



Legal Aid
Agency

Civil Billing Operational Performance

Shadow Pack

March 2021

Working with others to achieve excellence in the delivery of legal aid



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Contains data on trends for appeals against LAA assessments and assessments overturned with additional information.

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Note:

- ❖ Click on an image to jump straight to the individual section.
- ❖ If printing, right click on your mouse and select 'print'. Under the header Page Size & Handling, make sure to select 'shrink over-sized pages' to ensure your printer doesn't cut off any information.

Section 1: Civil Cost Appeals

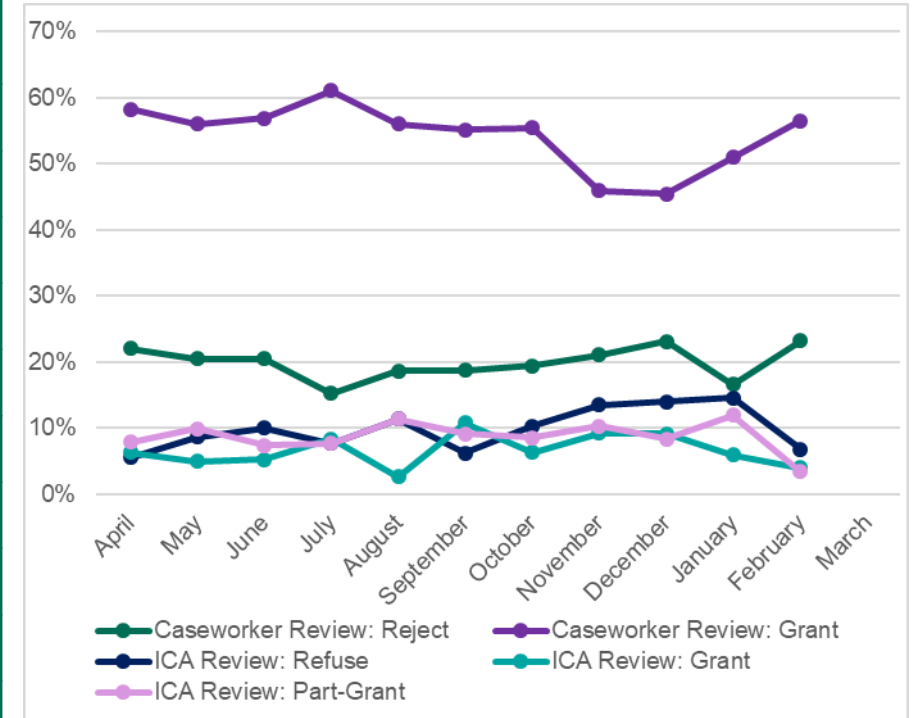
Contains data on trends for appeals against LAA assessments and assessments overturned with additional information.



Civil Cost Appeals: Decisions Made 2020/21

Month	Total	Caseworker Review: Stage 1				ICA Review: Stage 2				Part-Grant	%	To Complete
		Reject	%	Grant	%	Refuse	%	Grant	%			
April	254	56	22%	148	58%	14	6%	16	6%	20	8%	
May	302	62	21%	169	56%	26	9%	15	5%	30	10%	
June	190	39	21%	108	57%	19	10%	10	5%	14	7%	
July	131	20	15%	80	61%	10	8%	11	8%	10	8%	
August	150	28	19%	84	56%	17	11%	4	3%	17	11%	
September	176	33	19%	97	55%	11	6%	19	11%	16	9%	
October	175	34	19%	97	55%	18	10%	11	6%	15	9%	
November	185	39	21%	85	46%	25	14%	17	9%	19	10%	
December	143	33	23%	65	45%	20	14%	13	9%	12	8%	
January	151	25	17%	77	51%	22	15%	9	6%	18	12%	
February	177	41	23%	100	56%	12	7%	7	4%	6	3%	11
March												
Total	2,034	410	20%	1110	55%	194	10%	132	6%	177	9%	

Appeals data as of 1 March 2021



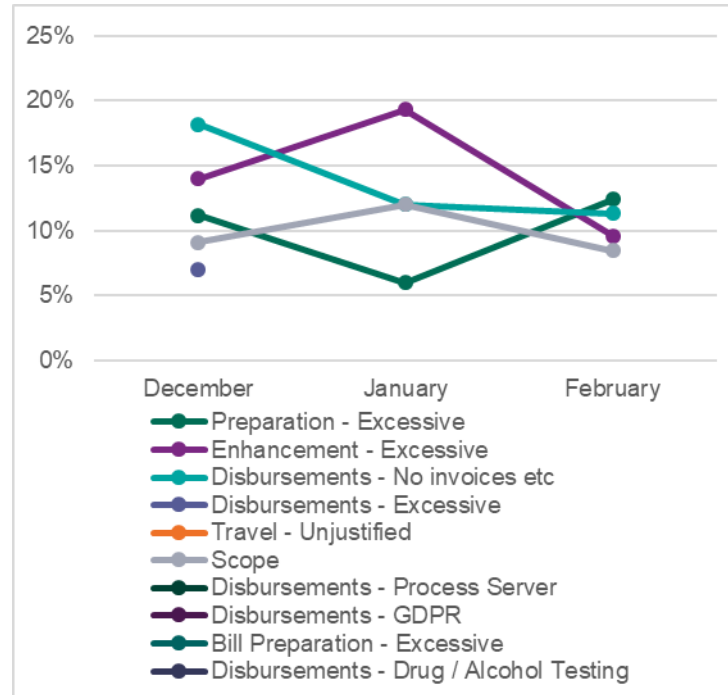
Data Note:

❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Civil Cost Appeals: What is Being Assessed and Appealed

December	Volume	%
Disbursements - No invoices etc	26	18%
Enhancement - Excessive	20	14%
Preparation - Excessive	16	11%
Scope	13	9%
Disbursements - Excessive	10	7%
January	Volume	%
Enhancement - Excessive	29	19%
Disbursements - No invoices etc	18	12%
Scope	18	12%
Enhancement - No Justification	9	6%
Preparation - Excessive	9	6%
February	Volume	%
Preparation - Excessive	22	12%
Disbursements - No invoices etc	20	11%
Enhancement - Excessive	17	10%
Scope	15	8%
Attendance/Preparation - no evidence supplied	12	7%

Year To Date	Volume	%
Preparation - Excessive	260	13%
Enhancement - Excessive	239	12%
Disbursements - No invoices etc	227	11%
Scope	169	8%
Disbursements - Excessive	156	8%



The Caseworker View:

“I think this tip has been given before, but the issue of multiple document uploads is one that I do find makes my job a bit frustrating, so I thought I would share a further example of how I’d prefer providers didn’t upload documents. There are 36 individual document uploads, each labelled as ‘Other’ Justification.

This is in respect of an hourly rated bill, so it must have taken the provider ages to itemise and upload 36 documents. It also took me ages to download and open each one too as they were all labelled ‘Other’. I could have paid this claim much quicker if it was submitted to us in batches: e.g. all disbursement vouchers together, all court orders together, and so on.”

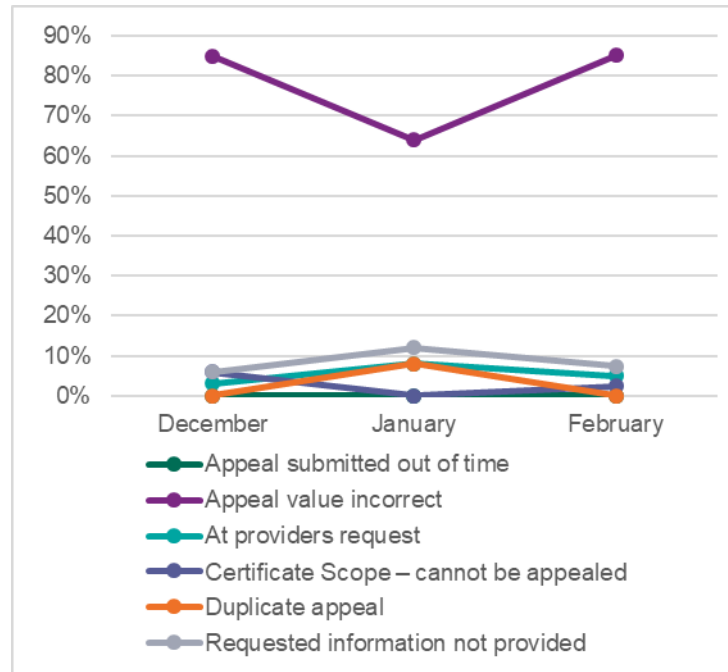
Date Note:

- ❖ Percentage figures provided reflect the volume of assessments for that month, rather than the full population of work for that month.
- ❖ The graph opposite charts the top 5 assessment reasons per month only.

Civil Cost Appeals: What Is Causing Appeal Rejections

December	Volume	%
Appeal value incorrect	28	85%
Certificate Scope – cannot be appealed	2	6%
Requested information not provided	2	6%
At providers request	1	3%
Appeal submitted out of time	0	0%
January	Volume	%
Appeal value incorrect	16	64%
Requested information not provided	3	12%
At providers request	2	8%
Duplicate appeal	2	8%
Appeal submitted out of time	0	0%
February	Volume	%
Appeal value incorrect	34	85%
Requested information not provided	3	8%
At providers request	2	5%
Certificate Scope – cannot be appealed	1	3%
Appeal submitted out of time	0	0%

Year to date	Volume	%
Appeal value incorrect	314	77%
Requested information not provided	42	10%
Certificate Scope – cannot be appealed	18	4%
At providers request	15	4%
Appeal submitted out of time	11	3%



The Caseworker View:

“It really helps me consider an appeal first time when providers follow the picture guide on the CCMS Training Website.

It’s very frustrating returning an appeal you know you could otherwise grant on review, simply because it’s not been claimed properly in CCMS! The Appeal bill should be for the value of the Appeal only, not a resubmission of the whole bill.”

Guidance, Hints & Tips:

- ❖ Draft the Appeal for the value you are appealing only. The most common mistake on appeals is that the full claim is simply submitted again. We only want the Appeal bill to be the value for which you are appeal. For example, if we have reduced a 60 minute attendance on the client to 24 minutes, then you should appeal for 36 minutes. If you are unsure what to do, you can follow this [Appeals Advanced Step-by-Step Guide](#)

Data note:

- ❖ Percentage figures are for the % of appeals rejected, not the full population of appeals.

