

11th April 2005

Dear Colleague

Re: Quality Profiles, Data recording and Contract Implications

Quality Profile reports are currently being produced which will provide a picture of case performance in your firm across each category of law. They are based on the case information provided by your firm to the LSC at the end of every case.

To supplement the articles in Focus (see issues 43, 45 & 46) we enclose with this letter a copy of the Supplier Guidance we have developed to support the operational use of Quality Profiles. When you receive your Quality Profile Reports, which are available on request from your Account Manager, please ensure that you familiarise yourself with their content and consider what it means for you and your organisation.

The Quality Profile Reports provide the LSC with an understanding of your performance through the identification of key risks which, when considered together, can indicate whether competent advice, case management and client care is being provided.

Quality Profiles offers us the unique opportunity to consider the quality of advice you are likely to be providing without intervening directly in your businesses. It will allow us to tailor audit even further than previously and to **avoid unnecessary investigation**. With your help, we intend to continue to develop the Quality Profiles methodology to provide routine risk assessment and trend analysis, which should **improve and simplify contract management** for both you and the LSC

As well as using Quality Profiles to target activities such as Audit, Peer Review and File Assessment, it is also possible that we may use it to identify whether you provisionally meet the Preferred Supply requirements and for entrance into contract Bid rounds. In the circumstances, it is in your interests to ensure that the data you report is correct. If you report inaccurate data, there is a strong risk that you will fall out of profile and will be unnecessarily subject to an Audit, File Assessment or Peer Review.



For Quality Profiles to be true picture of the performance of your firm, it is important that they are based on accurate information. It is now increasingly important that you report claims to the LSC accurately.

Under Clause 3.2 of the Contract Standard Terms: **“You must perform your obligations to record and report data accurately.”** This means that you have a contractual obligation to accurately report case information, such as the matter type and the outcomes achieved for the client.

Because the LSC will now be using supplier-reported data to create Quality Profiles, the importance of accurate data has significantly increased. Therefore we intend to manage more robustly the contractual obligations to report data accurately.

From the date of this letter, we will alert you where we consider that there may be issues with the data provided and will work with you to seek to resolve the issues. However, you must be aware that if the issues are not resolved we may have to issue formal contract notices. Although we have no wish to do so, the increased importance of the obligation to report data accurately means that a continued failure to do so will result in contract sanctions being applied.

The relevant forms and guidance for all work done can be found in the forms section of the LSC website www.legalservices.gov.uk.

If you would like any further information about Quality Profiles, reporting case information to us or about the Contract, please contact your Account Manager.

Yours sincerely

A handwritten signature in black ink, appearing to read "Jeacock", written over a light grey rectangular background.

Mike Jeacock
Director, Service Delivery

