

What is a Quality Profile?

1. The Quality Profile Report provides a routine mechanism for the Legal Services Commission (LSC) to monitor criteria clearly linked to quality of advice and sits within our Supplier Management Process (SMP). Traditionally the LSC has relied on a number of proxies for quality of advice through the structure of a management standard, namely the Specialist Quality Mark. The Quality Profile will provide an indication of your performance on the basis of quality and will work in conjunction with indicators for financial and contract compliance that are already available within the existing SMP.
2. The Quality Profile is tailored to each supplier and incorporates a primary set of quality of advice indicators specific to each category and sometimes sub-categories of civil law and crime. The information included in the Quality Profile is drawn from our case management system and accurately reflects the information that you have provided us with during a specified period of time.
3. This guidance provides an overview of the report format that will assist you in understanding what your report says about your organisation, on the basis of the data you have provided.

What does the LSC use Quality Profiles for?

4. The LSC will use the Quality Profile Report in conjunction with the Contract Management Review Criteria Report (CMRC) as a platform for further research into your performance as part of our auditing process.
5. The Quality Profile provides an increased understanding of a supplier's performance through the identification of key risks that when considered together may indicate whether or not a supplier is providing competent advice, case management and client care.
6. The Quality Profile Report will allow us to identify and explore in detail any key risks of quality and if an audit is considered useful it will be used to plan the audit's scope, specific objectives and areas to discuss. During any auditing exercise, the Quality Profile will be used as a reference point for discussion of the potential issues identified. The Quality Profile will give both you and the LSC a chance to clarify any issues and concerns about the trends that it shows and what it might indicate in terms of the future.

7. For preferred suppliers, the Quality Profile will be used as routine off-site monitoring to ensure that performance is maintained and to identify any trends for discussion.
8. It is important to note that the results contained within the Quality Profile reports will not directly result in any contract sanctions but will be used instead to trigger further investigation either through audit, file assessment or peer review.
9. Additionally, the Quality Profile together with the CMRC will better correlate cost to outcome in demonstrating (for both you and the LSC) value for money and proper fund control.

What can you use Quality Profiles for?

10. We recognise that many suppliers will want to use the Quality Profile as proactively as we do to assist them in delivering continuous quality improvement in particular as a guide to potential peer review results and for early monitoring of changes within your case performance.
11. The Quality Profile is there for you to use as much as we do and your Account Manager will be ready to provide you with up-to-date copies of the report as often as you agree would be appropriate.

Reporting case information

12. The Quality Profile report relies on case information, including Outcome Codes that you have reported. The value the Quality Profile report holds for both yourself and the LSC is directly linked to the accuracy of your reporting and it is your responsibility as stated in Clause 3.2 of the Contract Standard Terms, to adhere to the 'claim form' guidance. Please refer to the Forms section of the Legal Services Website for copies of these documents: www.legalservices.gov.uk
13. If you have any queries regarding how to correctly report case information, please contact your Account Manager. Note that we will be undertaking monitoring of data accuracy in order to maximise the benefit that these reporting arrangements can bring.

Reading the Quality Profile Report

14. This guidance provides an overview of the main components of a typical Quality Profiles report. It describes what each section is about, how to interpret the information and what the data can be used for.

Your Details

QUALITY PROFILE REPORT	
Version 1.0 DECEMBER 2004	

Account Number:	0A000A
Supplier Name:	Any Supplier
Bid Zone:	Any Bidzone
CJS Area:	Any CJS Area
Civil Region:	Any Region
Crime Region:	Any Region
Civil Contract Number:	01/0A000A/1
Crime Contract Number:	CDS/01/0A000A/1

15. This section contains general information about your organisation that is held on our case management system.
16. Your **Account Number** is a useful reference that you should quote in any communication with the LSC.

