Service



## In this month's newsletter

This month's newsletter includes several important updates as we continue embedding the Customer Facing Assessment (CFA) approach and prepare for the launch of the new MaPS Standards Portal.

Within this edition:

- We reflect on the first month of CFA applying the updated MaPS Standards and Toolkits
- Share information about the launch of the MaPS Standards Portal, including upcoming engagement sessions and demonstrations.
- We also outline updates to the CSA and CFA process packs, highlight forthcoming refresher sessions, and provide an important reminder regarding data governance requirements and the submission of assessment evidence.
- We highlight some further improvements to the CFA process that will come into effect from July including:
  - The introduction of the new random sampling process
  - Details of updated assessment scoring outcomes that will take effect from July 2026



## First month assessing using the updated MaPS Standards and Toolkits

The first customer facing assessment results have now been shared, marking an important early milestone in the transition to the updated MaPS Standards. As you know, we built in appropriate bedding-in time to reflect that the updated standards and toolkits would take a little time to settle and it's encouraging to see the early progress already being made. Whilst many partners used April to complete their own testing ahead of the May transition, this is the first point at which cases have been reviewed against the standards by independent assessment.

As we continue to embed the new approach, we expect alignment to the revised minimum thresholds to strengthen over time, alongside identifying and working through any improvement opportunities that emerge. CFA calibration sessions for the May sample are now underway and we're really looking forward to using this collaborative forum to explore areas of scoring variance and build even greater consistency and confidence in the approach going forward.

## **Introducing the MaPS Standards Portal**

MaPS is pleased to be delivering an introductory session to support the launch of the new MaPS Standards Portal, a centralised platform designed to bring together standards, controls, and performance insight into one accessible place. The portal represents a significant step forward in simplifying how we manage, review, and engage with assurance activity across both Customer Facing Assessment (CFA) and Control Self-Assessment (CSA).

During the Debt Delivery Partner Engagement session on the 16th of June 2026, Delivery Partners will be guided through the key features and functionality of the portal, including end-to-end process walkthroughs and live demonstrations. The aim is to build a shared understanding of how the portal supports the submission, review, and tracking of assessments, as well as how it enables clearer linkage between controls and the relevant MaPS standards.

A core focus of the session will be on how the portal streamlines and automates processes and opens opportunities for enhanced performance management in the future. We will spend most of the time on the 16th on the CFA and touch on the CSA process too, but to ensure that colleagues feel comfortable, we will then follow up with an individual session delivered by their respective MaPS Quality Manager.

This introductory session is designed not only to demonstrate the portal, but also to build confidence in its use.

For Guidance Services teams, separate training sessions will be communicated shortly.

## **Introducing Updated CSA and CFA Process Packs**

MaPS has recently completed a comprehensive update of the Control Self-Assessment (CSA) and Customer Facing Assessment (CFA) process packs, aligning them fully with the capabilities and design of the MaPS Standards Portal.

The refreshed process packs have been designed to reflect how activity will be carried out within the portal itself complimenting the Portal user guides and creating a more intuitive end-to-end experience. By aligning processes with system functionality, Delivery Partners will benefit from clearer guidance on submission, review, and ongoing monitoring, as well as improved visibility of how controls link directly to the relevant MaPS standards.

The updated packs will be shared with Delivery Partners by the end of June 2026.

We will be delivering CSA refresher sessions during June. These sessions will provide a brief overview on what the CSA is for, covering the different types of controls and how CSA can be used to improve outcomes for customers.



## **Spotlight on Customer Facing Assessment (CFA)**

The updated CFA process pack also contains a number of content updated to reflect ongoing improvement opportunities which have been discussed to date. For full detail please refer to the process pack content when made available but for ease of reference we would like to highlight the following areas:

### **Random Sampling**

In line with recent communications, MaPS is introducing random sampling as part of the customer-facing assessment approach. The process pack and submissions SLA have been updated to clarify the point in the month when randomisation will take place for the subsequent month's assessment cycle.

