



Independent
Quality Assessment
of Legal Services

Peer Review Feedback & Support for Practitioners



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Welcome



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Purpose of the workshop

- Explain the Peer Review process and feedback employment Peer Review results
- Assist suppliers to assess their own work in order to prepare for Peer Review
- Consider those issues that often arise in Peer Reviews
- Focus on how you can improve your practice

Peer Review - in practice



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Peer Review process

- 20 randomly selected files; 15 are reviewed.
- Stratified file sample to cover all areas of employment work conducted by an organisation.
- Carried out at an LSC regional office or at IALS.
- Experienced employment practitioners trained in the Peer Review process.
- Practitioners who are competence plus or above.



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What do Peer Reviewers look for?

- Review the quality of service to clients
- Consider all issues
- Assess individual files
- Reach conclusions about overall quality
- Balance strong files against weak files
- ‘Real world’ perspective
- Reason for review unknown



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Peer Review Report

The format of the Peer Review report

- 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



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Peer Review Ratings

The ratings describe the overall quality of work in the files reviewed

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



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Peer Review Ratings

The Unified Contract requires:

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



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Peer Review Ratings

- It is unlikely that all of the files will be scored at the same rating
- All relevant factors should be taken into account
- The emphasis is on any trends and patterns identified with the key findings evidenced by reference to individual files
- It is an assessment of overall quality and not a numerical average of the individual file scores



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Feedback

What if I am not happy with my rating?

- If the supplier scores a 2 (Competence Plus) or above then 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 unless the reviewed files relate to a Peer Reviewer or Potential Peer Reviewer (we have to be a 2) the comments in the report stand and at the moment there is no additional feedback



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Representations

- Where a supplier secures a rating of 4 or 5 (Below Competence or Failure in Performance) the rating is provisional and the supplier is entitled to make representations about the report and the rating
- If representations are made, the report is reviewed with the files and account is taken of the supplier's representations. This review is carried out by the original reviewer and a second panel member
- In light of the representations, appropriate changes are made to the report



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Representations

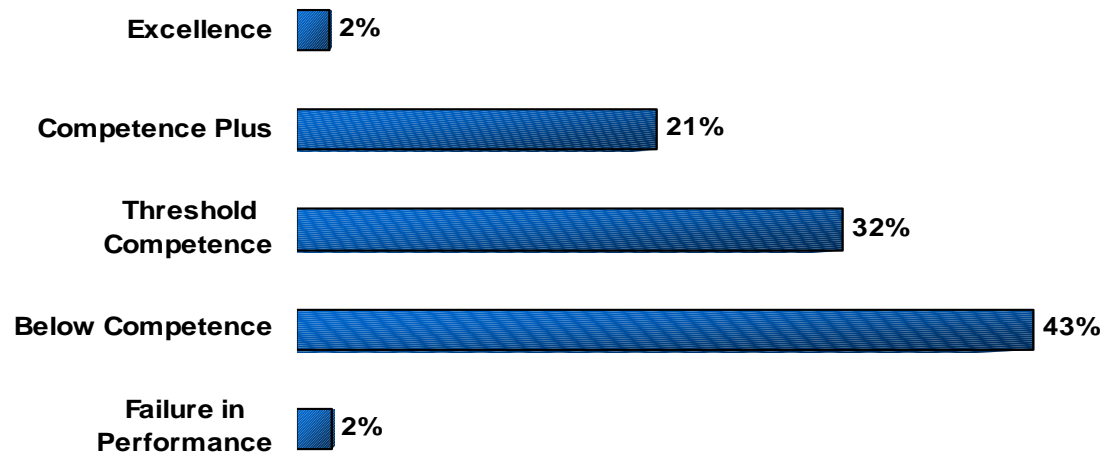
The review of the representations results in either:

- The original rating stands although the report may be altered to address the points made in the representations; or
- The points made in the representations warrants a change in the overall rating.
- The rating is confirmed, but is a provisional rating and will be fully confirmed after the second review.



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Peer Review Ratings Since April 2005



Note:

Below Competence and Failure in Performance show provisional reviews only. These are due a second review where the final result will be confirmed.



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Peer Review Case Study

- Case study - your turn to get involved!
- Consider both files – Below Competence and then Competence Plus
- Consider the observations you would make if you were reviewing the files
- Consider your approach and what rating your work might receive



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Peer Review Example Reports

These are mock reports to show recurring issues.

- Take detailed instructions including on non-presenting issues
- Provide sufficient advice in the first letter
- Give clear advice on Tribunal deadlines
- Take a proactive and responsible approach
- Give balanced advice on prospects and quantum
- Keep the client up to date and confirm significant advice in writing



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Improving Quality Guide

- Employment Guide - Second Edition
- Pulls together recurring themes seen in reviews
- Gives guidance on what you can do to check your own files
- Provides indicators on what might help you improve
- Not a “how to pass your peer review” manual
- Where can you get one?



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Resources

- Handout with some helpful tips on employment law resources



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Summary

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