

DATA SUBMISSION

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The Money Advice Service Quality Framework Post Accreditation for Accredited Standards

Overview

As part of the accreditation scheme the Money Advice Service work collaboratively with Accredited Standard owners to compile and maintain a list of debt advice providers holding the Accredited Standard. This is to assure maintenance of routine audit cycles post award accreditation and ensure accuracy of customer-facing information on the MAS Debt Advice Locator Tool.

MAS Debt Advice Locator Tool

The data provided is also used to populate the MAS online Debt Advice Locator Tool which exists to help people find appropriate debt advice. The Debt Advice Locator Tool can be found [here](#).

Frequency of submission

Accredited Standards owners are required to provide a record of organisations currently holding Accredited Standard immediately upon award of MAS accreditation. This data should be submitted using the appropriate template which will be sent to Accredited Standard owners 28 calendar days prior to return due date. Requests for an alternative suitable solution will be considered on a case by case basis. Thereafter, a quarterly exceptions report detailing new debt advice organisations achieving the standard/code or where the award has lapsed for an organisation(s) is required.

Annually, a data refresh of all debt organisations holding the standard/code is required. At this point, Accredited Standard owners will be sent a record of their most recent return and asked to review, amend and send back the updated data.

Required data

The following data fields are required to be collected and submitted using the aforementioned template:

Recognising Excellence Help Desk Contact Details:

lucie.rainford@recognisingexcellence.co.uk

Telephone Number: 07930 987 674

Field name	Format	Purpose
Organisation name	Text	Identifiable name for the customer
Address	Text/Numerical	Address where debt advice is provided, the post code will locate the service on a map for a customer
Town	Text	
County	Text	
Postcode	Text/Numerical	
Website address	Text	Provides further information for a customer
Telephone number	Numerical	Allows the customer to contact the debt advice organisation by telephone for further information
Email address	Text	Allows the customer to contact the debt advice organisation by email for further information
Restrictions	Text	Informs the customer of any restrictions the service has e.g. for tenants of a particular housing association
Face-to-face advice provided	Yes or No	Ensures customers seeking advice through a particular channel can be signposted most effectively.
Telephone advice provided	Yes or No	
Service covers England	Yes or No	Used to filter data to identify national providers of debt advice.
Service covers Wales	Yes or No	
Service covers Scotland	Yes or No	
Service covers Northern Ireland	Yes or No	
Date of last audit	Numerical	Date of last audit against Accredited Standard

Submission schedule 2016/17

Quarter	Month	Request	Due
Q1	01 April 2016	Annual refresh	31 May 2016
Q2	01 July 2016	Quarterly exceptions report	31 August 2016
Q3	01 October 2016	Quarterly exceptions report	30 November 2016
Q4	01 January 2017	Quarterly exceptions report	29 February 2017
Q1	01 April 2017	Annual refresh	31 May 2017