

Quality Requirements - Update

Overview

25/03/2022

Overview

In our last update we confirmed from 1st April 2022 we will be entering a period of testing and our focus will be on three key workstreams;

1. Embedding of the MaPS Standards at an operational and organisational level (Self-attestation and control self-assessment vs MaPS Standards and Control Testing)
2. Compliance with the customer facing MaPS Standards identifying unsuitability and detriment (Customer facing sampling and Independent Sampling)
3. Embedding and Continuous Improvement (Instigated Continuous Improvement Assessment)

Today we will be sharing further information about:

- Workstreams 1 and 2
- How we plan to work with you during this testing phase – Use of MaPS Standards Customer Facing Guidance and form
- Next steps

Workstream 1 - Embedding of the MaPS Standards at an operational and organisational level

Update

- We received control self-assessment documents and self-attestations against the standards back by 31st of December 2021 as requested.
- Project has moved from Risk and Compliance to Operations, and we are in a project handover period.
- The team are working through the returns and documenting feedback and evidence of good practice.
- Guidance material and "How to" guides have been re-scoped to support the next phase of development.

Next Steps

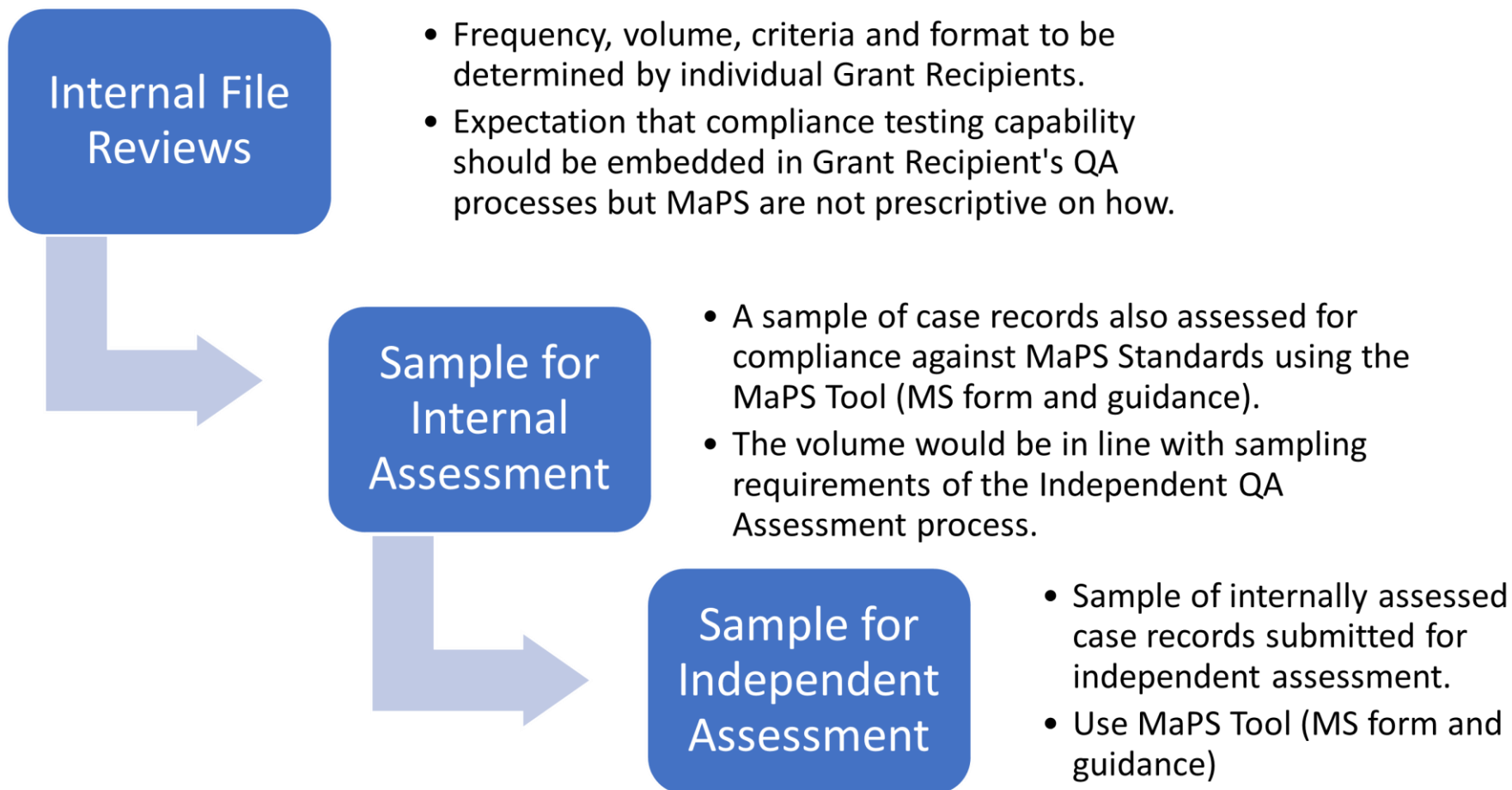
- Recipient's who identified gaps in MaPS Standards will be asked to provide updates on the actions in April.
- Feedback will be delivered to Recipient's throughout April; this will include a review of the template we provided to look at a consistent way of reporting.
- Recipient's will be required to resubmit an updated version of their self-attestations and control self-assessment documents by the end of Q1 in line with new grant agreements.
- Feedback will be delivered, and once returns have been received in Q1 we will be moving into control testing and this will involve monitoring through the control self-assessment process, gap analysis and deep dives. This is focused on ensuring monitoring and compliance testing capability is embedded in the Recipient's quality assurance and performance management systems.
- Where controls are not sufficiently documented or evidenced, we may repeat this process to request further information.
- Where non-compliance is identified through this process, continuous improvement against these Standards will be facilitated.

Workstream 2 - Compliance with the customer facing MaPS Standards

identifying unsuitability and detriment

- This new QA approach will be a test and learn phase whereby we will be able to make iterations to the process to take on board feedback and insight that we collate through the grant period. The testing will focus on ensuring consistency and calibration of the Recipients internal assessment against the MaPS Standards and the MaPS assessment of the MaPS Standards.
- Compliance against the customer facing MaPS Standards will be assessed through evidence provided in case files/recordings/transcripts as we have done previously.
- The process will assess whether the standard has been met or not met. If not met we will assess the impact of not meeting the standard as no impact, unsuitable or detriment.
- Grant wording confirmed that *'We expect Recipients to be fully compliant with the MaPS Standards at an operational level but for the purpose of customer facing monitoring should be working towards 80% compliance with MaPS Standards with minimal detriment.'* In this case we will be assessing the percentage of standards met, as well as the overall outcome of the interaction i.e. Suitable, Unsuitable or Detriment.
- Assess open and closed 'cases' (excluding CIA/triage only) that have already been assessed internally using tools provided by the Grantor.
- Assessments will cover all delivery channels.

Testing against the Customer Facing MaPS Standards



Customer Facing Guidance & MS Form

- Last year field testing was completed to test against the MaPS Standards. This activity was completed with some of the MaPS funded organisations. We have reviewed the findings and listened to feedback and developed a new form to be used to test against the MaPS Standards.
- In addition, and to be used with the form, customer facing MaPS Standards guidance has been developed to assist with the testing.
- Both of these tools when used will require feedback from organisations to help us determine the appropriate way to measure the MaPS Standards.

Next Steps.....

- MaPS to share the form and guidance with organisations / partnerships
- MaPS to liaise with individual organisations / partnerships on sample size
- Feedback on guidance and form to be sent to: mapsquality@maps.org.uk