

Service Performance, Quality and Standards Update – Nov 2022

1. Update on Test and Learn – Customer Facing MaPS Standards

We have completed three phases of testing with two rounds of calibration, the first of which has informed the recently shared revised guidance along with the focus of activity in the second round of calibration.

As we progress towards the end of testing, the process has become more defined. We are clear that the approach will work beyond testing and can become the mechanism for assessing compliance with the customer facing MaPS standards from February 2023. So far we have in place the following:

- scoring methodology (based on Independent Quality Assurance Service assessed outcomes)
- sampling methodology
- appeals process (currently in testing)
- customer facing assessment process
- reporting systems

There will continue to be further iterations of the guidance as we utilise calibration feedback to refine assessment, and we are working through what calibration will look like beyond testing. We are keen to ensure that the calibration process adds value, drives consistency, and continues to provide insight to iterate our guidance and documentation.

We are pleased to be able to highlight what has worked well so far during testing.

- Feedback indicates that the process is less demanding than the former framework particularly on front line advisors
- Working collaboratively has utilised a wide range of expertise to inform development
- The constructive calibration sessions have informed understanding across all parties and provided us with valuable insight to inform changes
- The willingness of delivery partners and IQA to participate in all testing activities

The work with delivery partners and the current independent quality assessment service has been invaluable in helping us to get to this stage in the development of the approach. Feedback continues to inform the assessment process and MaPS is facilitating internal calibration sessions to resolve inconsistencies.

MaPS Quality Managers will continue to work closely with delivery partners and provide support and guidance as required.

2. Calibration Oct/Nov 2022

The second round of calibration has explored in more detail, specific cases where the delivery partner has identified standards as being 'not met.' Where there were insufficient provider assessed 'not met' standards, the IQA assessment was used.

Reviewing specific cases has been a useful exercise and enabled us to explore the detail of the evidence which flagged a number of questions which MaPS is considering prior to amending guidance. These include:

- Consideration over placement of standards when assessing the customer journey
- Scope of the standard and what is considered to be sufficient to meet it particularly focusing on “how far is too far?”
- Relevant standards for the ‘not applicable’ option with consideration as to whether we have scaled this back too much

The MaPS internal calibration sessions expect to address these matters and feedback will be provided following this session.

3. Submissions December/January 2022

MaPS Quality Managers will be working with delivery partners to support in the management of test and learn case submissions throughout December. Due to the Christmas period, there is a high probability of annual leave throughout December and early January. Any foreseeable challenges can be discussed, and the Quality Managers will work with delivery partners to ensure a mutually manageable approach to submissions, during that time.

4. Sampling Methodology

The Sampling Methodology required from February 2023, will be shared imminently, and MaPS Quality Managers will be working with delivery partners over the coming months to determine a submission schedule which aligns with the methodology.

As previously communicated, from February 2023 quality assessment will be linked to a Key Performance Indicator within Grants and Contracts, and the sampling methodology determines a fair approach to submission requirements, across the range of MaPS delivery partners.

The submissions will be assessed by the Independent Quality Assessment Service and their assessment outcomes will determine the level of compliance with the MaPS Standards.

Some final decisions are being made in relation to randomising the sampling approach and eligibility for records for assessment.

5. Appeals Process

An appeals process has been developed for testing appeals in relation to customer facing assessment of the MaPS Standards. Delivery partners were invited to express interest in the appeals testing which is taking place throughout November. Three delivery partners have put forward an expression of interest and are in the process of engaging in appeals testing

The appeals testing will help us to determine how best to administer and facilitate appeals to ensure the process is open, transparent, and fair. When we have concluded the testing, we will seek to embed the process more formally from February 2023.

6. Customer Facing Assessment and Control Self Assessment

Throughout the test and learn period we have increased the use of the data being submitted by delivery partners from their customer facing assessments. Delivery partners will have started to engage in discussions with MaPS Quality Managers around what the data is telling us in relation to

specific standards. MaPS Quality Managers are linking the outcomes of customer facing assessment to the control self-assessment findings which are subsequently linked to the MCR reports and better informing conversations at monthly review meetings.

While calibration sessions provide an excellent opportunity to delve into the detail of this, the volume of data exceeds the ability to discuss everything at calibration, so using monthly reviews in this way is providing MaPS and delivery partners with further opportunity to explore trends, look at variances and agree actions.

It is reassuring that the intelligence we are able to gain is providing a platform for continuous improvement.

7. Control Testing

We had previously advised that controls testing was scheduled to commence in January 2023. Having worked closely with delivery partners to understand and establish context to their control self-assessments, we recognise that this process provided rich insight into delivery partners control environment. We were also fortunate to be able to test our control testing approach with one delivery partner who had provided controls evidence earlier than anticipated. Our learning from this exercise has prompted us to take some time to pause and consider how the process can add value to compliance assurance, and best facilitate continuous improvement.

Please note therefore, that we will not be going ahead with thematic controls testing in January as previously communicated. We will be taking this time to reflect on how we can maximise the impact of our approach ensuring that any activity adds value to both MaPS assurance against the MaPS Standards and further developing our services. As with any new approach, we will ensure we communicate as early as possible and enable delivery partners forward planning.

We have issued direct communications out regarding this on the 29th of November 2022.

Queries

Please continue to send queries 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