

Surviving an LSC Audit

the key
to best
practice

New Audit Regime

- "Holistic Approach to Contract Management and Assurance Activities"
- I.e. – Back to the Future
 - The trouble with being of a certain age
- See here
 - <http://www.legalservices.gov.uk/civil/auditing.asp>

the key
to best
practice

Same Old Message....

"In an ideal world we wouldn't want to audit at all. It means a lot of work for you and a lot of work for us".

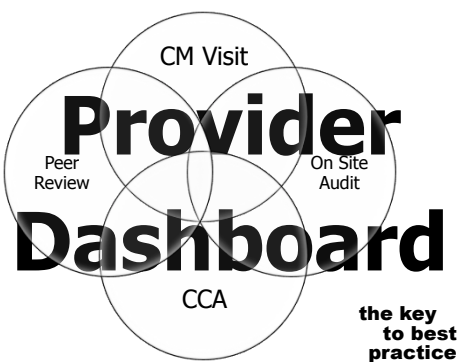
the key
to best
practice

In That Vein

- SQM outsourced to
 - SQM Delivery Partnership
 - With peculiar exceptions
 - August deadline approaching for
 - Family 2012 Contracts
 - October
 - Family License only Contracts
 - Crime
 - 2015?
- the key
to best
practice**

One Quick Slide on SQM

- Solid 12 months of evidence
 - File Reviews
 - Appraisals & Training
 - Central Records
 - Management review
 - System not output auditing
 - Everyone needs the same song sheet
 - Have a think about Lexcel
- the key
to best
practice**



Provider Dashboard

- Underlying “risk assessment” tool
 - Red, Amber and Green
- Stay out of the Red
- Anticipate;
 - Impenetrable Excel Summaries
- Followed by;
 - Equally impenetrable
 - “drill downs of profile indicators”
- These set the agenda for the CM visit

the key to best practice

PD, Profile Indicators

- Managing this not easy
 - We don’t have the data to calculate
 - Bit like “think of a number”
- However
 - KPIs
 - Standard reporting monitoring
 - Same old key risks
 - Standard FS concerns
 - But by a different name

the key to best practice

Civil Risk

- Controlled Work
 - Level 2
 - And Low value Level 1s
 - “Profit Costs Profiling”
 - Petitioner Divorce
 - Recurring clients
 - Settlement Fees
- Licensed
 - Refusals and Rejections

the key to best practice

Crime Risk

- Police Station phone calls
- Claim Splitting
 - PACE
 - Mags SFs
- "Buffer Zone" HSF
- Crimla 41 cases
- CDS 7 enhancement

**the key
to best
practice**

Overarching Advice

- Stay Calm
- Question everything
 - Self Validation for instance
 - APT again
- Appeal, appeal, appeal
 - Acquiescence is no protection
- Assert the legitimacy of all of this

**the key
to best
practice**

Frustrations

- Constant re branding
- Inconsistency
 - And lack of understanding
 - Being made a liar
- Unspoken policies
 - E.g. block PoPs rather than embrace them
- Divide and rule
- Contract Notices

**the key
to best
practice**

Conclusion

- You remain on shifting sands
- No respite
- No alternative to good solid contract management
- And tight control of the billing/ reporting process
- Do NOT assume that you are in the wrong

**the key
to best
practice**

JRS Free Phone Lines

- Increasing part of our work
- Is a genuine offer
 - "slow burn" marketing
 - Don't be shy
- 07970 494805
- 01642 225553

**the key
to best
practice**

Be careful out there

**the key
to best
practice**

The End

**the key
to best
practice**