Contract and Quality Information

Contract and Quality information

Category	Active contract	Licence only	Tolerance	HCC	Current QP	Previous year QP
Actions against the Police etc	*					
Clinical Negligence	*					
Community Care	*					
Consumer and General Contract			*			
Debt	*					
Education	*					
Employment	*					
Family	*					
Housing	*					
Immigration						
Mental Health	*					
Personal Injury		*	*			
Public Law		*	*			
Welfare Benefits	*					
Schedule Tolerance						
Crime	*					

17. This section provides a summary of the categories of law your organisation has completed work in and your performance in each of these categories. The aim is to provide headline information of the areas of law that your firm practices in.
18. An asterisk under **Active Contract** indicates that you have a Specialist Quality Mark in that category of law. An asterisk under **Licence Only** or **Tolerance** indicates that you have reported work to the LSC as completed in these areas whether at the certificated level (licence only) or at the controlled work level (Tolerance).
19. **HCC** (High Cost Cases) indicates whether, for any given category of law (whether for Crime or Civil work), your organisation has any current cases that are being managed under individual case contracts.
20. A summary of your organisation's Quality Profile is provided under **Current QP** and **Previous year QP** where the latter relates to the performance reported in the same six-month period one year earlier. This information enables you to compare how your organisation's performance has changed over a 12-month period. Further reference in this guidance to Previous Period or Previous Performance refers to this reference period.

Category Specific Information

ACTIONS AGAINST THE POLICE ETC

Quality Profile

M

Period of Review

SEP 03 TO FEB 04

Volume of cases

Legal Help

Legal Representation

Current Period

121 97.6%

3 2.4%

Previous Period

98 85.2%

17 14.8%

Indicator

National
Average

National
Parameter

Current
Performance

Previous
Performance

Point
Change

Matter II Other case type

38.1%

> 57.7%

68.0% *

49.2%

18.8

Case completion

42.8%

< 20.8%

56.2%

71.7%

-15.5

Lump sum or apology obtained outcome

9.8%

= 0.0% OR >
22.6%

12.4%

10.3%

2.1

Stopped by advisor outcome

16.4%

> 32.6%

17.4%

22.6%

-5.2

Withdrawn on recommendation outcome

26.6%

< 3.2%

33.3%

17.8%

15.5

Full Representation cases with positive outcome

35.1%

< 2.2%

1.0% *

4.5%

-3.5

Investigative Help case length

22.1

> 31.0

15.0

21.0

-6.0

21. This section provides detailed performance information based on your organisation's work in a specific category of law. A description of the statistical methodology (that was

established for us by an independent consultant) that is used to generate the information in this section is included within this document.

22. The **Quality Profile** is the risk classification your organisation has received in the current reporting period. The classification is derived from your organisation's current performance against a set of indicators with the level of risk classified as either H (High), M (Medium) or L (Low), where:
- High risk means that there are a number of potential concerns about the quality of work done within the review period and this may indicate that the supplier would score 4 or 5 at peer review.
 - Medium risk means that some potential concerns have shown up from the cases concluded within the review period and may indicate that the supplier would score a 3 at peer review
 - Low risk means that there are few or no concerns about the quality of work reported within the review period and may indicate that the supplier would score either a 1 or a 2 at peer review

The Peer Review scores are determined by how the Supplier meets the standards required in the General Civil & Criminal Contract, clause 3.2. With a Peer Review of 4 or 5 being below the standard, a level of 3 meeting the minimum standard and a Peer Review of 1 or 2 exceeding the standard in the Contract.

23. The **Period of Review** specifies the six-month period in which cases were reported to the LSC on the CMRF, Claim 1, Claim 2, CDS6 or CDS7 forms. Cases reported by your organisation during this period have been included in the analysis against each of the indicators. With the release of a new Quality Profile each month, the Period of Review will change using a rolling six-month basis.
24. The **Volume of cases** your organisation has reported in both the current period and the previous period is categorised into those reported under Legal Help and those that are Legal Representation. For each period the proportion of cases that are Legal Help and Legal Representation is also included as reference to your organisation's case mix and how it has changed since the previous period.
25. Each category of law has a specific list of **Indicators** that have been identified to measure and evaluate a supplier's performance against. The indicators reflect the case types, case outcomes and case lengths reported by suppliers.

