

## Peer Review – Outcomes for Face to Face Providers

**Table 1a: CURRENT Outcomes**  
April 2009 to January 2011

Rating	Number of Reviews	%
1	23	2
2	350	34
3	545	52
4	118	11
5	6	1
<b>Total</b>	<b>1042</b>	

Rating 4 & 5

Pending Representations: 6

Contract Notices issued: 98 of which:  
- Pending second review: 53  
- Providers withdrawn from LSC Contract: 17

Contract Terminations issued: 16

Table 1a: Initial and second reviews pre and post representations outcomes

**Table 1b: HISTORICAL Outcomes (post**  
April 2005 to March 2009

Rating	Number of Reviews	%
1	76	3
2	1049	38
3	1387	50
4	245	9
5	5	0
<b>Total</b>	<b>2762</b>	

Rating 4 & 5

Contract Notices issued: 200 (80%)

Contract Terminations issued: 4 (1.6%)

Providers withdrawn from LSC Contract: 52

Table 1b: Initial and second reviews post representations outcomes

## Peer Review Representations

**Table 2: Success Rates at Representations**  
(April 2005 to January 2011)

		%
<b>Total Number of Representations:</b>	<b>349</b>	
<b>Rating Increased after Representations:</b>	144	<b>41</b>
<b>Rating Stayed the Same after Representations:</b>	205	<b>59</b>

**Breakdown of Outcomes by Category – Current**

April 2009 to January 2011		Excellence - 1		Competence Plus - 2		Threshold Competence - 3		Below Competence - 4		Failure in Performance - 5	
Category	Total PR in Category	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%
Actions Against the Police (Discontinued)	6			2	33			4	67		
Community Care	16	1	6	3	19	9	56	2	13	1	6
Crime	342	9	3	131	38	168	49	34	10		
Debt	32			11	34	20	63	1	3		
Education	14			3	21	8	57	3	21		
Employment	34	1	3	8	24	12	35	10	29	3	9
Family	233	3	1	81	35	140	60	9	4		
Housing	78	2	3	19	24	40	51	17	22		
Immigration	105	3	3	40	38	51	49	10	10	1	1
Mental Health	84	1	1	24	29	36	43	22	26	1	
Welfare Benefits	98	3	3	28	29	61	62	6	6		
<b>TOTAL:</b>	<b>1042</b>	<b>23</b>	<b>2</b>	<b>350</b>	<b>34</b>	<b>545</b>	<b>52</b>	<b>118</b>	<b>11</b>	<b>6</b>	<b>1</b>

Table 3a: Initial and second reviews, pre and post representations outcomes breakdown by category (April 2009 to January 2011)

### Breakdown of Outcomes by Category – Historical

April 2005 to March 2009		Excellence - 1		Competence Plus - 2		Threshold Competence - 3		Below Competence - 4		Failure in Performance - 5	
Category	Total PR in Category	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%	No of PR with Rating	%
<b>Actions Against the Police (Discontinued)</b>	<b>23</b>	2	9	1	4	13	57	7	30		
<b>Clinical Negligence</b>	<b>8</b>	1	13	0	0	7	88				
<b>Community Care</b>	<b>24</b>	3	13	8	33	10	42	3	13		
<b>Crime</b>	<b>1385</b>	31	2	647	47	605	44	102	7		
<b>Debt</b>	<b>113</b>	3	3	39	35	60	53	11	10		
<b>Education</b>	<b>21</b>	1	5	9	43	5	24	6	29		
<b>Employment</b>	<b>64</b>	1	2	11	17	22	34	28	44	2	3
<b>Family</b>	<b>558</b>	7	1	152	27	366	66	32	6	1	0
<b>Housing</b>	<b>196</b>	11	6	61	31	109	56	15	8		
<b>Immigration</b>	<b>136</b>	6	4	38	28	69	51	21	15	2	1
<b>Mental Health</b>	<b>131</b>	7	5	39	30	66	50	19	15		
<b>Welfare Benefits</b>	<b>103</b>	3	3	44	43	55	53	1	1		
<b>TOTAL:</b>	<b>2762</b>	<b>76</b>	<b>3</b>	<b>1049</b>	<b>38</b>	<b>1387</b>	<b>50</b>	<b>245</b>	<b>9</b>	<b>5</b>	<b>0</b>

Table 3b: Initial and second reviews post representations outcomes breakdown by category (April 2005 to March 2009)

## Peer Review – Outcomes for Community Legal Advice Providers

CLA Category	Total PR in Category	Rating of 1 or 2 Achieved		On Going*		Contract Termination Issued	
		No of Reviews	%	No of Reviews	%	No of Reviews	%
<b>Debt</b>	7	5	71	2	29		
<b>Education</b>	2	1	50	1	50		
<b>Employment</b>	9	3	33	5	56	1	11
<b>Family</b>	4	0	0	4	100		
<b>Housing</b>	9	5	56	3	33	1	11
<b>Welfare Benefits</b>	6	4	67	2	33		
<b>TOTAL:</b>	<b>37</b>	<b>18</b>	<b>49</b>	<b>17</b>	<b>46</b>	<b>2</b>	<b>5</b>

Table 4: Outcomes to date for Community Legal Advice Providers

\*CLA Providers who have received a rating of Threshold Competence (3) or below or yet to be awarded a rating.

Community Legal Advice contracts have a minimum requirement of Threshold Competence (3) for the first review. The minimum requirement for the second review is Competence Plus (2).