

FAQs – Improving your Quality (IQ) Initiatives

[IQ Guides](#)

[IQ Workshops](#)

[Quality Tool Kit](#)

[Peer review](#)

IQ Guides

What is the IQ Generic Guide about?

The IQ Generic Guide was developed from peer review reports in categories of law where an insufficient number of peer reviews had been completed to produce a separate category specific guide. These areas of law are:

- Action Against the Police
- Clinical Negligence
- Community Care
- Education
- Public Law

The IQ Generic Guide will be particularly helpful to new advisers and trainees because the issues in it can be found, in varying degrees, across all categories of law in which peer reviews take place. In many ways these issues are the foundations of dealing with any legal case.

Will the LSC develop any additional category specific guides?

There are currently no plans to develop additional guides.

How can I benefit from reading the IQ Guides?

The IQGs are a helpful tool for providers wishing to achieve a higher level of quality of legal advice. They:

- Make available common quality issues identified by peer reviewers, which frequently contribute towards lower peer review ratings
- Make suggestions for making improvements to work practices, thus helping providers to achieve a higher score at peer review
- Provide the legal profession with a unique opportunity to access peer review findings in a range of subject areas

How are the guides set out?

The IQ Guides are divided into issues that frequently contribute towards lower ratings at peer review. Each issue is divided into subheadings that:

- Outline the action that a peer reviewers would normally expect
- Describe why the issue is identified as important
- Explains the process by which an organisation can identify if the quality concern affects their work and advice

- Outline suggestions on activities/methods which could assist improvement. These suggestions are not an exhaustive list; they are only some of the ways that improvements can be made.

Who reviews the IQGs?

The IQ Guides are reviewed periodically by peer reviewers and the new editions are checked and approved by [IALS](#)

How can I obtain a copy of the IQGs?

The IQGs can be downloaded from the IQ webpage: www.legalservices.gov.uk >Quality and Performance> Peer Review > Improving Quality.

The LSC do not stock hardcopies of the IQGs, however a printed copy can be requested by sending an email to the dedicated improving quality e-mail box, ImprovingQuality@legalservices.gsi.gov.uk.

IQ Workshops

What was the aim of the IQ Workshops?

The IQ Workshops were developed to:

- Promote and share good practice through the findings of peer review
- Enable delegates to gain an understanding of the issues affecting quality
- Offer advice, guidance and support on how to improve quality and score higher at peer review
- Learn from peer reviewers' own experiences as legal aid practitioners, facing the same challenges and scrutiny
- Ask questions and share experiences with other legal aid practitioners

How can I register an interest in receiving updates on IQ initiatives?

This can be done by sending an e-mail to: improvingquality@legalservices.gsi.gov.uk .

Quality Tool Kit

What is the Quality Tool Kit?

It is the material used by peer reviewers to deliver the IQ Workshops.

Quality Tool Kit		
Crime	Crime IQ Guide	Booklet
	The Peer Review Process	Slides
	Seven Steps to Competence Plus	Slides
	Mock Case Study - Below Competence	
	Mock Case Study - Competence Plus	
	Peer Review Report – Below Competence	
Debt	Debt IQ Guide	Booklet
	Assessing Quality	Slides
Employment	Employment IQ Guide	Booklet
	Feedback and Support for Practitioners	Slides
Family	Family IQ Guide	Booklet
	Feedback and Support for Practitioners	Slides

	Case Study - Divorce	
	Case Study - Injunction	
	Peer Review Reports - Competence Plus	
	Peer Review Reports - Threshold Competence	
Housing	Housing IQ Guide	Booklet
	Supporting and Promoting Improvement	Slides
Immigration	Immigration IQ Guide	Booklet
	Supporting and Promoting Improvement	Slides
Welfare Benefits	Welfare Benefits IQ Guide	Booklet
	Supporting and Promoting Improvement	Slides
IQ Generic Guide		Booklet
Preparing for Peer Review		Flyer

Peer Review

What is peer review?

Peer review is a quality assessment tool. It directly measures the quality of advice and legal work carried out by legal aid providers. The process was developed and is managed by IALS.

Who are the peer reviewers?

Peer reviewers are experienced legal aid practitioners. They assess a stratified, random sample of a provider's case files using a standard criteria and ratings system. They determine the quality of advice and legal work provided to clients in a particular category of law. Following this assessment the peer reviewer makes an overall judgement about the provider's quality of advice and legal work.