

# Peer Review Feedback & Support for Practitioners



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# Welcome



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# Purpose of the workshop

- Assisting suppliers to review their own work to prepare for Peer Review
- Case Studies to consider what issues are found on Peer Reviews
- Focussed on improvement – helping you to develop your practice
- To feedback the findings of Peer Reviews about the quality of family work

# Peer Review - in practice



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# Peer Review

The review –

20 files, randomly selected, of which 15 are reviewed

- Stratified file sample to cover all areas of family work conducted by an organisation & **linked files** to review all work done
- At regional office- confidentiality
- Experienced Family practitioners trained in peer review framework
- Practitioners who are competence plus or above, we have been through the process to get here



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# Peer Review Ratings

The ratings describe the work of the supplier, as reviewed by the peer reviewer over a sample of 15 files.

- 1 Excellence**
- 2 Competence Plus**
- 3 Threshold Competence**
- 4 Below Competence**
- 5 Failure in Performance**



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# What do peer reviewers look for?

- Review quality of service to clients
- Consider all issues
- Assess individual files
- Form conclusion about overall quality
- Balancing act - some files good others less so
- 'Real world' perspective
- Reason for review unknown
- Take account of regional variations



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# Peer Review Report

## Peer review report focused on improvement

- Positive Findings
- Major Areas of Concern/Areas of Concern
- Other Areas of Concern/Areas for Development
- Further Comments
- Suggested Areas for Improvement
- Overall Assessment of the Quality of the work on the files of the supplier reviewed.



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# Peer Review Ratings

- Under the Unified Contract the requirement is that :-
- You must perform all Contract Work in a timely manner and with all reasonable skill, care and diligence.
- The standard of your Contract Work must meet, or exceed, the standard required by any Independent Peer Review rating specified in the Key Performance Indicator, which is currently a rating of 3
- Ratings of 1, 2 and 3 indicate that a supplier is meeting or exceeding the requirements of the Contract Standard Terms, whilst ratings of 4 and 5 breach this Clause.



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# Peer Review Ratings

- It is unlikely that all of the firm's files will be scored at the same rating
- Take all relevant factors into account
- Emphasis on any trends and patterns identified and key findings extracted from individual files
- Assessment of the overall quality not a numerical average
- Full ratings indicators '**Independent Peer Review - Final Process**' paper



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# Feedback

- What if I am not happy with my rating?
- If the supplier has a 2 (Competence Plus) that is a high standard to achieve and save for the comments in the report there will be no more feedback
- If the rating is 3 (Threshold Competence) that is the current standard expected and again the comments in the report stay and at the moment there is no additional feedback



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# Representations

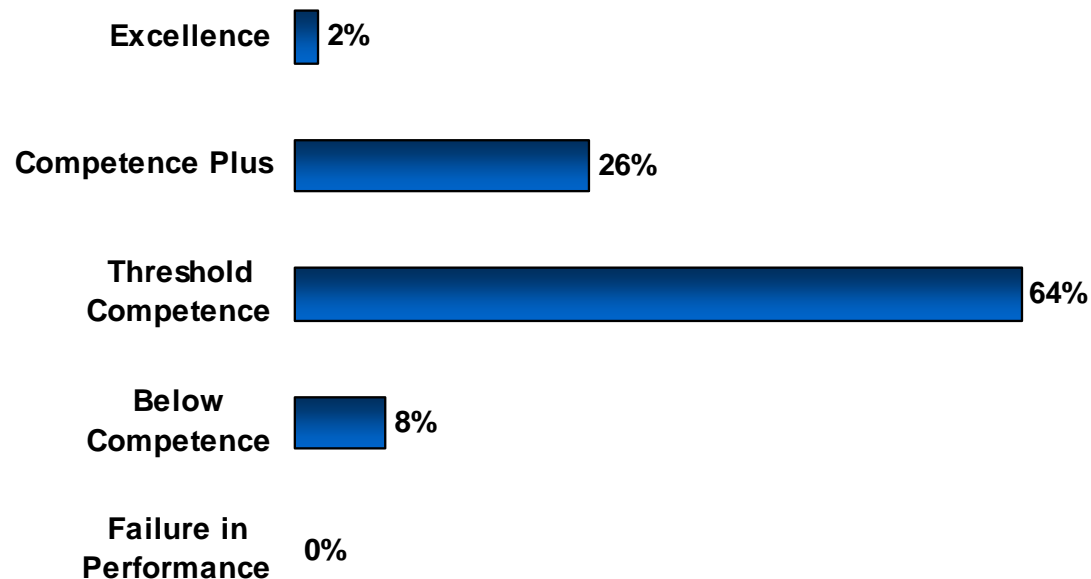
- Those few suppliers securing a 4 or 5 (Below Competence or Failure in Performance) are entitled to make representations.
- For them they have a provisional rating at the point of the initial report being issued.
- If representations are made the report is reviewed with the files and also taking account of the supplier's representations. This review is carried out by the original reviewer and a second panel member
- Outcomes:-
  - Original rating stands but report may be altered to reflect review
  - Rating may change and becomes final

**NB think about the representations the better and more specific they are the more likely you will succeed**



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# Peer Review Ratings April 05 – Dec 07





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# Peer Review Case Study

- Sample Case your turn to get involved!



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# Peer Review Example Reports

- These are not typical they are an amalgam of samples to exaggerate either a 2 or 3 rated firm



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# Improving Quality Guide

- Family Guide published June 2007
- Aims to pull together themes from reviews undertaken
- Give guidance on what you can do to check your own files
- Indicators on what might help you improve
- Not a “how to pass your peer review” manual
- How to get one?
- [http://www.legalservices.gov.uk/docs/cls\\_main/Family\\_Guide\\_Brochure\\_To\\_print\\_29\\_June\\_07\\_gt.pdf](http://www.legalservices.gov.uk/docs/cls_main/Family_Guide_Brochure_To_print_29_June_07_gt.pdf)



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# Resources

- Handout with some helpful internet resources



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# Summary

- Common Issues in Peer Review
- Suggestions for improvement
- Quality of Service