

Service Performance, Quality and Standards Update 2 – Feb 23

Customer Facing Assessment - Appeals Process

The Customer Facing Assessment was introduced in April 2022 and replaced the former Peer Assessment process. The replacement is not part of a quality scheme or peer assessment, it is one element of the MaPS Quality Assurance Framework, monitoring compliance with the MaPS Standards through customer facing assessment.

The testing period from April 2022 to January 2023 included the testing of an appeals process to ensure the process is fit for purpose. The appeals process has been developed to give delivery partners the ability to appeal when the KPI has not been met and therefore a service credit may be applied. The right to appeal is therefore restricted to only where the prime contractor KPI has not been met. Eligible appeals are for standards independently assessed as unmet but the delivery partner assessed as met, and if overturned, would meet the KPI. Therefore, where the overall KPI is met, appeals are out of scope.

Appeals Process – three-month trial period (March, April, and May 2023)

Recent feedback received from delivery partners on the additional limitation that only cases below 85% can have unmet standards appealed, has led to MaPS considering an alternative approach. This approach will be for a three-month trial period, where a further review will take place, and a decision made on how we will embed appeals from June 2023 onwards.

During this period MaPS is providing an opportunity to appeal any unmet standards on any case for those providers that have not reached the overall KPI of 80%. This means that all cases in these circumstances are eligible for appealing unmet standards. There are a number of considerations for MaPS in broadening the eligibility criteria in this way:

- Delivery partners have been clear that the focus and reasoning for requiring this change is to ensure the impact to customers is identified and addressed at all times. MaPS anticipates that impact is managed internally via a delivery partner's internal quality management system, regardless of appeals.
- In the spirit of being customer focused MaPS will be monitoring that all unmet standards are being prioritised and acted upon, particularly where there is an impact, and that remedial action is being taken. For example, there are standards where the impact is greater and potentially lead to detriment than some of the other standards. These should be prioritised by the delivery partner.
- MaPS expects that all unmet standards with impact (whether being appealed or not) are reflected in the MCR/MPR with an overview of how they are being addressed. MaPS Quality Managers will ensure this is a focus for discussion during review meetings and will work collaboratively with delivery partners to ensure customers have received the correct advice.
- Root cause will be a key focus for discussions to ensure that action is taken to minimise recurrence of activity resulting in standards not being met.

Ineligible and eligible criteria is also stated in the Appeals Submissions Template.

In addition, MaPS has taken on board feedback from delivery partners that they would like the ability to question or challenge the outcome of an individual case even when the KPI has been met, and whilst we have designed calibration on this basis, we will review our process to identify if there is further opportunity to enable this.

Case Record Submissions

MaPS has adopted a flexible approach to submissions enabling delivery partners to submit higher volumes in a month than are agreed within the SLA. Where delivery partners have met their agreed numbers and would like to continue to submit prior to the following submission period, we require the submission date for the following period to be selected on the MS Form, and the cases to be uploaded into the subsequent month folder on the Sharepoint system.

For example:

- Delivery partner A has agreed a submission volume of 20 for February
- 20 have been submitted and a further 5 are in scope to be submitted before the end of February
- The additional 5 submissions need to be selected as March on the MS Form
- The case record associated with those submissions to be uploaded to the March folder on Sharepoint

February KPI Reporting

The KPI being reported to delivery partners for February will be delayed. Although the expectation is to send the KPI by COP of the last working day of the month, MaPS will not be sending the KPI on the 28th February, instead the KPI will be with delivery partners on the 6th March 2023.

The 6 day delay will not impact on the appeals SLA

Delayed Submissions

MaPS has agreed that any submissions not submitted as per the agreed weekly sample will not be prioritised for assessment. Only agreed exceptions with the MaPS Quality Manager will apply.

The priority will be placed on those submission that have arrived on time. For example:

- Delivery Partner 1 has not submitted any of their 6 cases in week 1, therefore the volume of 6 will be put at the back of the queue in the last week of assessment and will not form part of week 2 submissions (6+6).
- Only week 2 submission for that week will be prioritised.

The cases submitted on time and independently assessed by the last day of the month will inform the KPI for the month.

Any submissions up to the last day of the month that have not been independently assessed due to delayed submissions will move into the following months assessment round.

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