

Service Performance, Quality and Standards – Update 6th June

1. MaPS Standards – Control Self-Assessment Update

- A series of feedback meetings were held with MaPS delivery partners during April and May, where the control self-assessment submissions received in December 2021 were discussed and two-way feedback provided on process and content. Lessons learnt from collated delivery partner feedback, and also from a MaPS internal review of the MaPS Standards control assessment process, resulted in the redevelopment, and launch of a common approach to reporting through Sharepoint.
- Delivery Partner sessions were held on 30th May to introduce the new approach for the 22/23 return, with a demo and guidance to support the next submission due by 30th June 2022. Our thanks to those that attended and engaged through this route.
- Delivery Partners have been invited to nominate individuals who would require access to the Sharepoint tool, and many have already done so. Any further names can be sent to Tiana.pathmanathan@maps.org.uk
- Both Control Self-Assessment Guidance documents can now be found on Sharepoint in addition to the email circulation on 28th May.
- 121 meetings can be requested to ask and questions or clarifications as Control Self-Assessments are completed. Please direct your requests to Tiana.pathmanathan@maps.org.uk copying in your MaPS delivery manager.
- A video of the sessions on 30th May has now been uploaded into the meeting chat – please access via the Teams meeting link, and also into Sharepoint.

2. Progress with Test and Learn – Customer Facing MaPS Standards

MaPS has received 236 case records from **delivery partners** to date. Early indications without any calibration activity are:

- 82% of the assessed standards overall are 'Met'
- 13% overall are 'Not Met with no impact'
- 5% overall are 'Not Met Unsuitable' (with impact but no financial loss or harm)
- 0% overall 'Detriment' (impact with financial loss or harm)

Of the 236 records, 149 have been assessed by a **third-party assessor**. Early indications without any calibration activity are:

- 82% of the assessed standards overall are 'Met'
- 7% overall are 'Not Met with no impact'
- 11% overall are 'Not Met Unsuitable' (with impact but no financial loss or harm)
- 0% overall 'Detriment' (impact with financial loss or harm)

Although we are very early in the process to be able to confirm that the test and learn approach will be successful, it is extremely reassuring to see that overall, where there are differences in scores between the technical assessors from our delivery partners and the third-party assessors, early indications suggest that there is less than a 5% difference.

When we delve further into the individual standards, we see more variance, suggesting that some standards are more open to interpretation than others. This is likely to be an area for exploration when it comes to calibration and will hopefully provide us all with a steer on how we further develop.

Once again MaPS extends its thanks to all parties participating in the test and learn process. We appreciate the challenges of operating in unknown territory, and we are grateful for you collaborating with us to develop a workable solution to managing compliance with the MaPS Standards.

3. Quarterly Commissioning Report (QCR) Quality and Improvement

The quality and improvement section of the QCR has been updated and brought into line with the changed approach to reviewing quality and continuous improvement, and to reflect the requirements as set out in the 10 mth 2022-23 grant agreements.

There are a number of key sections:

- MaPS Standards
- Outcome Evaluation
- Training and CPD
- Qualified DRO Intermediaries
- MaPS Site Visits (not yet defined)
- Continuous Improvement

Guidance on completion of the tab is included, and any queries or questions can be directed to your respective MaPS Quality Manager.

The information gathered via the QCR will support all other processes in determining how effectively we are able to measure compliance with the MaPS standards, through test and learn. It will also provide MaPS with assurance that delivery partners have the necessary controls in place to meet the relevant aspects of the grant agreement.

The monthly commissioning report is also being further developed, to aid discussions at review meetings with Quality Managers, which will focus on the day-to-day quality management processes applied across the grants.

4. Service Level Agreement – Customer Facing MaPS Standards

The Service Level Agreement (SLA) for the test and learn process has been developed and outlines the activity within each stage of the process as the cycle of Test and Learn

accelerates. The SLA reflects a window of time for each activity and this is flexible, meaning that the specific activity could take place any time within that cycle.

It is our intention to provide dates in advance for the various activities requiring the direct involvement of delivery partners. This will aid with resource planning for MaPS, delivery partners and third-party assessors.

The SLA will be shared with you by your MaPS quality manager and any queries arising from the SLA should be directed to them and they will be able to address your questions.

5. Calibration – Customer Facing MaPS Standards

Please see the attached calibration guidance that was shared last week. Dates of calibration sessions will be shared with you by your MaPS quality manager. Following feedback, the calibration sessions will not be held bi-monthly as discussed on the engagement session but we are aiming to complete three rounds of calibration during test and learn and as highlighted in the SLA.

6. 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