

Revised Outcome Codes

What's happening to outcome codes?

1. We are revising the outcome codes that apply to matters and cases in the Criminal Investigations Class of Work (1A to 1F) and magistrates' court representation under a Representation Order in the Criminal Proceedings Class of Work (2E to 2G).
2. The revised codes will come into effect on 17 May 2004. Outcome codes will no longer be required for Advocacy Assistance (2B) or for Free Standing Advice and Assistance in the Proceedings Class of Work (2A) as both these types of claim are being removed. Residual work reported against these two claim codes, on or after 17 May, will not require an outcome code.

Why are the codes being revised?

3. The outcome codes are being revised to give us more information about the actual outcomes of matters and the stage in the matter at which the outcome is reached. In particular the revised codes will give us a lot more information about the significance of the outcome to the client. For example, with the new codes we will, for the first time, know in all applicable cases whether the client was convicted or not.
4. The codes will also highlight wider issues in the Criminal Justice System, as we will now have more detailed information on proceedings that are discontinued and we will be able to monitor the number of committal proceedings that are discharged.

How will the new codes affect supplier management?

5. We are in the process of looking at how case outcome data can be incorporated into the supplier management process. The aim is to add an initial assessment of a suppliers' outcome profile to the information already being used to determine our audit approach.
6. Researchers are identifying factors that, when considered in series, could be indicative of overall quality performance and identify where there are likely to be no concerns or where further information may be required. No action, other than to trigger further investigation and to determine our audit approach will be taken on the basis of case outcomes alone.