

Service Performance, Quality and Standards – Update 14th Feb 2023

Test and Learn

The 1st of February marked the commencement of our new debt contracts as well as the end of our “test and learn” phase. We held an engagement session on the 25th of January 2023 to share some of the key findings and will be sharing more in due course. Overall, it has been an incredibly positive journey for us internally and the engagement and collaboration throughout the process has been greatly appreciated. We ended the testing period with clear indications that our funded providers have strong potential to meet quality thresholds as we move into managing grant and contracts. We are hugely appreciative of the collaborative work undertaken by the providers to get us to this position.

We are however aware that there were still some outstanding queries and process questions that we are trying to resolve and work through. Where possible we have provided updates to these below;

IQA Commentary

We have established a system to communicate to delivery partners the assessment commentary that support the assessment outcomes. This will assist in determining the reasons for the assessment outcome and will also support with appeals. The supporting commentary will be available for review in your RE SharePoint folder. This will be clearly labelled. For those who provide RE with access to their own SharePoint the supporting commentary will be accessible there and will also be clearly labelled. By the end of each assessment month all commentary for that month will be available.

Apr/May/Jun Submission Numbers

In December we confirmed the sampling volume expectations for February and March. These volumes were supported by both our sampling methodology and criteria that was included in either your grant or contract documentation. For the 3 months following March submissions, MaPS intends to maintain the submission volumes at the level requested of delivery partners in the email circulated in December 2022. Submission volumes post June will be communicated in due course. Individual queries should continue to be raised through your Contract/Grant manager.

An updated SLA will be shared before the end of March 23.

KPI Reporting

MaPS will communicate to delivery partners on the last day of the month (or first working day after) performance against the customer facing MaPS standards KPI.

The KPI at this stage will be based on the raw data we have available to us on this date, this will enable the appeals process to start, and for delivery partners to structure their Monthly Performance Reports. Data cleansing will take place as a matter of priority and any changes to the

KPI as a result of this cleansing will be communicated to delivery partners and internal stakeholders as soon as reasonably possible.

Data cleansing is currently taking place weekly, so it is only the final assessment week's data which will require the final cleansing, we therefore anticipate any changes to the KPI to be minimal.

Appeals

As you are aware MaPS undertook an Appeals Testing initiative at the end of 2022 with engagement from our delivery partners, the outcome of which was shared at the Engagement Session on 25th January 2023. Several recommendations were made, some of which have now been agreed and completed. We are circulating the Appeals Guidance document which supports this update, and can now clarify the following:

- Appeals can be made where a delivery partner does not reach the KPI
- Individual cases which have scored below 85% are eligible for appeals.
- IQA assessment commentary will be made available for appeals as per the instruction above.
- Moderation will now form part of the assessment so assessment outcomes will be communicated after moderation. This means that delivery partners will submit appeals to be independently reviewed following moderation, and this will be the final stage of the appeals process.

March Calibration

MaPS and delivery partners are working towards mobilising the grants and contracts and therefore are conscious of resource availability. A decision has been taken to provide assessment outcome data for Dec/Jan for delivery partners to review. We will not be going ahead with pre-planned calibration sessions as we have done in previous months but are instead inviting delivery partners to request a session, should they require one.

Submission Clarity

MaPS communicated as part of the submission eligibility that call durations for telephone assessment must not exceed 3hrs in total. For clarity this is not 3 hrs per individual call, it is 3hrs across all linked calls.

We issued communications on Monday 6th of February advising that case submissions for this month can be cases completed in January. To further emphasise this point, it is an option to select your sample from the previous month moving forward i.e. cases submitted in March can be cases completed in February.

Guidance correction

It has been brought to our attention that there is a typo within the supplementary guidance. Under the 'Standards Placements' section on page 15, specifically the tailoring example, the sentence below should refer to **1a** as opposed to 1f.

If incorrect advice has been given rather than irrelevant advice, this would be marked under 1f.

The updated guidance including the DRO guidance will be circulated shortly but please share this with your assessors in advance.

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