

Annex 7 - Reporting Requirements

1. Information recorded by you

- 1.1 You must accurately record all relevant case information and case outcomes on the ECMS.
- 1.2 You must ensure that the minimum level of information (as may be further specified in guidance issued by us from time to time throughout the Contract Period) is recorded in respect of all Clients who use the ITA Services. In relation to each Client this will include but shall not be limited to the following:
 - type of offence;
 - actions undertaken;
 - record of advice given;
 - outcome of the Case; and
 - details of all calls made.

2. Management Information provided by DSCC

- 2.1 The DSCC will provide reports from the ECMS to assist both the LAA and Provider in managing the effective delivery of the ITA Services. This will include but is not limited to cases deployed, offence types, KPI performance, outcomes report, cases referred back to DSCC and response times.

3. Management Information to be recorded and submitted by you

3.1 Provider Monthly Report

This report must be completed and emailed to the Contract Manager by the 10th of each Month (or where such day is not a Business Day the following Business Day) and must include the following information:

- 3.1.1 Customer Complaints Summary - This section should contain details of how many complaints were received during the Month, what percentage of those complaints were responded to and resolved within the timeframes required in accordance with Annex 5 (Complaints) and the number of complaints received relative to each individual Adviser.
- 3.1.2 Customer Complaints Details - This section should record the detail of any complaints received to include date received, date responded/resolved, Client name, DSCC reference number, nature of complaint and final outcome.
- 3.1.3 File Review - This section should record the detail of the number of files reviewed, the scores for the file reviews and any comments.
- 3.1.4 Adviser Call Monitoring - Each Supervisor must conduct regular call monitoring for each Adviser. The number of calls monitored must reflect the skills, knowledge and experience of the Adviser. This report should record the outcome of call monitoring, together with the details of any corrective action taken.
- 3.1.5 Requests for Records of Advice - This report should contain details of how many requests for Records of Advice were received during the Month, the

time take to respond to these requests and confirmation that they were responded to within the 3 Business Day target.

3.1.6 Case Outcomes – You must analyse the case outcomes reported in the Month and take appropriate action arising from these in your effective delivery of the ITA Service. At least every three Months, you must provide information in your Provider Monthly Report of the trends and issues you have identified and your plan for any action arising from this analysis. Your Contract Manager may require you to take further action if deemed necessary to further investigate and/or resolve a trend or issue. To facilitate analysis of case outcomes across the ITA Service you permit us to share statistics on the case outcomes you have reported with any other ITA Service Provider.

3.2 Police Concerns

3.2.1 “Police Concerns” means a Case identified by you as raising concerns because of Police treatment or behaviour which may be detrimental to Clients or their legal rights or to the smooth running of the ITA Services including difficulties in contacting the Police, speaking to Clients and poor or unusual local Police practice and the examples referred to in paragraph 3.2.2 below.

3.2.2 Police Concerns may include but are not limited to:

- answering machine or voicemail encountered when ringing Police custody contact number;
- poor Police performance e.g. custody consistently refusing access to a Client for no good reason;
- Police local policy is unusual e.g. fixed penalty notices only if admission of guilt or only if detainee is aged 18 or older.

3.2.3 Advisers must highlight any Police Concerns and mark these on the affected Case via the ECMS. This will enable the Case to be reviewed at a later date by a Supervisor.

3.2.4 The DSCC will send you a list of Cases that they have handled where your Advisers have noted a Police Concern by email each week.

3.2.5 The Supervisor must examine these Cases and record details of those they agree action is required on the Police Concern log template provided by us. This must be submitted to the Contract Manager every two weeks.

3.2.6 Details that must be entered on the Police Concern log are:

- date sent to LAA;
- Case date;
- Police Station;
- DSCC reference number;
- description of problem/concern; and
- description of why further action is recommended and what such further action is.