

MaPS Standards (Customer Facing) Test and Learn Update – 4th May 2022

As we end the first month of the test and learn phase, we would like to take this opportunity to thank you for all the hard work and effort that has been made with participating in this first phase.

We will at the end of every month provide a high-level update on progress of the test and learn phase.

Where are we so far

Following the session in March, we shared the MS form and the MaPS Standards Guidance document, we requested that the MS form is tested with open / closed files from the 1st January 2022.

We have also asked for feedback on the MaPS Standards Guidance document and how this is being used when assessing the files. The MaPS Quality Managers have met with organisations to agree sampling for the initial testing phase for April / May. We have started to see the submission of the MS forms and files / transcripts / calls.

Receiving a representative sample of MS forms and file / transcripts / calls is critical for this testing phase to ensure your returns and feedback can inform the future quality approach. This will better enable the collaborative development of a robust mechanism to measure compliance against the MaPS Standards.

MaPS Standards Guidance

We do need to receive your feedback on how this is working when you assess files as part of the testing phase. Please can you submit your comments and feedback on the guidance document via the email address mapsquality@maps.org.uk so we can look at this collectively and agree on what revisions and improvements need to be made. The feedback that we require is:

- 1) When testing against each standard, what challenges have you found?
- 2) Interpretation of the standards
- 3) Questions about the standard, is it ambiguous?
- 4) Any logistical problems?

All of the above can be included in the comments box at the end of the MaPS Standards Guidance document. The feedback needs to include the above as the document is looking for feedback on how the standards are being interpreted / assessed. MaPS needs your input to ensure what is developed meets all the requirements to confirm consistency when assessing the criteria. The feedback from the guidance document will be reviewed collectively including representatives from organisations.

During this testing phase, as a reminder please note MaPS is developing a process of checking the controls that your organisation has in place. As this is still a test and learn phase it is advised that organisations take a cautious approach to embedding MaPS Standards guidance into internal file review criteria until the testing phase is completed.

Microsoft Form

Please continue to complete these as part of the test and learn phase when assessing files, transcripts / calls these will be a key factor during the calibration and feedback sessions.

Sampling

The MaPS Quality Managers have agreed initial sample numbers with you for April / May and plans on how and when these will be submitted. We committed to sharing future sampling numbers at the end of April, however we are currently still reviewing the sample numbers and we aim to provide an update on this week commencing 16th of May.

Calibration and Feedback

Once we have received the assessed files/transcripts/calls from Recognising Excellence (RE), MaPS in collaboration with organisation representatives and RE will meet to discuss the scores submitted from the organisations / RE and identify areas where there are differences. We will also discuss feedback of those files/transcripts/calls. During this testing phase, this will help us to collectively agree a suitable way to measure compliance against the MaPS Standards once the testing phase is complete.

Calibration / Feedback sessions will be scheduled for the beginning of June where representatives from organisations, MaPS and RE will meet and discuss the scores and feedback from the guidance. These sessions will be held with the individual organisation. A schedule and details of these sessions with an agenda will be circulated at the end of May.

We will be holding an initial calibration / feedback introductory session at the end of May where we will share how these sessions will run during the 10-month testing phase and an opportunity for organisations to ask any questions.

Testing Phase – Clarification Questions

Please see attached responses to queries that have been submitted by organisations.

Please continue to send queries to the MaPS Quality email address: mapsquality@maps.org.uk
During the testing phase, all queries should be with MaPS by COP Monday's and MaPS will respond by COP Friday's.

Testing Phase Q1 - Schedule

For information, please see below a schedule of testing activity during Q1

Date	Activity
May	<ul style="list-style-type: none">- Organisations assess files/ transcripts/calls using the MS form- Organisations submit MS forms to MaPS- Organisations submit files / transcripts / calls to RE- Organisations submit feedback on the MaPS Standards Guidance to MaPS- Engagement Session – Calibration / Feedback Session- Bi-monthly sampling shared and agreed
June	<ul style="list-style-type: none">- Calibration and Feedback Sessions scheduled

Many thanks

Service Performance, Quality and Standards Team