



Independent
Quality Assessment
of Legal Services

Peer Review Supporting and Promoting Improvement



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Welcome

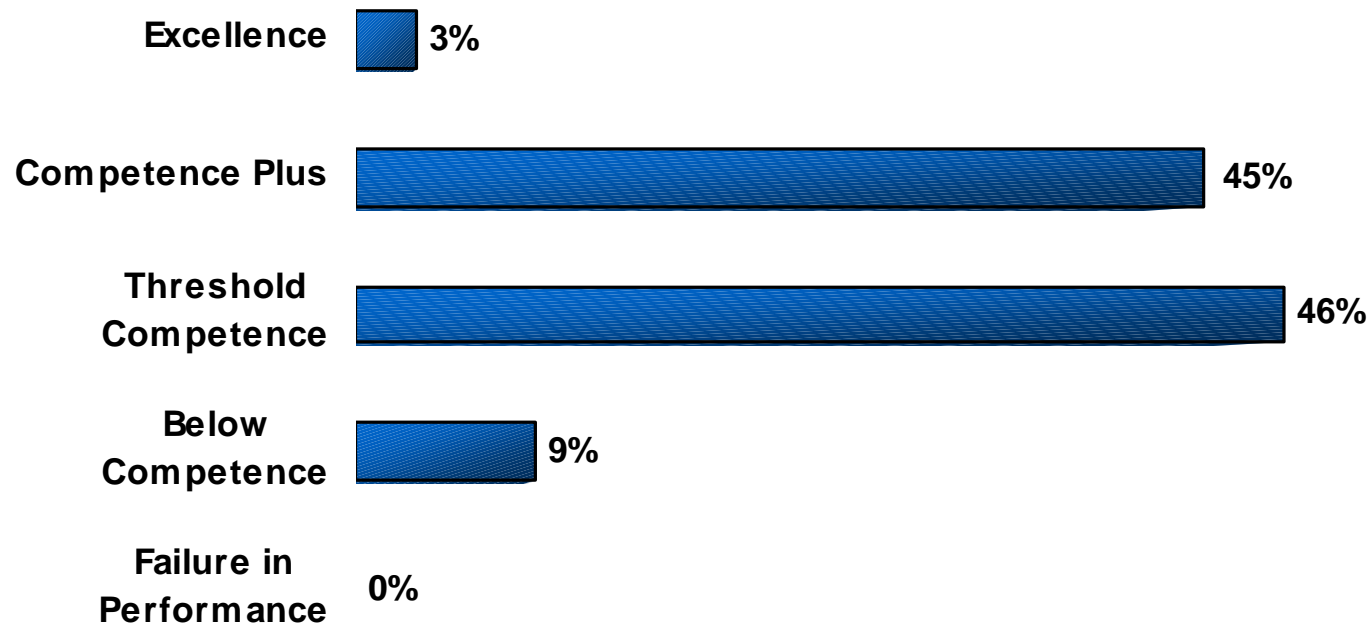
- Raising the bar on quality
- Between April 2005 and December 2007, 45% of Suppliers scored Competence Plus or above at peer review



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Peer Review Ratings

All categories





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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

The review –

- 15 files, randomly selected.
- Stratified file sample to cover all areas of welfare benefits work conducted by an organisation
- At regional office or at the Institute of Advanced Legal Studies
- Experienced practitioners trained in peer review framework
- Practitioners who are competence plus or above



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What do peer reviewers look for?

- Review quality of service to clients
- Considers all issues
- Assess individual files
- Form conclusion about overall quality
- Balancing act - some files good others less so
- 'Real world' perspective
- Reason for review unknown



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Peer Review Report

Peer review report focused on improvement

- Positive Findings
- Major Areas of Concern
- Other Areas of Concern
- Areas for development
- Further Comments
- Suggested Areas for Improvement
- Overall Assessment of the Quality of the work on the files of the supplier reviewed.



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Peer Review Ratings

The ratings describe 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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Differences between (3) and (2)

- Advice whilst provided is not tailored
- Advice is not extensive
- The holistic approach has not been adopted and only the presenting problem has been addressed
- A proactive approach has not been adopted
- Tactics & strategies have not been considered in order to obtain the best outcome for the client



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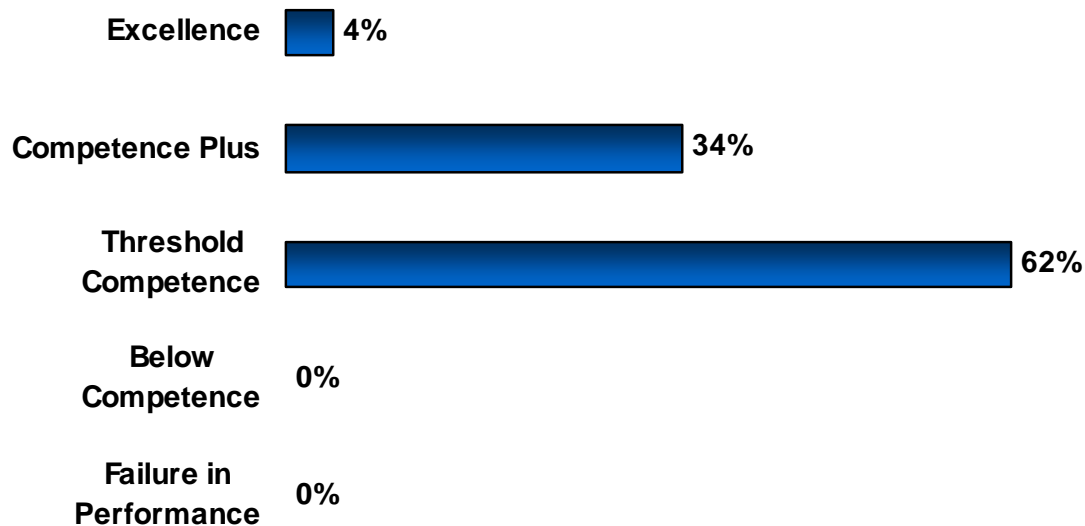
Peer Review Ratings

- 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



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Peer Review Ratings Welfare Benefits. April 05 – Dec 07





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Summary

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

Any questions?



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Quality Guidance & Available Resources

- Improving Your Quality – Welfare Benefits
- CPAG Publications
- The Welfare Rights Bulletin
- The Adviser
- Disability Rights Handbook
- Annotated legislation
- Zebedee & Ward
- Rightsnet
- Social Security Commissioners website
- Specialist Support Service - WB