

## **Independent Peer Review of Telephone Advice Work File Sampling Process**

### **1. File sampling for Initial Peer Review**

- 1.1 A random sample of 20 telephone advice files is selected for the purpose of peer review. 15 of the files selected are subject to assessment in the peer review. All the files selected will have been closed within the last 12 months (for example, a Contract year or part of a Contract year).
- 1.2 The file sample will consist of:
  - 15 files over 132 minutes; and
  - Five files of 132 minutes or under.
- 1.3 If a provider has not closed 15 files over 132 minutes within the relevant period, we will select all of the available files over 132 minutes. We will then randomly select as many files of 132 minutes or under as necessary to make a sample of 20 files.
- 1.4 If a provider has not closed 20 files (of any size) within the relevant period, we will select all of the files available.

### **2. File Sampling for Second Peer Review**

- 2.1 A second peer review is scheduled when the work of a provider does not meet the minimum quality standard set by the LSC Contract in the initial peer review.
- 2.2 Where the work of a provider receives a rating of Below Competence (4) in the initial peer review (or a rating of Threshold Competence (3) when the LSC Contract specifies that a minimum rating of Competence Plus (2) is required), the second peer review will normally be scheduled six months after the initial peer review was finalised.
- 2.3 Following the six-month improvement period, we will select files that were opened and closed after the initial peer review rating was confirmed. The file sample will be selected as described in paragraph 1.2 above.
- 2.4 If, after six months, fewer than 15 files over 132 minutes or fewer than 20 files overall are available for the second peer review, we may extend the improvement period by a further three months.

2.5 If, after a nine-month improvement period, there is still a limited number of files available for the second review, we will select a random sample from the files that are available as follows:

- If fewer than 15 files over 132 minutes were closed in the nine month period, we will select all of the available files over 132 minutes (if any). We will then randomly select as many files of 132 minutes or under as needed to make a sample of 20 files.
- If fewer than 20 files (of any size) were closed in the nine month period, we will select all of the available files. If the number of files is less than 15, all of the files will be subject to assessment. If the number of files is 16 to 20, 15 of the files will be subject to assessment.

2.6 Where the work of a provider received a rating of Failure in Performance (5) in the initial peer review, the second peer review will be scheduled immediately. The files selected for the second review will be closed in the same period as the files used in the initial review, using the process described in paragraphs 1.1 to 1.4.