

a total of £10,000 in the three month period, then they will be rated as red where £1500 or more has been assessed off those bills.

Peer Review

Peer Review is a separate contractual term (Unified Contract Standard Terms Clause 10.4 and 10.8) and (General Criminal Contract Clause 3A). The current Peer Review score is reported alongside the other KPIs. To meet the performance standard, the Peer Review score at each office and for each category work must be at a minimum of Threshold Competence (3).

Any further queries in relation to Key Performance Indicators should be directed to your Account Manager.

Outcomes that are defined as providing a substantive benefit to the client in Controlled (Legal Help work:

Actions Against the Police

AA, AB, AC, AD, AE, AF, AH

Consumer General Contract

GA, GB, GE, GF, GC, GD, GG, GH, GK, GL

Clinical Negligence

NA, NB, NC, ND, NF

Community Care

CA, CB, CC, CD, CE, CF, CI, CG, CH

Debt

DC, DD, DA, DB, DE, DF, DG, DH

Education

EA, EB, EC, ED, EE, EF, EG, EH, EI, EJ

Employment

YC, YE, YA, YB, YD, YF, YG, YH, YI, YK, YJ

Family

FH, FI, FJ, FE, FG, FA, FF, FB – exclude matter types FAMW and FAMX

Housing

HA, HB, HC, HD, HE, HF, HG, HH, HI, HJ, HK, HL

Immigration

IA, IB, IC, ID only include stage reached of IG, IH, IK, IS

Mental Health

MA, MB, MC, MJ, MD, ME, MF, MG, MH, MI - exclude all level 2 and 3 work

Miscellaneous

XA, XB, XC, XD, XE, XF, XG, XH, XI

Personal Injury

PA, PB, PC, PD, PE

Public Law

BA, BB, BD, BE, BC, BI, BJ, BF, BG, BH, BK, BL

Welfare Benefits

WA, WB, WD, WE, WC, WF

Outcomes that are defined as providing substantive benefit to the client for Licensed work:

Actions against the police

Endpoint 3 = K

Clinical Negligence

Endpoint 3 = K-P

Private Law children

Endpoint 3 = N – O

Domestic Violence

Endpoint 3 = N – O

Financial Provision

Endpoint 3 = A-D & N – P