Civil Cost Appeals: Overturned by Independent Caseworker Review

		Year To Date		December		January		February	
Caseworker Decision Reason		Volume	%	Volume	%	Volume	%	Volume	%
LAA Issue	Caseworker Error - Admin Error	24	2%	1	2%	3	4%	3	3%
	Caseworker Error - Decision Making	95	8%	0	0%	2	3%	10	10%
	LAA Error	2	0%	0	0%	1	1%	0	0%
Provider Issue	Discretionary Allowance	101	9%	5	8%	14	18%	4	4%
	Evidence supplied - Attendance justification	107	9%	9	14%	6	8%	8	8%
	Evidence supplied - Disbursement breakdown	118	10%	6	9%	8	10%	10	10%
	Evidence supplied - Disbursement justification	317	28%	27	42%	19	25%	25	25%
	Evidence supplied - Enhancement justification	71	6%	4	6%	8	10%	3	3%
	Evidence supplied - File notes	76	7%	4	6%	6	8%	14	14%
	Evidence supplied - Preparation justification	123	11%	4	6%	9	12%	17	17%
	Evidence supplied - Travel justification	103	9%	5	8%	1	1%	6	6%
	Total	1,173							

The Caseworker View:
 “I know lockdown has made it difficult to sometimes upload information in to CCMS, but I do find it frustrating that documents are uploaded as .jpegs. Although CCMS itself accepts .jpegs as uploads, we can’t open them as they are not secure file types: this can lead to claims being rejected as the documents cannot be viewed. I can imagine providers probably find that quite confusing too.”

Guidance, Hints & Tips:

- ❖ Disbursement vouchers are often missing key information, such as addresses experts have travelled from and to. A full breakdown of all the detail we require is published at [Chapter 10.2 of the Civil Finance Electronic Handbook](#).

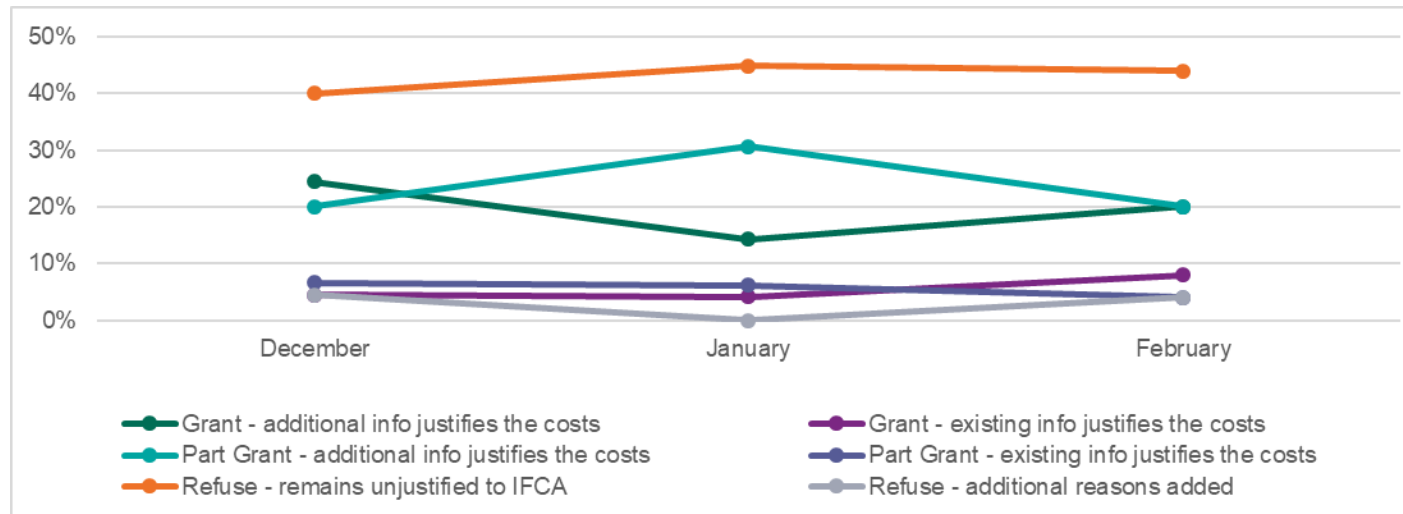
Data note:

- ❖ Percentage figures are for the % of appeals decided on internal review, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)



Civil Cost Appeals: ICA Decisions

ICA Decision	Year To Date		December		January		February	
	Volume	%	Volume	%	Volume	%	Volume	%
Grant - additional info justifies the costs	94	19%	11	24%	7	14%	5	20%
Grant - existing info justifies the costs	30	6%	2	4%	2	4%	2	8%
Part Grant - additional info justifies the costs	145	29%	9	20%	15	31%	5	20%
Part Grant - existing info justifies the costs	35	7%	3	7%	3	6%	1	4%
Refuse - remains unjustified to IFCA	178	35%	18	40%	22	45%	11	44%
Refuse - additional reasons added	21	4%	2	4%	0	0%	1	4%
Total	503		45		49		25	



The Caseworker View:

“Interpreters invoices must always state the actual time worked, we cannot accepted a voucher with a flat rate. It’s not unusual for interpreters invoices to look like they are claiming a flat rate, even if they haven’t specified that they have. This can lead to more assessments or rejections of their claims. It helps me if providers can check these invoices, or confirm the hourly rate/time claimed by the interpreter before submission.

The Caseworker View:

“It’s helpful if, in the narrative, the date of the order directing toxicology reports/Advocates Meetings/Risk Assessments are listed. Alternatively, highlight in the orders the directions. Also, if a hearing is vacated or re-listed and there is a corresponding Advocates Meeting, confirm this and when the corresponding AM is moved as well.”

