

Family Mediation Standards Board Review of 2022 Workplan

- This document summarises the Workplan tasks for 2022 that were set by the FMSB for itself and agreed by the FMC, to be achieved with the support of the FMC.
- It sets out the progress that has been made in each of these tasks.
- The FMSB organised its 2022 Workplan in five categories. Each category was divided into a set of tasks. These are set out below, with progress indicated in blue.

1 Task Completion

Completing task-and-finish projects that were near to conclusion

a) Complaints implementation

New system in place from 1 March 2022

- ✓ *Achieved, and practice being developed through experience.*

b) MIAMs Standards, Guidance and Assurance, Phase 1

Specification of Delivery and Assurance Standards

- ✓ *Published September 2022, communication with mediators successfully completed, formally came into effect 1 October 2022.*

c) Online working and training

Finalise permanent policies for April FMSB, and promulgate

- ✓ *Conclusions agreed, further actions distributed to relevant panels.*

2 Maintenance Agenda

Efficient and effective delivery of regular business for maintaining our regulatory regime

a) Registration

Incremental administrative improvements

- ✓ *Managed by Policy and Secretariat Services (PASS) with Sheep registration software. Increased capacity in second half of 2022 allowed for more timely verification of information on register, for example ensuring PPC handovers have taken place. This will continue in 2023.*

b) Accreditation

Portfolio assessments & support to Chief Assessor and assessors; individual cases management

- ✓ *Additional input from PASS allowed for clearance of a backlog of re-accreditation applications, and following up those whose re-accreditation applications were not received.*
- ✓ *Accreditation Panel has agreed workplan for 2023, which covers those areas of remit not actively considered in recent years.*

c) Training

Foundation course audits, reviews and re-confirmations

- ✓ *Started in late 2022. All reviews of Foundation courses due to be completed in 2023.*

d) Complaints

Administration of the new system; handling cases as they arise

- ✓ *Additional input from PASS allowed for complaints to be handled in a timely manner in accordance with published processes. See annual complaints report due May 2023.*

e) PPCs

Registration, accreditation, complaints

- ✓ *Were considered in conjunction with panels above. As a result compliance with requirements (e.g. PPC CPD) was and will continue to be checked.*

3 Development Agenda

Continuing standards development to which we were already committed and on which we had already embarked

a) Staged accreditation

Promotion; piloting; development of training/support for PPCs – throughout the year.

b) WTAs/vouchers/LAA work

Develop policy; link to staged accreditation; consult with MoJ and LAA; FMC sign-off; implement – will continue in 2023.

- ✓ *These two workstreams merged September 2022 into the Modular Accreditation project, overseen by the Accreditation Panel, supported by Helen Keville consultancy. To be progressed throughout 2023 with pilots starting late-year.*

c) Strategic review of accreditation and entry to the profession

Re-define scope; establish group and process; a long, complex piece of work, continuing for several years; evolve Standards Review Accreditation Working Group into Accreditation Reform Group; pick up themes started and initiate new ones

- ✓ *ARG formed and meeting. Workplan for 2023 agreed.*

d) MIAMS Standards, phase 2, Competencies, Training, Values

Already committed in principle by the project ToR; continue MIAMs WG, with links to other panels/workstreams where relevant

This is ready to move forward but has been put on hold pending outcomes of MoJ Consultation as the proposals therein may result in MIAM standards needing to be amended.

e) Foundation training for PPCs

Develop specification; hand over to Training Panel for implementation

- *This cannot be undertaken until PPC role properly agreed, see 4 c) below.*

4 Assurance Agenda

Developing and strengthening our assurance policies and systems to ensure the delivery of mediation to the established standards

a) Assurance Policies and Processes

Build on the MIAMs assurance proposals to develop a comprehensive policy across all standards; communicate and engage with the profession; secure FMC sign-off

- ✓ *Initial Working Group formed; work on data / information / intelligence is integral so needs to be included.*

b) Ensuring Compliance

Explore mechanisms; distinguish role of FMSB as investigator/prosecutor and adjudicator; develop policy; communicate and engage with the profession; secure FMC sign-off

- ✓ *Internal compliance (if necessary/appropriate) being pursued through Complaints development; for external compliance, FMC pursuing Royal Charter, FMSB considering relationship with services/firms as part of this workstream.*

c) Role of PPCs

Clarify, specifically in relation to assurance; communicate and engage with the profession; secure FMC sign-off if needed – take in to the agenda of the PPC Panel.

- ✓ *Preparatory work for PPC Panel to reform with clear agenda completed in 2022. Panel progressing agenda throughout 2023.*

d) Data/Information/Intelligence

Develop policy and practice to support the maintenance of the regulatory regime

- *See 4 a) above.*

5 Preparation Agenda

Preparation for future standards development work.

a) Exploration and Specification

Examine the adequacy of the coverage of safeguarding, CIM and EDI in all standards and their assurance; report with recommendations for further attention, including potential non-regulatory action by the FMC

- *Safeguarding taken forward initially through Assurance workstream. No specific progress made on CIM or EDI.*

b) FMC priority agreed at Joint Meeting: communication and promotion

Agreement to engage professional communications adviser/support. As well as freeing up some of Helen Anthony's time this will have direct benefit to the FMSB by:

- Improving regular communications with mediators on regulatory matters, building on the success of the MIAMs webinars
- Enabling panels and working groups to conduct efficient consultation with mediators
- Promoting to partners the outcomes and benefits of regulatory activities, currently most importantly focussed on MIAMs standards
- ✓ *Consultancy agreement with Richard Wyatt (previously engaged by FMC) and workplan agreed. Work taking place to introduce monthly newsletters – consideration being given to how content can be generated without resulting in extra work for FMC Office.*

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April 2023