26. The **National Average** of an indicator has been included to evaluate how a supplier's current performance compares against the norm. It represents the proportion of cases that reflect the Indicator description, for example, 38.1% of all cases reported had a case matter type II of 'Other'. The only Indicator that is not measured as a percentage is case length, which is measured in months. The National Average has been set as a static figure that will be reviewed after 12 months.

27. To assess whether a supplier has been performing out of profile, a threshold cut-off has been set. This threshold is the **National Parameter**. For each Indicator the parameter specifies the out of profile condition and the proportion cut-off value, for example:

- > 57.7%: suppliers with proportions *greater than 57.7%* for a particular indicator are out of profile.
- < 20.8%: suppliers with proportions *less than 20.8%* for a particular indicator are out of profile.

A supplier who is "out of profile" is simply outside the national norm on that particular indicator. For every "out of profile" indicator there will be a number of valid reasons for this, though potentially also an indication that further investigation is required.

28. The National Parameter can also include both an upper and lower threshold cut-off, where suppliers outside this range are deemed out of profile. Like the National Average the National Parameter has been set as a static figure for 12 months after which it will be reviewed.

29. The **Current Performance** field is particular to a supplier's performance against each indicator. It represents the proportion of cases that reflect the indicator description as reported by a supplier. This value, assessed against the National Parameter will indicate if your organisation is out of profile in an identified case type, case outcome or case length area. If your organisation is out of profile then an asterisk will be present next to the value. Like the National Average it is measured as a percentage for all indicators except case length.

30. The Current Performance also enables you to compare how your organisation has performed against the average performance reported by all suppliers using the National Average value.

31. The information in the **Previous Year Performance** is derived in the same way as the Current Performance. This allows both your organisation and the LSC to compare how your organisation's cases have changed over a 12 month period.
32. To assist the comparison between your organisation's Current and Previous Year Performance a **Point Change** field has been included. This field is calculated as the percentage point difference between these two values and is useful to easily identifying the indicators that have changed the most or the least.
33. If your organisation has not reported any cases in a particular category of law during a specified time period, due to having no contract in that area or no cases to report, then no information will appear in that particular section.
34. The format of information is the same for all categories, excluding Family and Crime. The differences for these categories are:

Family

35. The category of Family has been separated into its sub-category components, except for the Quality Profile where this has been retained for the overall category. The Volume of Cases is reported for each sub-category, including where applicable the Legal Help and Legal Representation volumes for the current and previous periods. The percentage represents the proportion each sub-category contributes to the total number of Family cases reported.
36. The other difference for Family is the Indicators that have been constructed specifically for each sub-category area. The sub-categories 'Help with Mediation' and 'Other Family' do not have any corresponding indicators. Fields will be left empty if your organisation has not reported cases in the Family sub-category areas.

Crime

37. For the Crime category, the civil components of Legal Help and Legal Representation have been replaced by Investigations and Proceedings. The Indicators have also been identified as relating to either the Investigations outcomes or the Proceedings outcomes.

How the Indicators were devised

38. For each category of law indicators were chosen through a structured process that involved:

- An initial analysis of data reported during a set time period, including case types, case outcomes and demographic information.
- Key results from the analysis enabled the identification of potential indicators.
- The results and potential indicators were then agreed through consultation with groups of expert practitioners for each category of law.
- The risk assessment scheme was then validated against peer review results where available.

How the Statistics are calculated

National Average

39. The National Average is calculated as the number of cases that exhibit the indicator properties as a proportion of all cases reported. For case length, this is the average of the length of time, from the certificate or emergency issue date to the last reported work date in months, reported for all cases.

Current Performance and Previous Year Performance

40. The Current Performance is calculated as the number of cases a supplier has reported that exhibit the indicator properties as a proportion of all cases the supplier reported.

National Parameter

41. The calculation of the National Parameter is performed by adding/subtracting one standard deviation to/from the National Average. The standard deviation is derived using the indicator percentages calculated for suppliers that reported more than 10 cases during a set time period.

Point Change

42. The Point Change is calculated as the percentage point difference between the Current Performance and the Previous Year Performance.