



Independent
Quality Assessment
of Legal Services

Peer Review Supporting and Promoting Improvement



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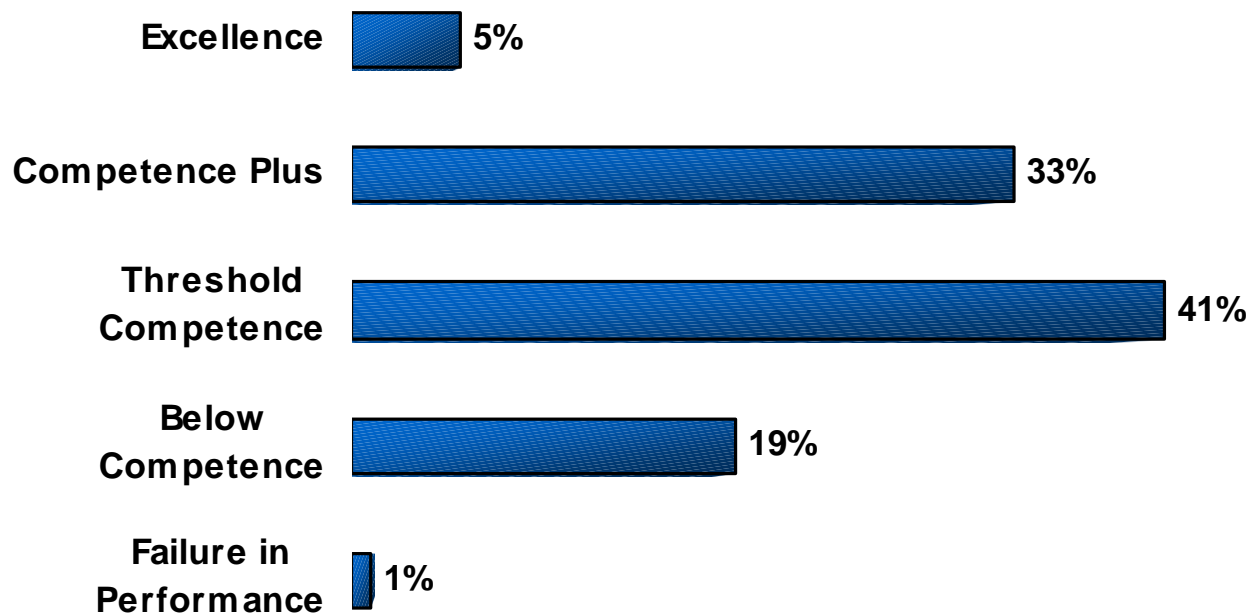
Welcome

- Peer Review – a mechanism for raising quality
- 42% Suppliers are Competence Plus or Above



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Peer Review Ratings Immigration





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Purpose of the workshop

- Bringing Peer Review generic findings to life
- Peer reviewers recounting personal experience
- Focus on improvement
- The difference between Competence Plus and Threshold Competence



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Peer Review

The review –

- 15 files, randomly selected.
- Stratified file sample to cover all areas of Immigration work conducted by an organisation
- At regional office
- Experienced practitioners trained in peer review framework
- Practitioners who are competence plus or above



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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



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Peer Review Report

Peer review report focused on improvement

- Positive Findings
- Major Areas of Concern
- Other Areas of Concern
- 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

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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Peer Review Ratings

Ratings of 1, 2 and 3 indicate that a supplier is meeting or exceeding the requirements of Clause 3.2 of the Contract Standard Terms, whilst ratings of 4 and 5 breach this Clause.

Clause 3.2 states:

“You must perform all Contract Work and exercise your Devolved Powers in a timely manner and with all reasonable skill, care and diligence. You must perform your obligations to record and report data accurately. Your Claims must be true, accurate and reasonable.”



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Threshold Competence (3)

Some Indicators of Threshold Competence in the standard of work include:

- Instructions are appropriately recorded
- Adequate but limited communication with the client
- Advice and work is adequate but not always extensive and may not deal with other linked issues other than the presenting issue



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Competence Plus (2)

Some indicators of Competence Plus in the standard of work include:

- Tailored advice and work
- Clients are advised correctly and in full
- Added value
- Proactive stance

Some big differences between (3) and (2)

- Tailored advice
- Proactive approach



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Excellence (1)

Some indicators of Excellence in the standard of work include:

- All issues progressed comprehensively, appropriately and efficiently
- Excellent use of tactics and strategies
- Fully proactive approach



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Below Competence (4)

Some indicators of Below Competence include:

- Information is not recorded or reported accurately
- Communication with the client is **sometimes** of poor quality
- Advice and other work is inadequate
- **Some** cases are not being conducted with reasonable skill, care and diligence
- Delays in progressing matters



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Failure in Performance (5)

Substantially below the standard which clients are reasonably entitled to expect from a solicitor

Some Indicators of Failure in Performance include:

- Detrimental service to clients, or no meaningful service at all, or there is a service that leads to potential prejudice for the client
- Communication with clients is often of poor quality
- Cases in general are not being conducted with reasonable skill, care and diligence



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Peer Review Ratings

- Each firm is unlikely to have all the indicators in one ratings category
- Take other factors into account such as use of effective supervision within the department
- Emphasis on any trends and patterns identified and key findings extracted from individual files
- Not simply an average of the scores on individual files



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Peer Review Ratings

What makes a supplier get a Competence Plus (2) instead of a Threshold Competence (3)?

What makes a supplier get a Below Competence (4) instead of a Threshold Competence (3)?



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Summary

- Peer review is about Quality
- Client at the forefront
- Independent
- Conducted by Peers

Any questions?