



Suppliers' Guidance

Contract Management Review Criteria Measuring your performance and managing your contract

Updated August 2006

Contract Management Review Criteria Report: What is it?

The Legal Services Commission evaluates the performance of each supplier against a consistent set of measures. Many of the measures that we use are detailed in this guidance with an explanation of where the data is derived from, what it says about your organisation and how it may be useful to you.

The CMRC brings these measures from the contract management and financial information that we gather into one document.

There are no hidden accessories. All of the data that is contained in the CMRC report has either been sent by you to the LSC or has previously been made available. It is drawn from our case management system and accurately reflects the information that you have provided us with.

When you look through your own CMRC you will see a lot of performance comparisons over a period of time. This information is important to us. We have drawn together all of the information that we have about the work that you do so that we can ascertain a complete picture of your performance.

What do the LSC use the CMRC for?

We use the CMRC as a platform for further research into your performance.

The audit process is designed to pull together all of the information that we collect about the work that you do. The CMRC report facilitates and initiates the process by giving an overview of your performance.

For example, once your audit has been scheduled, an auditor's review of the CMRC for your firm will help us to decide what sort of audit you should have: a control audit or a liaison audit.

The CMRC is used to plan the audit's scope, specific objectives and areas to discuss. It allows us to identify any issues, which we can then explore in more detail both prior to and during the audit.

During the audit, the CMRC will be used as a reference point for discussion and as a starting point to explore any potential problems.

The CMRC gives both you and the LSC a chance to clarify any issues and concerns about the trends that it shows and what it might indicate in terms of the future.

What can you use the CMRC for?

We recognise that many suppliers will want to use the CMRC as proactively as we do to manage their contracts.

For example, take the Substantive Application Reject/Refusal rates. If it is clear to you from the report that there is a trend for a high proportion of the forms that you send to us to be rejected then we can work together to resolve the problem. It might be as much an issue around how we're handling your work, as it is a problem with what you send to us.

We are *not* trying to catch anyone out by presenting a dossier of information at audit. The CMRC is there for you to use as much as we do and your account manager will be ready to provide you with up-to-date copies of the report as often as you see fit.

Reading the CMRC Report

In the pages that follow, this guidance will take you through the main components of a typical CMRC report. It describes what each section shows, how to interpret this information and what the data can be used for. You may find this guidance is of most use when referring to your own CMRC.

Your Details

Contract Management Review Criteria (CMRC)						
Version 2.4 Ending 31 March 2003						
Account Number:	OK111J					
Supplier Name:	ANY SUPPLIER SOLICITORS					
Bid Zone:	ANY BID ZONE					
CJS Area:	ANY CJS AREA					
Civil Region:	ANY REGION					
Crime Region:	Any Region					
Civil Contract Number:	00/OK111J/1					
Crime Contract Number:	CDS/00/OK111J/1					
Contract and Quality Information						
Category	Active Category	Licence Only	Tolerance	HCC	Current QP	Previous Year QP
Actions Against the Police etc.						
Clinical Negligence						
Community Care						
Consumer / General Contract						
Debt			*			
Education						
Employment						
Family	*				M	M
Housing						
Immigration						
Mental Health						
Personal Injury						
Public Law						
Welfare Benefits						
Schedule Tolerance	*					
Crime	*				H	L

This section contains general information about your organisation that is held on our case management system.

This is a good reference point when communicating with the LSC. Please quote your **Account Number** in any communication, so that we can process any queries quickly.

- Active Category indicates categories that work can be started in

- Licence only means that only civil rep work can be done in this category
- Tolerance indicates which categories cases can be started under tolerance
- HCC
- Current QP shows the current quality profiles rating, this will be either high, medium or low and is a measurement of whether cases in this category are in profile. For more information on quality profiles please see the legal services commission web site.
- Previous years QP shows the quality profiles rating from last year

SQM – Audit History

SQM - Audit History		
	Critical Concerns	General Concerns
Date of Audit: 28 March 2002	1	2

This section shows the date the last management audit was completed (**Date of Audit**) and the number of **Critical** and **General** concerns that were raised at that audit. This information is used by your account manager as a guide to the areas in the SQM that have required attention in the past.

Fund Take [Information]

Fund Take					
12 Months Ending:					
	Legal Help £	Certificated £	% of Certificated	Crime £	Total £
Amount Claimed	100,000	75,000		125,000	300,000
Payment on Account		25,000	33		
UPOA Current Value		25,000	33		

This section shows how much money you have claimed (**Amount Claimed**) and been paid by the LSC. Values will appear in the sections applicable to the work you do.

The **Legal Help** figure is based on civil claims you submitted on the CMRF form and exclude any monies recouped by the LSC as part of the audit process. The value shown is the amount claimed over the last 12 months. Where applicable this value credits cases at the category TFF rate rather than the claimed cost on the CMRF.

The certificated column shows the value of all bills for civil certificated work that has been processed over the last 12-month period. This section also shows the value of **Payments on Account (POA)** that have been made over the same period and the total **Unrecouped Payments on Account (UPOA)**. Both the POA and UPOA figures are shown as percentages of the civil certificated amount claimed. The UPOA total is all UPOA amounts, not just those issued in the last 12 months.

