

Service Performance, Quality and Standards – Update July 2022

Calibration Update

Considerable progress has been made in determining what the data from test and learn is telling us. We can see clear trends emerging and are able to see which standards are most open to interpretation. This has provided a good basis for the planned discussions at the scheduled calibration sessions.

Overall, the high-level data across all services still indicates that 82% of standards are met when we exclude any standards which have been identified as not applicable. This shifts to 69%, when we include not applicable. This has naturally led us to plan to explore more around the ‘not applicable’ option when it comes to calibration.

At this stage, there is little variance overall where standards are considered to be ‘met’ between the delivery partner’s and independent assessments. The variance in findings increases between the ‘not met – no impact’ and ‘not met-unsuitable’ options.

This is providing us with some insightful data for discussion with a focus on some specific variances which recur across standards, but not necessarily in all cases, which have been the focus of the calibration sessions.

We are almost at the end of the first round of calibration with our delivery partners. The meetings have proven to be extremely useful for all parties involved and there is a lot of learning emerging associated with the guidance, and how it needs to be reviewed to define more clearly the interpretation and scope of the standard.

Some of the key findings at this stage include:

- The high volume of standards where the independent QA has determined the standard has been ‘met’, where the delivery partner has deemed them ‘not met’ due to interpretation and evidence expectations
- Queries relating to ‘not applicable’ and where this should or should not apply
- A common series of standards across organisations where there is variance with the independent assessments and a further series where there is consistency
- The value of the discussions and the evolving understanding around interpretation across a range of debt advisers
- The changes in individual’s interpretation of some standards, from the start of the first case submissions (April/May) to the more recent submissions, prior to any calibration discussions

All sessions have been recorded to capture all views fully. The next steps will involve:

- A detailed analysis of the information following calibration
- Aligning the information with the feedback already received from delivery partners and reviewed
- Drawing conclusions arising from the range of information
- Revising the MaPS Standards Guidance for Debt

The timeframe for this activity has been scheduled throughout August and an engagement session is scheduled for **7th September 2022** when the revised guidance will be shared. An invite will follow shortly.

Once again, thank you for your continued support throughout the process of test and learn.

Submission of Cases for Test and Learn

We are grateful for your continued support in submitting your cases for test and learn. Submissions are being closely monitored and MaPS Quality Managers are consulting with delivery partners to resolve any technical difficulties, and to ensure a steady flow of submissions to assist with managing the capacity of the independent QA.

Any technical problems with submissions are being resolved quickly and efficiently for which we extend thanks. Accurate case reference numbers and correctly selecting the organisation name has greatly assisted in aligning delivery partner assessed records with the records assessed by the independent QA.

Service Level Agreement and Submission Periods

We are dealing with ongoing queries as they arise, some of which are specific to an organisation, and others which may prove relevant across the sector. This has led us to clarifying the flexibility around submission periods.

The main reason for weekly monitoring of submissions is so that we do not face a capacity issue with our independent assessor toward the end of the submission period. The reason for the 2-week grace at the start of the next 2-month submission period, is that the independent assessor will be completing the previous round of assessments, from the last 2 weeks of the submission period.

However, there is a level of flexibility for delivery partners if it assists with their own resource management:

- Delivery partners can submit at any point during the 2-month period, including the 2 weeks during which there is no expectation to submit
- The dates on the submissions will ensure the submissions are collated for the correct period
- Delivery partners can submit higher volumes than the weekly expected number which may provide respite if there are challenging weeks ahead
- There is no expectation for delivery partners to submit a particular volume for each grant (where more than one grant is in place) providing the requested volumes in the required split are submitted by the end of the period
- We do not want less volumes submitting than has been agreed for the weekly submissions but acknowledge that unforeseen circumstances impact. Therefore, we are happy to discuss this, via your MaPS Quality Manager, and strongly encourage advance discussions where possible. This will prevent ongoing chasing for submissions where there has been advance agreement to a change.

Quality Assessment Procurement

We have recently issued two Prior Information Notices (PIN) for the procurement of Quality Assessment Services across MaPS. The first is for the provision of quality assurance personnel to support the delivery of customer facing assessments, assessing compliance against the FCA

approved MaPS Standards and supporting with SME requirements to enable the effective provision of control testing. The second is for the delivery of a technology solution that supports the delivery of our new quality assurance framework, minimising manual reporting requirements, supporting with digital efficiencies and providing live in month quality reporting, where possible providing the ability to integrate with suppliers to share quality data and insight more effectively.

We have taken on board feedback during the test and learn phase that has factored into our procurement process and we are, where possible, trying to reduce resource burden on our delivery partners through the procurement of a technology solution.

Over the previous years we have worked closely with Recognising Excellence for the provision of Independent Quality Assurance solely for our debt delivery grants. Moving forward all quality assurance activity will be conducted across all of our services lines including both internal and externally funded services and all quality assurance will be measured against the FCA approved MaPS Standards. This means that the procurement will cover; Debt Advice, Money Guidance, Pensions Guidance and Pensions Freedoms and will also cover all communication channels including digital interactions.

Control Self-Assessment and Controls Testing updates

As a reminder, please find below the upcoming deadlines and outstanding actions required:

1. Deadline to complete the Control Self-Assessment on SharePoint – **31st July 2022**
2. Deadline to submit controls testing evidence for standards linked to Year 1 thematic focus on SharePoint – **31st August 2022**

We will be providing written feedback on the Individual Control Self-Assessment in September. Controls Testing feedback will be provided in and after the feedback meeting. If you haven't done so already, please use this doodle poll to choose a feedback meeting slot that works best for you and any colleagues that you feel ought to attend:

<https://doodle.com/meeting/participate/id/boY01pXe> Please choose one slot only per organisation. Once you have completed the poll you will receive a Teams meeting invite for your slot.

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 and Quality Standards team.