

Customer Experience and Quality

July 2026 Update



Money &
Pensions
Service



In this month's newsletter

This month's newsletter marks an important milestone as we continue to embed the new MaPS Standards Portal and transition away from our previous ways of working.

Within this edition:

- We provide an update on the successful launch of the MaPS Standards Portal and how use can be optimised moving forward including ensuring CSA is functioning as expected and the use of the Document Hub for sharing documents.
- Outline the closure of legacy communication and submission channels, ensuring everyone is using the Portal as the single source of truth.
- Highlight the publication of new detriment supporting materials and upcoming updates to reporting templates following the introduction of the revised detriment definition.
- Look ahead to how we'll continue to improve our communications and engagement with Delivery Partners and stakeholders, including upcoming opportunities to share your feedback as we review our communication channels.



Looking Ahead – Improving How We Communicate

As the implementation of the new Standards Portal continues, we're also reviewing how we communicate and engage with our Delivery Partners and wider stakeholders.

Over the coming months you'll begin to see some changes, including the migration of content to our new online resources and a move towards using the Portal as the primary location for guidance, documents and updates.

We want to make sure we're sharing information in the right way, through the right channels, and at the right time. To help us do that, we'll soon be asking for your feedback on how you'd like to receive communications and what works best for you.

As well as discussing this in other forums, if you could take a couple of minutes to give your views in this survey, it would really help us to shape the way we communicate with you. The survey will be open until 14 August.

[Share your views on communication from the CX & Q
Team here!](#)

MaPS Standards Portal goes live

On the 1st July, we launched the new MaPS Standards Portal an important step in how we monitor the Standards for both internal and externally delivered services.

Following last year's consultation and the launch of the updated Standards in April, this marks the next phase of that work; not only improving our monitoring, but importantly, making it simpler and clearer to see how standards are put into practice day-to-day.

This has been a long journey to find a better, more sustainable solution. Developed in close collaboration with internal colleagues, delivery partners, and Governance, Risk & Compliance experts Decision Focus, the new portal replaces more complex, fragmented processes with a single, streamlined approach.

With automation and more flexibility, the platform seeks to be simpler and reduce administrative burden for users with the Control Self-Assessment (CSA), Customer Facing Assessment (CFA), and Clarification Hub being brought together. The aim is to build a one stop shop for the MaPS Standards to support the delivery of high-quality, consistent services for customers.



The User Guides are available in the Document Library on the portal and should help with most of the queries you have at this stage. Key documents user guides, process documents and supporting resources will be shared using the Document Library moving forward. By maintaining documents in one accessible location, Delivery Partners and MaPS users can access the same approved guidance and supporting materials, reducing the risk of working from outdated copies. This aligns with the portal's objective of improving consistency and transparency.

We encourage all portal users to ensure they have tested all relevant sections of the portal and reached out for troubleshooting support if required by the end of this month so we can engage developers if required. In particular, please ensure the Control Self-Assessment sections of the portal are as expected.

We would like to thank everyone who has provided feedback, testing and already got to grips with using the new Portal day to day. We will be in touch again with key stakeholders to understand more about experience during the first full month of use.



Closing out legacy systems

With the launch of the new MaPS Standards Portal, we will be retiring the legacy systems and solutions which previously hosted processes and communications channels - outlined below:

- **Microsoft (MS) Forms:** no longer to be used to submit CFA assessment outcomes (unless explicitly confirmed otherwise in relation to exceptional and limited testing activity)
- **Appeals Form word doc:** no longer to be used to submit CFA assessment result appeals
- **Power BI and Excel reports:** no longer provided by MaPS to share CFA assessment results
- **SharePoint:** no longer to be used to submit and manage CSA. Access to SharePoint CSA's will be removed after 31st July
- **Air Table:** no longer to be used to submit clarification questions from 31st July. *Please note, all CQs currently hosted on Air Table relating the to updated version of the MaPS Standards will be migrated across to the Portal by the end of July.*

The submission mailbox is still to be used to resolve random sampling and case eligibility queries for the time being but we aim to replace this with communication via the portal in the future to further reduce administrative burden.



Spotlight on Detriment Reporting

The updated definition of detriment went live in July as part of the CFA process. To ensure reporting requirements align with this updated definition, we have been reviewing the existing instances of detriment reporting table (contained as a tab in or annex to monthly reporting templates depending on the service).

For report templates submitted in August (as per your usual deadline) covering July data, a new detriment reporting table will be used. This reflects the new definition, includes fields to better enable oversight with the information contained within and detailed guidance on how to complete it. The current version of the template can then be retired but you must carry across any instances of detriment with ongoing remedial action which have not be closed. It will also no longer be necessary to flag possible instances of detriment separately to this report template.

We will be sharing more information with delivery partners in upcoming engagement sessions and make templates available before the end of this month to allow time for consideration of the revised fields ahead of the report submission deadline.