

CLIENT		FACE/FACE	PAPER
FILE NO		UFN	

FEE EARNER		REVIEWER		DATE			
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FILE OPENING		REMINDER DATES	
File Identification		B/F Date scheduled	
Opening Form complete		FILE MANAGEMENT	
Conflict Check		Undertaking	
Key forms used		Complaint	
File orderly		Time recording	
Key date to file & back up		Running record of costs	
INITIAL INSTRUCTIONS		CASE PROGRESS	
Instructions recorded		General client update	
Advice recorded		Six month cost update	
Action agreed		SERVICES OF OTHERS	
Funding advice recorded		Approved	
Client care letter		Client consultation	
CDS/Rule 15 info sent		Clear instructions	
Willingness to Act		END OF CASE	
Status of file clear		Close of Case letter	

CONTRACT COMPLIANCE			
Application form complete		SBT met	
Proof of means		All work justified	
Matter ended		Work class	
Matter/Case issues		PST	

IS CORRECTIVE ACTION REQUIRED ?	NO Quality Control completed	YES Complete remainder of form
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CORRECTIVE ACTION NEEDED (include any substantive issues identified over page)

DATE FOR COMPLETION	FEE EARNER CONFIRMATION	REVIEWER VERIFICATION

Case complexity/difficulty:	Exceptional	Demanding	Routine	Minor
Case Seriousness:	Most Serious	Moderately Serious	Least Serious	
KEY	1 = excellent	2 = competence plus/good	3 = threshold competence	
	4 = not competent/poor	5 = non-performance/ very poor	X = insufficient information to make a judgement	
Y				NA = not applicable

LEAD CHARGE	
Other Charge(s):	

A. THE FILE								
1. How effective is the composition of the file?	1	2	3	4	5			
2. How appropriate is the level of information recorded?								
(a) At investigation stage	1	2	3	4	5	X	N/A	
(b) Post Charge	1	2	3	4	5	X	N/A	
3. How appropriate was the management of the case throughout?	1	2	3	4	5	X	N/A	
Comments:								

B. COMMUNICATION								
1. How appropriate were the lawyer's communication and client-handling skills?	1	2	3	4	5	X		
2. How appropriately was the client informed of:								
(a) the merits (or not) of their defence/case?	1	2	3	4	5	X	N/A	
(b) all developments (including conclusion)	1	2	3	4	5	X	N/A	
3. How appropriate was the lawyer's communication with others, including the CPS, defence counsel etc?	1	2	3	4	5	X	N/A	
4. How timely was all communication?	1	2	3	4	5	X	N/A	
Comments:								

C. INFORMATION AND FACT-GATHERING								
1. How effective was the lawyer in seeking relevant information from the client?	1	2	3	4	5	X		
2. How effective was the lawyer in seeking relevant information from the police and/or prosecution:								
(a) At investigation stage	1	2	3	4	5	X	N/A	
(b) Post Charge	1	2	3	4	5	X	N/A	
3. How effective was the lawyer in seeking relevant information from others?	1	2	3	4	5	X	N/A	
Comments								

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D. ADVICE AND ASSISTANCE

1. How good was the advice?	1	2	3	4	5	X	N/A
2. (a) How appropriate was advice on plea?	1	2	3	4	5	X	N/A
(b) If (at any stage) the client was advised to plead guilty, was the timing of the advice: (i) too early (ii) appropriate (iii) too late							
3. How appropriate was advice on appeal?	1	2	3	4	5	X	N/A

Comments:

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E. THE WORK/ASSISTANCE

1. Was all work done that should reasonably have been done?	Y	N	X				
If No, specify:							
2. How effective was the work done in achieving the client's (reasonable) objectives?	1	2	3	4	5	X	
3. What was the impact of the lawyer on:							
(a) Bail:	better than expected	as expected	worse than expected	X	N/A		
(b) Mode/venue:	better than expected	as expected	worse than expected	X	N/A		
(c) The Process:	better than expected	as expected	worse than expected	X	N/A		
(d) What convicted of/or not:	better than expected	as expected	worse than expected	X	N/A		
(e) Sentence:	better than expected	as expected	worse than expected	X	N/A		
4. Was the client prejudiced in any way by the work done or not done?					Y	N	
If Yes, specify:							

Comments:

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F. EFFICIENCY

1. How efficiently was the work carried out?	1	2	3	4	5	X	
2. Throughout the file, how effectively did the organisation use resources (including experts)?	1	2	3	4	5	X	N/A
3. Were any disbursements incurred appropriate?	Y	N	N/A				

Comments:

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G. GENERAL

1. Where ethical issues arise were they dealt with appropriately?	Y	N	N/A	
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2. OVERALL MARK

(a) At Investigation Stage	1	2	3	4	5	X	N/A
(b) At Magistrates Court Stage	1	2	3	4	5	X	N/A
(c) At Crown Court Stage	1	2	3	4	5	X	N/A

Please write any further comments below or use reverse/additional pages

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