

Debt - Assessing Quality

Issues

Q and A



Independent
Quality Assessment
of Legal Services

Peer Review Example Reports

- Will look at positive comments, areas of concern and areas for improvement
- Any questions?



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Peer review

General issues

- Providing a clear record for the client of the instructions received, the advice given and the agreed action.
- Ensuring that linked issues are dealt with
- Providing advice that is tailored to the individual client's needs



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Peer Review General Issues

- Delay
- Taking and recording sufficient instructions
- Ensuring that the client is constantly advised regarding correspondence and documents received.



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Peer Review Further Issues

- Exploring liability and challenging the debt.
- Obtaining details of income and expenditure and drafting a Financial Statement.
- Identifying priority and non-priority debts
- Carrying out relevant income checks /maximisation
- Applying a relevant strategy.



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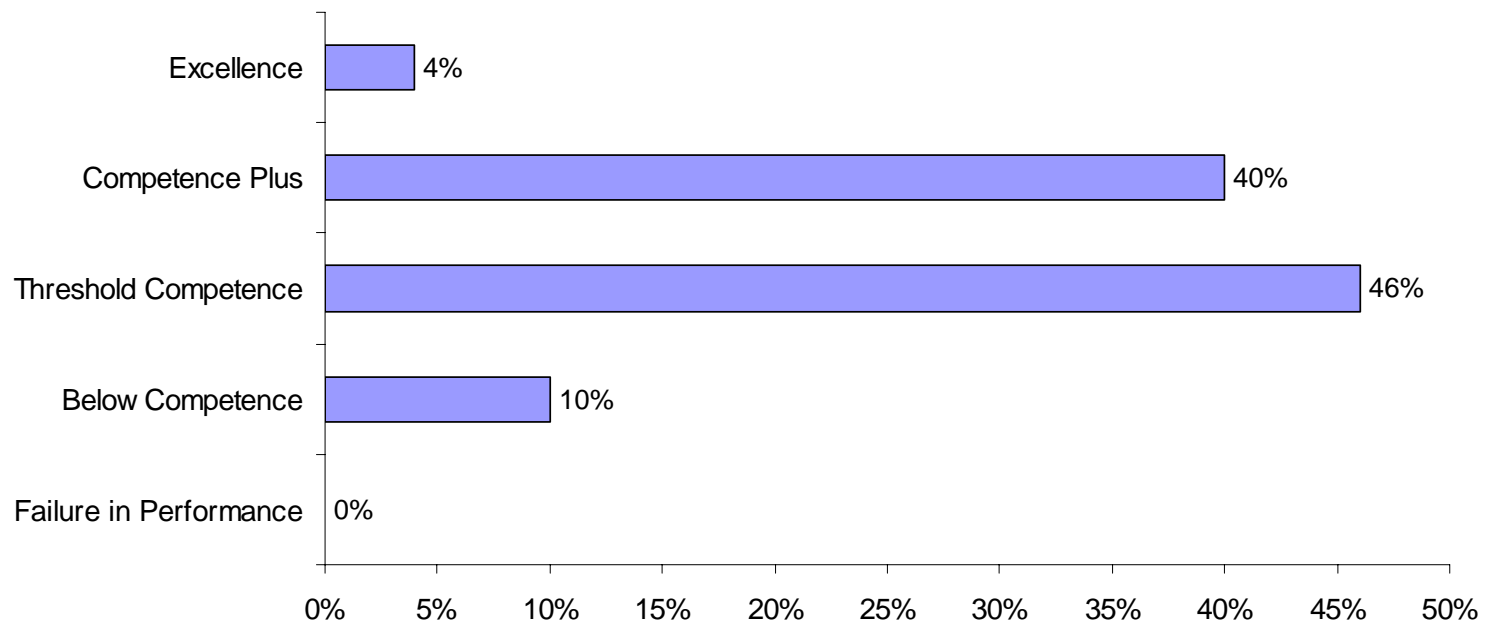
What will help you to improve your quality?

- Supervision/file review
- Standard legal and procedural advice
- Training and file allocation
- Initial instructions and advice
- Office Procedures



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Peer Review Ratings for NFPs Debt



Any questions?