File Audit – Contract Compliance Rating

File Audit - Contract Compliance Rating			
Last Civil Audit Date:	1/4/2003	Last Crime Audit Date:	2/4/2002
Civil Rating:	1	Crime Rating:	1
Last Mental Health Audit Date:		Last Immigration Audit Date:	7/9/2005
Mental Health Rating:		Crime Rating:	2

This section shows the date of your last **Cost Compliance Audit** and the **Rating** that you were given. This information is given for either: your crime contract, your civil contract, mental health work or immigration work.

The **Ratings** are formulated by comparing the amount of work claimed for against the amount allowed on the files that we audit:

- If the amount allowed is greater than or equal to 90% of the amount claimed, then the rating is “1”.
- If the amount allowed is less than 90% but greater than or equal to 80% of the amount claimed, then the rating is “2”.
- If the amount allowed is less than 80% of the amount claimed, then the rating is “3”.

Civil Fund Take – Detail

Civil Fund Take By Category							
12 Months Ending:							
Civil Categories	Claimed		Recouped	% of Bills	Unrecouped		% of Bills
	Legal Help £	Certificated £	POA £		UPOA £		
Actions Against the Police etc.	25,000	10,000	5,000	50	5,000		50
Clinical Negligence							
Community Care	25,000	10,000	5,000	50	5,000		50
Consumer/General Contract							
Debt							
Education							
Employment							
Family	50,000	55,000	15,000	27	15,000		27
File Review							
Housing							
Immigration - Asylum							
Immigration Other Than Asylum							
Mental Health							
Miscellaneous							
Personal Injury							
Public Law							
Welfare Benefits							
Wrongly specified or entered							
Total	100,000	75,000	25,000	33	25,000		33

This section provides the civil fund take data shown in the **Civil Fund Take** section broken down by category.

Crime Fund Take By Claim Code

Crime Fund Take By Claim Code				
12 Months Ending:				
Claim Codes	Claim Descriptions	Total £	% of Total	Nat %
1A	Free standing advice and assistance			
1B	Police station telephone advice only (including a&a where given)			
1C	Police station attendance (including a&a and telephone advice where given)	35,000		
1G	Duty Solicitor Standby			
	Other Criminal Investigations	5,000		
	Criminal Investigations sub-total:	40,000	32	30
2A	Free standing advice and assistance			
2B	Early hearing (including a&a where given)			
2C	Magistrates' court advocacy assistance (including a&a where given)	10,000		
2D	Court Duty Solicitor session			
	Criminal Proceedings - Standard Fees	70,000		
	Other Criminal Proceedings			
	Criminal Proceedings sub-total:	80,000	64	60
3	All Appeals & Reviews			
4	All Prison Law	5,000		
5A	Associated CLS work			
6	All Pre Contract Work			
7A	File Review			
	Others sub-total	5,000	6	6
	Grand Total:	125,000		

This section provides the crime fund take data shown in the **Crime Fund Take** section broken down by claim code.

We use this information to help us to identify any specialisms within the firm.

Civil Legal Help Average Case Costs By Category

This shows your legal help average case costs (**Ave Cost**) for the last three months broken

Civil Legal Help Average Case Costs By Category				
Quarter ending:				
Category	Curr TFF Rate	Cases	Supplier Ave Cost	Move %
Actions Against the Police etc.	150	20	287	15
Clinical Negligence	150			
Community Care	150	20	341	20
Consumer/General Contract	150			
Debt	200			
Education	200			
Employment	200			
Family	120	69	225	7
Housing	120			
Mental Health	300			
Miscellaneous	100			
Personal Injury	150			
Public Law	200			
Welfare Benefits	150			

down by category of law level, and the difference from the same period one-year ago (**Move %**).

Crime Average Case Costs By Item (1C Police Station Attendance)

Crime Average Case Costs By Item		
Quarter ending:		
	Supplier Ave Cost £	Move %
Number of Cases	100	
Profit Costs £	199	-8
Disbursements £	10	13
Travel £	35	7
Waiting £	3	120
Total £	250	-8

This section shows your average costs for 1C Police Station Attendance (**Supplier Average Cost**) broken down by item into **Profit Costs**, **Disbursements**, **Travel** costs and **Waiting** costs. It also shows the percentage change (**Move %**) compared to the same 3-month period a year ago.

Family Certificated Average Case Costs by Category

Family Certificated Average Case Costs By Category			
Quarter ending:			
Category: Family	Cases	Supplier Ave Cost	Move %
Combined Family			
Domestic Violence			
Financial Provision	2	2,278	5
Help with Mediation			
Other Family			
Other Public Law			
Private law Children	6	1,429	-10
Special Children Act	2	4,033	56

is an extension of the headline average cost table and shows your family certificated average case costs (**Ave Cost**) for the last three months broken down by matter type, and the difference from the same period one-year ago (**Move %**).