Guidance, Hints & Tips:

- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)

Data note:

- ❖ Percentage figures are for the % of appeals decided on by an ICA, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Civil Cost Appeals: Time Taken

Month	Provider	Stage 1	Stage 2		Overall Time Taken	
	Average Time Taken To Appeal	Time To Process	Time Out With An ICA	Average Time Taken	Average End to End	Longest Overall Time Taken
April	19	4	6	10	7	36
May	20	3	8	12	6	36
June	22	3	7	12	7	40
July	25	2	7	10	5	42
August	24	2	7	9	5	28
September	29	4	6	7	7	24
October	33	4	7	8	7	21
November	28	3	7	9	6	37
December	31	3	6	8	5	24
January	34	3	5	8	6	33
February	25	4	5	6	5	17
March						
Overall	26	3	6	9	6	31

The Caseworker View:

“It’s just a small one from me, but I would reiterate that when solicitors are claiming mileage to court they must specify which court they travel to. This would reduce potentially the number of provisional assessments if we weren’t having to make a reasoned guess.”

The Caseworker View:

“It really assists caseworkers when providers mark the paragraph in the court order containing drug/alcohol testing directions, advocates meetings and the confirmation of start/end times and court bundles for remote hearings. This is especially significant when there are multiple disbursements and hearings as it can be easy to miss the information when it’s buried in 60 pages of court orders.

It helps us pay your bill first time round and avoids any important information being overlooked since the move to remote working.”

Guidance, Hints & Tips:

- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ The format of your file of papers can impact how easily accessible information is for caseworkers. Make sure your file is in chronological order and contains all correspondence, orders and attendance notes: <https://www.gov.uk/guidance/model-file-submissions-for-civil-billing>

Data note:

- ❖ For an explanation of terms, column headers, and how dates are calculated, please refer to [Appendix 2: Appeals Explanation](#)

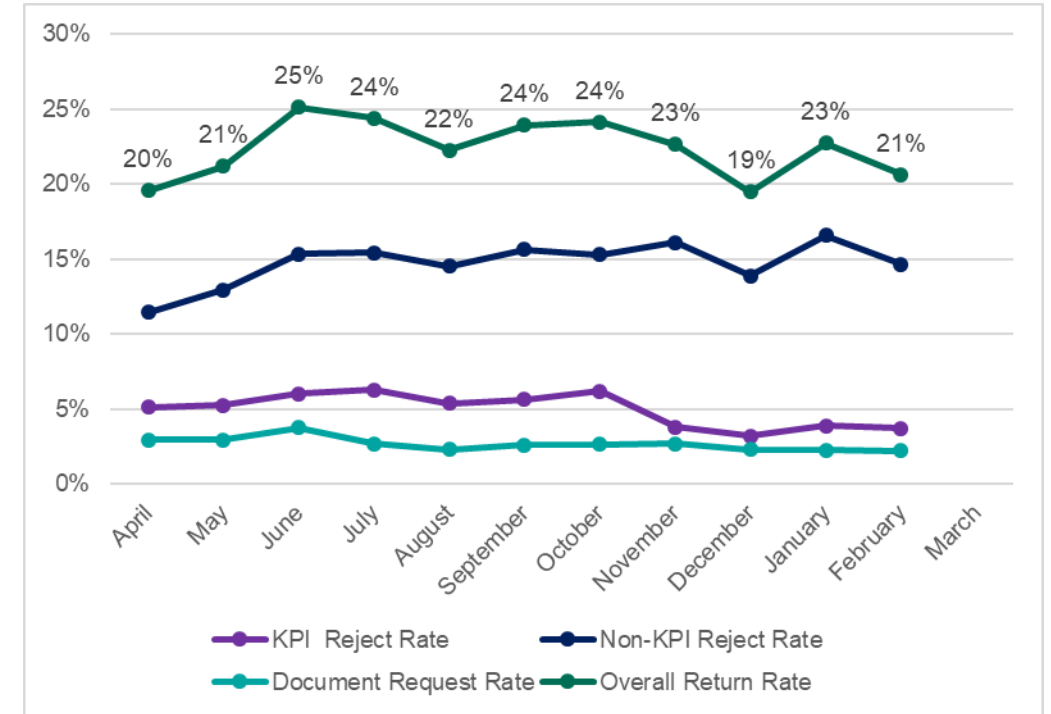
Section 2: Civil Bill Rejects

Contains data on return rates for civil claims along with trends on reasons for returning claims and Civil Claim Fix.



Civil Bill Rejects: Overall Return Rates 2020/21

Month	Bills Processed	KPI Rejects (CCMS & Paper)	Non-KPI Rejects (CCMS & CIS)	Document Requests	KPI Reject Rate	Non-KPI Reject Rate	Document Request Rate	Overall Return Rate
April	12,793	660	1,464	380	5%	11%	3%	20%
May	10,425	550	1,349	311	5%	13%	3%	21%
June	9,138	550	1,402	344	6%	15%	4%	25%
July	10,715	673	1,651	288	6%	15%	3%	24%
August	9,014	485	1,310	210	5%	15%	2%	22%
September	10,014	566	1,566	262	6%	16%	3%	24%
October	11,058	685	1,690	295	6%	15%	3%	24%
November	10,362	395	1,670	279	4%	16%	3%	23%
December	10,368	336	1,440	243	3%	14%	2%	19%
January	9,280	362	1,538	210	4%	17%	2%	23%
February	10,457	392	1,533	233	4%	15%	2%	21%
March								
Total	113,624	5,654	16,613	3,055				

