

Preferred Supplier and the Not for Profit Sector

Quality Relationships Delivering Quality Outcomes

ASA Conference - March 2007



legal services
COMMISSION

Preferred Supplier and the Not for Profit Sector

Objectives

- Improved quality of legal advice
- Improved relationship with providers
- Improved value for money
- Access for clients
- Minimise bureaucracy
- Ensure sustainability of legal aid scheme



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The big picture

- One of a number of key reforms to legal aid
- Lord Carter defined how services will be procured
- Preferred Supplier provides quality platform for Carter reforms and defines who LSC will buy services from
- Works with CLS Strategy which defines how we will buy services
- To achieve a more efficient and sustainable legal aid system



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Inclusion of NfPs in Preferred Supplier

- Work of advice agencies is important to clients
- Clients entitled to quality guarantee
- Higher entry criteria will apply to all providers
- NfPs can benefit from Preferred Supplier opportunity as well
- Brighton Housing Trust in the pilot – worked well, positive feedback



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How pilot has contributed to national proposals

- Relationship Management tested – excellent feedback
- Devolving significant amount of decision-making
- Streamlined business and operational processes
- Better appreciation of providers' needs



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Quality Assessment Roll Out

- Published early March
- Outlines likely quality assessment timetable
 - Peer Review
 - File Assessment



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Entry Process

- Key Performance Indicators
- File Assessment Value For Money
- Quality Assessment
 - Peer Review
 - File Assessment Quality



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Key Performance Indicators

- Specified in Unified Contract (Annex G)
- Monitored from April 2007
- Red / Amber / Green Rating



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File Assessment Value For Money

- Ensure eligible clients receive service
- Work is within scope
- Appropriate use of devolved powers
- Accurate reporting
- Assurance for National Audit Office



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Quality Assessment – Peer Review

- Category specific
- Sample of 15 files
- Organisation Level
- Independent panel of peer reviewers
- Score of 1 or 2 required for Preferred Supplier



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Quality Assessment

Peer Review to take place:

- On a provider's category with the largest annual value of legal aid work
- Any other category with a total value of legal aid work (at organisation level) equivalent to £50,000 or greater



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Quality Assessment

File Assessment Quality will apply to:

- All categories of work with a total value of legal aid work (at organisation level) of less than £50,000



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File Assessment Quality

- Indicate peer review rating
- Help improve performance
- Prioritise peer review resource
- Pass/Fail
- Category specific



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A Preferred Supplier Profile

- Key Performance Indicators = Green
- File Assessment Value For Money = Green
- Peer Review = 1 or 2
- File Assessment Quality = Pass



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Preferred Supplier Benefits

- Relationship Manager
- Transaction/efficiency savings
 - E-business
 - Simplified business processes
 - Devolved Powers
- Reduced inspection
- Eligibility for future best value tendering rounds



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Useful Documents

- Legal Aid: The Way Ahead
- Quality Relationships delivering Quality Outcomes: Preferred Supplier Response to Consultation
- File Assessment Process Document (due late March 2007)
- Peer Review Process Document
- Plan Linking the Roll Out of Quality Assessment for Preferred Supplier and Best Value Tendering
- Final scheme (due April 2007)



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How you can prepare for Preferred Supplier now

- Ensure your supervision processes are as effective as possible
- Go back to the SQM and do your own internal quality assurance audit
- Half of all Peer Review problems relate to SQM guidance
- The other half concern legal problems
- Peer review best practice booklets
- Join LSC online



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Any Questions?

Thank you

