

<b>CLIENT NAME</b>		<b>FILE NO</b>	
<b>FEE EARNER</b>	<b>REVIEWER</b>	<b>DATE</b>	<b>CAT</b>
<b>FILE OPENING</b>		<b>REMINDER DATES</b>	
FILE IDENTIFICATION		B/F DATE SCHEDULED	
FILE OPENING FORM COMPLETE		COST UPDATE SCHEDULED	
CONFLICT CHECK		<b>FILE MANAGEMENT</b>	
KEY FORMS USED		UNDERTAKING	
FILE ORDERLY		COMPLAINT	
KEY DATE TO FILE & BACK-UP		TIME RECORDING	
<b>ONGOING INSTRUCTIONS</b>		RUNNING RECORD OF COSTS	
ONGOING INSTRUCTIONS RECORDED		<b>CASE PROGRESS</b>	
		GENERAL CLIENT UPDATE	
ONGOING ADVICE RECORDED		SIX MONTH COST UPDATE	
		<b>SERVICES OF OTHERS</b>	
ONGOING ACTION AGREED		EXPERTS APPROVED	
		CLIENT CONSULTATION	
STATUS OF FILE CLEAR		CLEAR INSTRUCTIONS	
		<b>END OF CASE</b>	
		CLOSE OF CASE LETTER	
<b>SUBSTANTIVE REVIEW OF FILE</b>			
<b>IS CORRECTIVE ACTION REQUIRED ?</b>		<b>NO</b> File Review completed	<b>YES</b> Complete remainder of form
<b>CORRECTIVE ACTION NEEDED</b>			
<b>DATE FOR COMPLETION</b>	<b>FEE EARNER CONFIRMATION</b>	<b>REVIEWER VERIFICATION</b>	

<b>Case complexity/difficulty:</b>	Exceptional	Demanding	Routine	Minor
<b>Case Seriousness:</b>	Most Serious	Moderately Serious	Least Serious	
<b>KEY</b>	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	
				NA = not applicable

<b>LEAD CHARGE</b>	
<b>Other Charge(s):</b>	

**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
<b>Comments:</b>							

**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
<b>Comments:</b>							

**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
<b>Comments</b>							

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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? If No, specify:	Y	N	X				
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) <b>Bail:</b>	better than expected	as expected	worse than expected	X	N/A		
(b) <b>Mode/venue:</b>	better than expected	as expected	worse than expected	X	N/A		
(c) <b>The Process:</b>	better than expected	as expected	worse than expected	X	N/A		
(d) <b>What convicted of/or not:</b>	better than expected	as expected	worse than expected	X	N/A		
(e) <b>Sentence:</b>	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? If Yes, specify:	Y	N					
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**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) <b>At Investigation Stage</b>	1	2	3	4	5	X	N/A
(b) <b>At Magistrates Court Stage</b>	1	2	3	4	5	X	N/A
(c) <b>At Crown Court Stage</b>	1	2	3	4	5	X	N/A

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

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