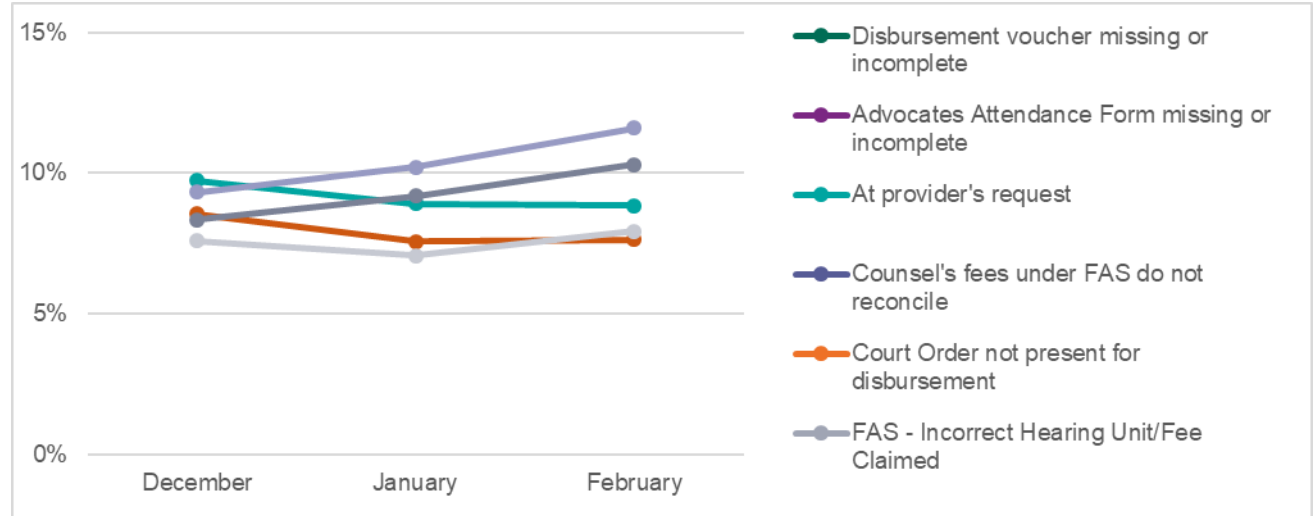


Data Note:

❖ For an explanation of terms, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)

Civil Bill Rejects: Breakdown of Reject Reasons for CCMS

December	No. of Rejects	Reject %
At provider's request	197	10%
Solicitor bill has been submitted without the corresponding claim from counsel	189	9%
Disbursement Voucher not uploaded	173	9%
Disbursement Voucher detail insufficient	169	8%
Counsel fees under FAS do not reconcile with costs allocated	154	8%
January		
Solicitor bill has been submitted without the corresponding claim from counsel	220	10%
Disbursement Voucher detail insufficient	198	9%
At provider's request	192	9%
Disbursement Voucher not uploaded	163	8%
Counsel fees under FAS do not reconcile with costs allocated	152	7%
February		
Solicitor bill has been submitted without the corresponding claim from counsel	240	12%
Disbursement Voucher detail insufficient	213	10%
At provider's request	183	9%
Counsel fees under FAS do not reconcile with costs allocated	164	8%
Disbursement Voucher not uploaded	158	8%



Data note:

- ❖ Percentage figures are the total of all rejects combined, KPI and Non-KPI. They do not include paid claims or document requests.
- ❖ The graph only charts recurring reject reasons in the top 5 for a month. In order to be tracked on the graph, the reject reason must be in any 2 of the 3 reported months.
- ❖ LAA introduced new, more descriptive, reject identifiers in to CCMS on 11 November 2020. This change should have had no impact externally, but allows us to track trends in civil bill rejects more effectively. For example, 'Disbursement voucher missing or incomplete' is now two separate entries for 'disbursement voucher not uploaded' and 'disbursement voucher detail insufficient'. November 2020 data will report both sets of identifiers, but data from December 2020 onwards will be more descriptive and helpful in identifying reject trends.

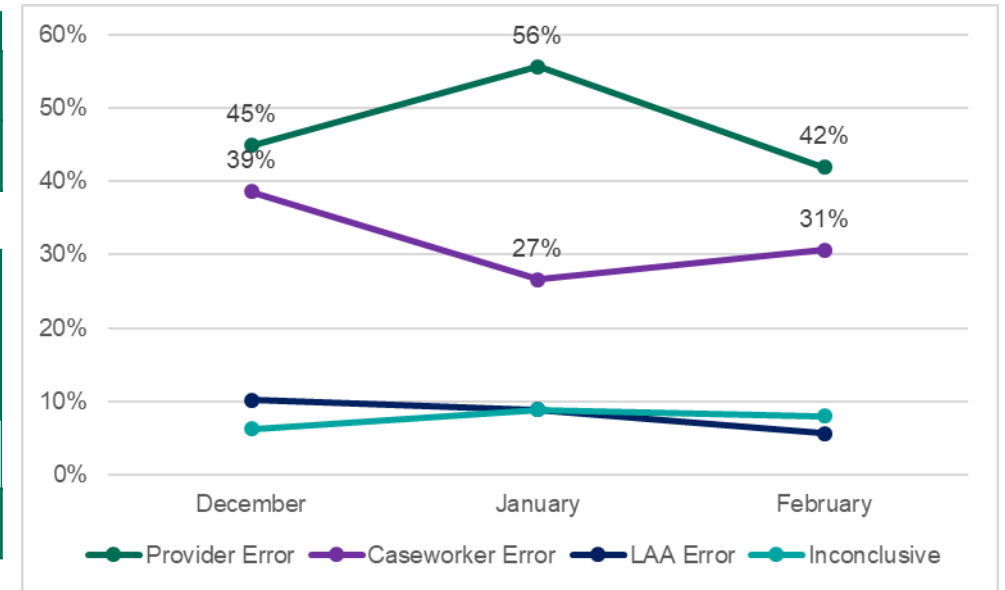
Civil Bill Rejects: Civil Claim Fix Breakdown

	December	January	February
Total Number of Rejects this period:	1,776	1,900	1,925
Total Requests Dealt with by Civil Claim Fix	140	132	113