### **Case Record Evidence Requirements**

Case record evidence requirements have been updated to outline:

- outline channel specific requirements,
- provide clarity around documents received from/provided to the consumer and;
- outline the option available to delivery partners to submit remedial action evidence

### **Updated Assessment Scoring Outcomes**

As part of the continued development of the MaPS Standards assurance approach, we will be introducing updated assessment scoring outcomes from July 2026 in line with the launch of the MaPS Standards Portal.

These changes are intended to provide greater clarity and better reflect the role of internal/1st line QA activity within overall service quality. The revised approach also provides additional insight into quality trends and enables a clearer understanding of how assurance activity contributes to overall compliance outcomes.

The updated standard level assessment outcomes will now be:

### **Met**

Used where there is evidence the minimum threshold of compliance has been achieved and all requirements of the standard have been met at the point of service delivery.

This remains broadly unchanged from the current approach. However, where a case would not have been compliant without subsequent internal/1st line QA intervention, it will no longer automatically be recorded as a standard “Met”.

### **Met following remedial action (new outcome)**

This is a new assessment category introduced to recognise situations where compliance has only been achieved because of subsequent internal/1st line QA intervention or remedial activity.

This outcome helps:

- distinguish between compliance achieved during the original customer interaction versus after intervention
- improve visibility and oversight of the effectiveness and impact of internal QA processes.

Importantly, this does not mean the eventual customer outcome was necessarily incorrect. Instead, it provides a view of where quality controls and remedial actions have influenced customer outcomes.

### **Not Met**

The previous ‘Not Met’ categories will now be merged into a single ‘Not Met’ outcome at standard level.

This means the assessment of customer impact, detriment and likelihood will move away from the individual standard outcome and instead be considered holistically at case level.

This change supports a more proportionate assessment approach, recognising that:

- individual standard failures can vary significantly in severity and consequence
- customer impact is often cumulative across a case rather than isolated to a single standard
- impact and likelihood considerations are more meaningful when viewed across the full customer journey

### **Not Applicable (N/A)**

No change has been made to the existing N/A category, which will continue to be used where a standard is not relevant to the customer’s circumstances.

## Why are we making these changes?

The updated approach is intended to:

- provide clearer differentiation between initial compliance and compliance achieved through intervention such as remedial action
- enhance insight into the effectiveness and contribution of internal quality assurance processes
- support more consistent and proportionate assessment outcomes
- better align detriment considerations to overall customer impact rather than isolated standard failures
- generate richer insight and trend data to support continuous improvement discussions

The introduction of these revised assessment outcomes has been aligned with the launch of the new MaPS Standards Portal, providing a natural point to embed the changes and ensuring a consistent approach.

## Appeals Process

An updated appeals process will be reintroduced for an initial testing phase from July. Updates to this process include streamlining and automation with the functionalities of the MaPS Standards Portal considered and the eligibility criteria updated to reflect how the detriment definition is being applied (case rather than standard level). Further details will be available in CFA Process Pack.



## Guidance Services update

### Introducing the **Guidance Services Standards Assurance Expectations**

As part of the continued embedding of the MaPS Standards across Guidance Services, CX&Q has introduced the Guidance Services Standards Assurance Expectations. This framework provides a clear and consistent approach to how compliance with the Standards will be evidenced, monitored and continuously improved across all Guidance Services tiers and delivery channels.

The framework reinforces the principle that ownership of Standards compliance sits with Guidance Services as the first line, with CX&Q providing independent oversight, assurance, challenge and support. It brings together key assurance activities, including Control Self-

Assessment (CSA), Customer Facing Assessment (CFA), internal Quality Assurance, and the management of associated risks, customer detriment and improvement actions.

The Standards Assurance Expectations will remain in place throughout the embedding period and will continue to evolve through collaboration with operational colleagues as we move towards full business-as-usual implementation.