Non-Family Certificated Average Case Costs by Category

Non-Family Certificated Average Case Costs By Category			
Quarter ending:			
Category: Non-Family	Cases	Supplier Ave Cost	Move %
Actions Against the Police etc.	3	9,413	-3
Clinical Negligence			
Community Care	3	4,991	-49
Consumer/General Contract			
Debt			
Education			
Employment			
Housing			
Mental Health			
Miscellaneous			
Personal Injury			
Public Law			
Welfare Benefits			

This is an extension of the headline average cost table and shows your non-family certificated average case costs (**Ave Cost**) for the last three months broken down by category of law, and the difference from the same period one-year ago (**Move %**).

Proportion of Standard Fees by Volume

Proportion of Standard Fees by Volume							
	LSF		HSF		NSF		TOTAL
Supplier	1397	72%	390	20%	142	7%	1929

This section shows the percentage of lower (**LSF**), higher (**HSF**) and non-standard fee (**NSF**) claims over a rolling 12-month period as a percentage of all crime bills (**Total**).

Civil Legal Help Case Mix

Civil Legal Help Case Mix						
Quarter ending:						
Category	Allowed Quantity	Reported Starts to Year End	Baseline Claims 2003/04	Proportion %	No of Claims this Qtr	Proportion %
Actions Against the Police etc.						
Clinical Negligence						
Community Care						
Consumer/General Contract						
Debt						
Education						
Employment						
Family	120	112	97	94	31	100
Housing						
Mental Health						
Miscellaneous		4	3	1		
Personal Injury						
Public Law						
Welfare Benefits		1	3	1		
Schedule Tolerance	15					
	Total 135	117	103	100	31	100

Allowed Quantity shows the number of cases that can be started in the current schedule period by category. Reported starts to year end is a prediction of the number of starts we think you will do in the current schedule period based on your CMSF submissions so far this year. Baseline claims in 2003/04 shows the number of completed cases in 2003/04 which is the baseline for the TFF scheme. Proportion is the proportion of claims in this category out of the total claims in 2003/04. Number of claims in this quarter shows the number of claims in the last 3 months and is also shows as a percentage of the total number of claims in the last 3 months.

Substantive Application Reject/Refusal Rates

Substantive Application Reject/Refusal Rates			
Quarter Ending:			
	Number This Qtr	% This Qtr	Supplier % Previous Qtr
Applications	100		
Rejects	4	4	15
Refusals	8	8	9
No of Appeals	10	125	100
Appeals Granted/Part	1	10	0

This section shows the number of substantive applications processed (**Applications/Number This Qtr**), rejected (**Rejects**) and refused (**Refusals**) in the previous 3-month period. It also shows the number of appeals made against refusals (**No. of Appeals**) and the number of appeals that were successful (**Appeals Granted/Part**).

The applications rejected and refused are also shown as a percentage of the total applications processed (**% This Qtr**). It is possible that an application is rejected/refused more than once. This can lead the reject/refusal percentage to be greater than 100%.

The number of appeals is also shown as a percentage of applications refused.

The number of successful appeals is also shown as a percentage of the number of appeals.

To allow comparison, the above percentages are also shown for the same 3-month period a year ago (**Supplier % Previous Qtr**).

Emergency Applications Reject/Refusal Rates

Emergency Application Reject/Refusal Rates			
Quarter Ending:			
	Number This Qtr	% This Qtr	Supplier % Previous Qtr
Applications	100		
Rejects	4	4	15
Refusals	8	8	9
No of Appeals	10	125	100
Appeals Granted/Part	1	10	0

The **Emergency Applications** section has the same structure as the Substantive Applications table and works in the same way (see above).

Bill Reject Rates – Civil Assessed Bills

Bill Reject Rates – Civil Assessed Bills			
Quarter Ending:			
	No This Qtr	% This Qtr	Supplier % Previous Qtr
All Bills	50		
Rejects	5	10	9
Total A Bills	25		
Assessed Off	5	20	8
Av Reduction £		450	181
Av Reduction %	1	5	2

The top section shows the total number of civil bills (**All Bills**) submitted and processed by the LSC in the previous 3 months and the number rejected (**Rejects**). It also shows the total number of bills assessed by the LSC (**Total A Bills**) and of these bills how many were reduced. The average of the reductions made on the reduced bills is shown in £s (**Av Reduction £**) and as a percentage (**Av Reduction %**). Each section compares performance with the same period one-year ago (**Prev Qtr**).

Bill Assessment Rates – Criminal Assessed Bills (CDS 7s)

Bill Assessment Rates - Criminal Assessed Bills (CDS7s)			
Quarter ending:			
	No This Qtr	% This Qtr	Supplier % Previous Qtr
Bills	29		
Assessed Off	6	21	29
Av Reduction £		570	620
Av Reduction %		7	11

This section shows the total number of CDS7s – Crime Assessed Bills processed in the previous 12 months (**Bills**) and of these how many were reduced (**Assessed Off**).

The calculations for the average reductions work in the same way as for the **Civil Assessed Bills** section (see above).

What next?

We are very keen to get feedback from you on the CMRC report and this guidance so that we can improve our products. If there is anything else that you would like to be included or explained more thoroughly then please contact your account manager.

You should receive a copy of your CMRC at each audit. If you would like to receive it on a more regular basis please contact your account manager.