	Number of Actual Challenges	% of challenges compared to all combined rejects	Number of Actual Challenges	% of challenges compared to all combined rejects	Number of Actual Challenges	% of challenges compared to all combined rejects
Total Number of Provider Challenges	127	7%	124	7%	107	6%
Average Number of Challenges per week	32		31		27	

	Outcome of Challenge	% of Total Challenges this period	Outcome of Challenge	% of Total Challenges this period	Outcome of Challenge	% of Total Challenges this period
Provider Error	57	45%	69	56%	52	42%
Caseworker Error	49	39%	33	27%	38	31%
LAA Error	13	10%	11	9%	7	6%
Inconclusive	8	6%	11	9%	10	8%

	Other Requests Received & Dealt with by Civil Claim Fix		
Provider Query	12	7	6
Internal Referral	1	1	0

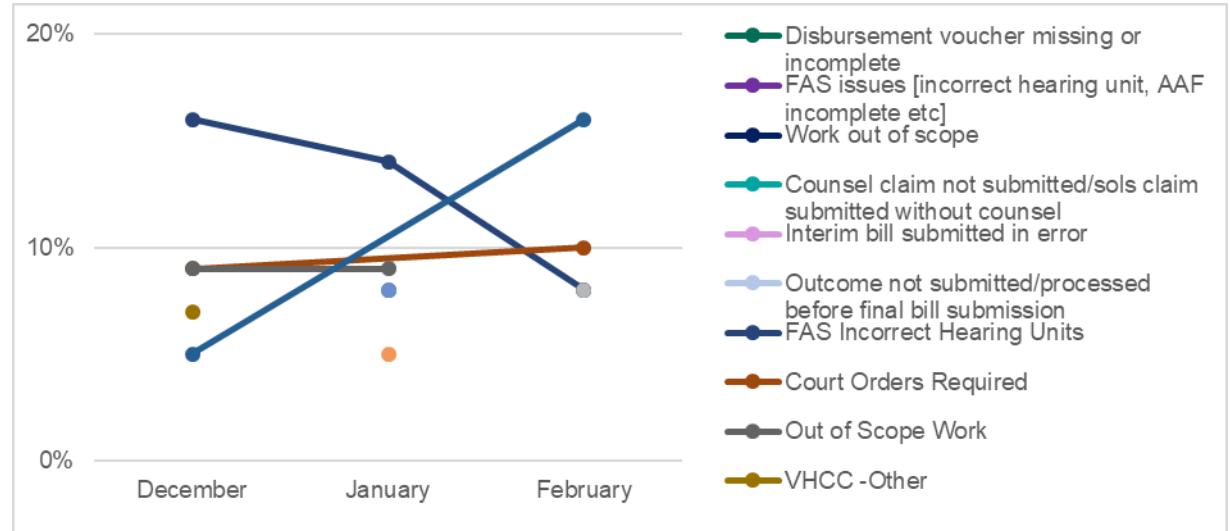


The Caseworker View:
 “If CCMS crashes or says due to a system error your bill has not been submitted, please check the submissions list in the Portal to see if the bill is present before attempting to resubmit. This would help us from having to send duplicated bills back to you. If you’re having problems with CCMS, they can always be flagged to Online Support for additional advice too.”

Data Note:
 ❖ For a definition of LAA categories, and a copy of the feedback loop, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)

Civil Bill Rejects: Civil Claim Fix Provider Errors

December	No. of Error	Error %
FAS Incorrect Hearing Units	9	16%
Court Orders Required	5	9%
Out of Scope Work	5	9%
VHCC -Other	4	7%
Disbursements Insufficient Info	3	5%
January	No. of Error	Error %
FAS Incorrect Hearing Units	9	14%
Out of Scope Work	6	9%
VHCC Case plan not agreed/claim premature	5	8%
Outcome not submitted prior to final bill	5	8%
Counsel & Sols claim not submitted together	3	5%
February	No. of Error	Error %
Disbursements Insufficient Info	8	16%
Court Orders Required	5	10%
FAS Incorrect Hearing Units	4	8%
Disbursement Voucher Missing or Incomplete	4	8%
Interim Bill submitted in error	4	8%



The Caseworker View:

“We’re seeing a lot of challenges for remote hearings and the associated evidence needed. We do encourage caseworkers to bear in mind some of the operational realities that providers face with remote hearings, such as the judge directing pre-hearing discussions take place or the hearing is ex parte and the provider has been instructed to wait for a few hours pending judicial availability. It’s really helpful for us if providers can highlight these issues with the claim submissions so we know what has happened and account for it in our assessment.”

Data note:

- ❖ Percentages are the total of all provider errors as categorised by Civil Claim Fix.
- ❖ For an explanation of terms, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)

