

# Peer Review Supporting and Promoting Improvement



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Quality Assessment  
of Legal Services



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# Purpose of the workshop

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



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# Peer Review Ratings

The ratings are an assessment of 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

- 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
- Representations process



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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
- Fully individualised approach throughout the file

# Competence Plus (2)



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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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# 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
- Refer friend/family test



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# Below Competence (4)

Some indicators of Below Competence include:

- Errors in law and/or procedure
- 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
- Lack of holistic approach



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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:

- Consistently incorrect advice and/or procedure
- 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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# 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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# Housing- Improving Quality Guide

- The guide is written by independent Peer Reviewers.
- It is a collection of the most common issues found during a peer review.
- It should not be seen as a protocol or a directive, but as a guidance.
- The guide should help with internal file reviews, and moving towards a Competence Plus.
- It will be updated periodically.



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# Summary

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



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# Peer Review Ratings for NFPs

## All categories