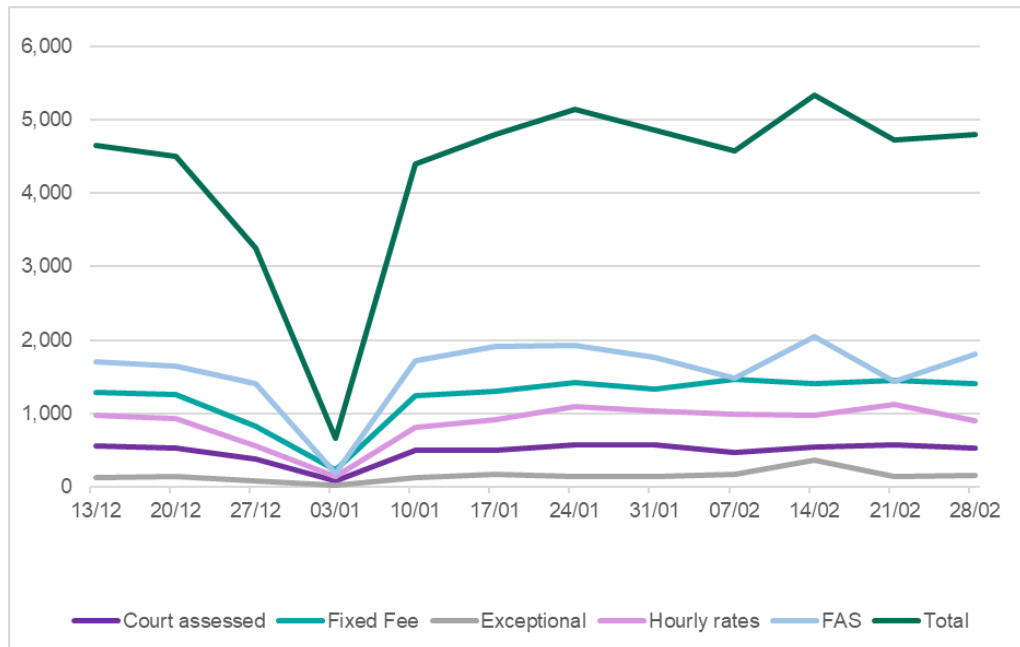
Section 3: Civil Bill Intakes & Processing Times

Contains data on how long LAA are spending processing your civil claims



Processing Times: Civil Bill Intakes

	13/12/2020	20/12/2020	27/12/2020	03/01/2021	10/01/2021	17/01/2021	24/01/2021	31/01/2021	07/02/2021	14/02/2021	21/02/2021	28/02/2021	Average
Court assessed	554	526	377	74	498	504	569	573	470	540	570	524	482
Fixed Fee	1,288	1,261	827	227	1,246	1,294	1,413	1,327	1,460	1,400	1,452	1,411	1,217
Exceptional	132	141	85	22	132	166	147	148	176	369	142	152	151
Hourly rates	972	926	554	145	807	921	1,086	1,034	986	974	1,120	896	868
FAS	1,702	1,647	1,405	191	1,717	1,917	1,932	1,769	1,476	2,049	1,438	1,812	1,588
Total	4,648	4,501	3,248	659	4,400	4,802	5,147	4,851	4,568	5,332	4,722	4,795	4,306

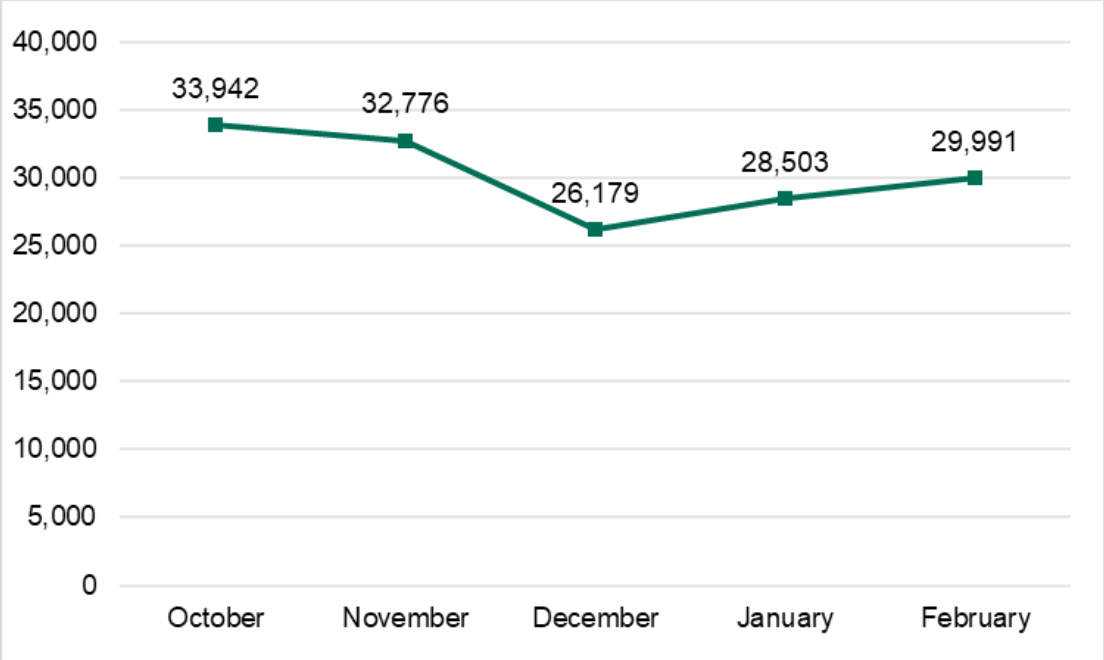


Guidance, Hints & Tips:

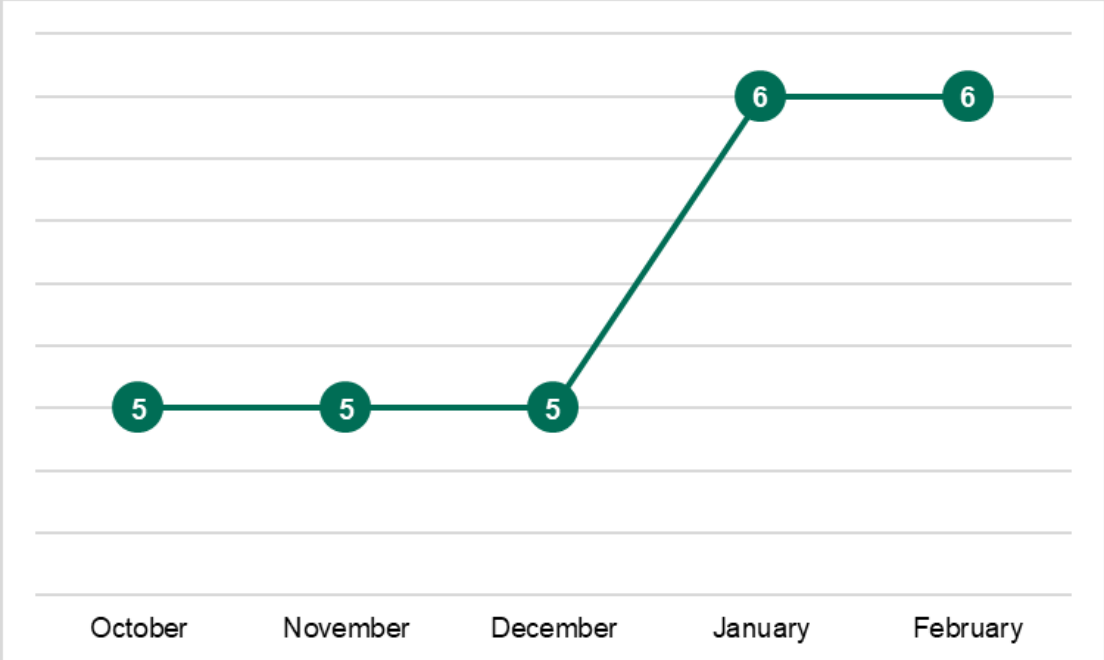
- ❖ **Outcomes:** although CCMS allows you to create your Outcome immediately followed by your claim, it will not release your claim to LAA for processing until your Outcome has been completed. CCMS will keep your claim on hold until we have processed your Outcome. **You can help to avoid delays by ensuring your Outcome is submitted and completed as soon as possible**, so it does not impact on the assessment of your bill.
- ❖ **Counsel:** in non-family cases only, where you have allocated counsel on to your certificate, CCMS will send a notification to counsel once you have created and submitted your final claim. CCMS will then hold your claim for a maximum of 21 days before releasing your claim for processing. If counsel has not submitted their claim and uploaded their documents by this point, we will reject your claim. You can help to avoid delays and claim rejects by liaising with counsel once your bill is submitted to encourage them to do the same.

Processing Times: Civil Bills Time Taken

Total Volume Processed



Processing Days to 90%



Data Note:

- ❖ The 'Total Volume Processed' table shows the number of claims processed in each month.
- ❖ The 'Processing Days to 90%' table shows the point at which the local target of 90% in 15 days was reached.
- ❖ This data does not include counsel FAS bills or POAs.
- ❖ For a definition of LAA terms, please refer to [Appendix 4: Processing Explanations](#)



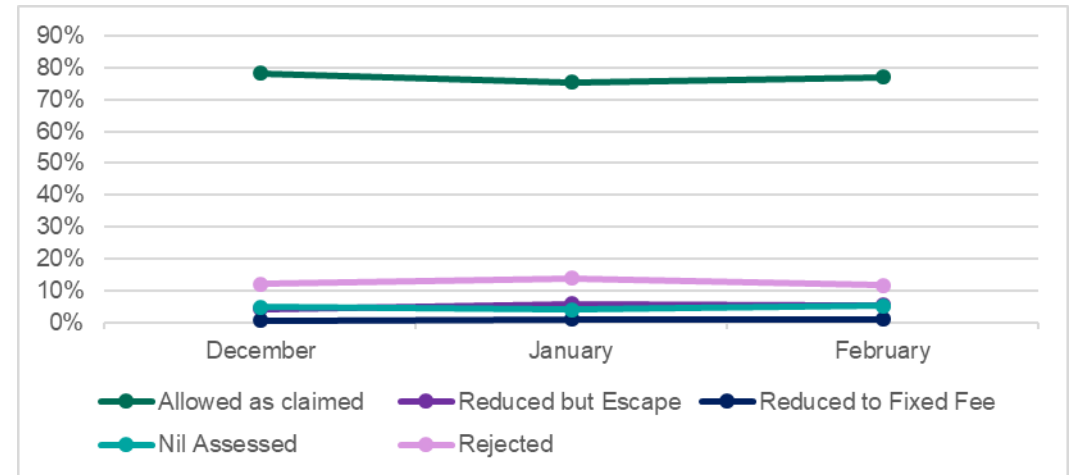
Section 4: Escaped Cases Bills & Cost Appeals

Contains data on bill decisions and assessments for Civil Escaped Cases & Legal Help claims



Escaped Cases: Initial Bill Decisions Made

December	Claims Received	Allowed as claimed	Reduced but Escape	Reduced to Fixed Fee	Nil Assessed	Rejected
Civil	606	464	27	6	39	70
Mental Health	132	122	2	0	0	8
Immigration and Asylum	149	109	7	1	3	29
Totals	887	695	36	7	42	107
		78%	4%	1%	5%	12%
January						
Civil	584	456	26	9	30	63
Mental Health	119	105	7	0	1	6
Immigration and Asylum	171	98	17	0	4	52
Totals	874	659	50	9	35	121
		75%	6%	1%	4%	14%
February						
Civil	674	526	36	3	43	66
Mental Health	167	147	3	4	1	12
Immigration and Asylum	208	135	17	2	10	44
Totals	1,049	808	56	9	54	122
		77%	5%	1%	5%	12%



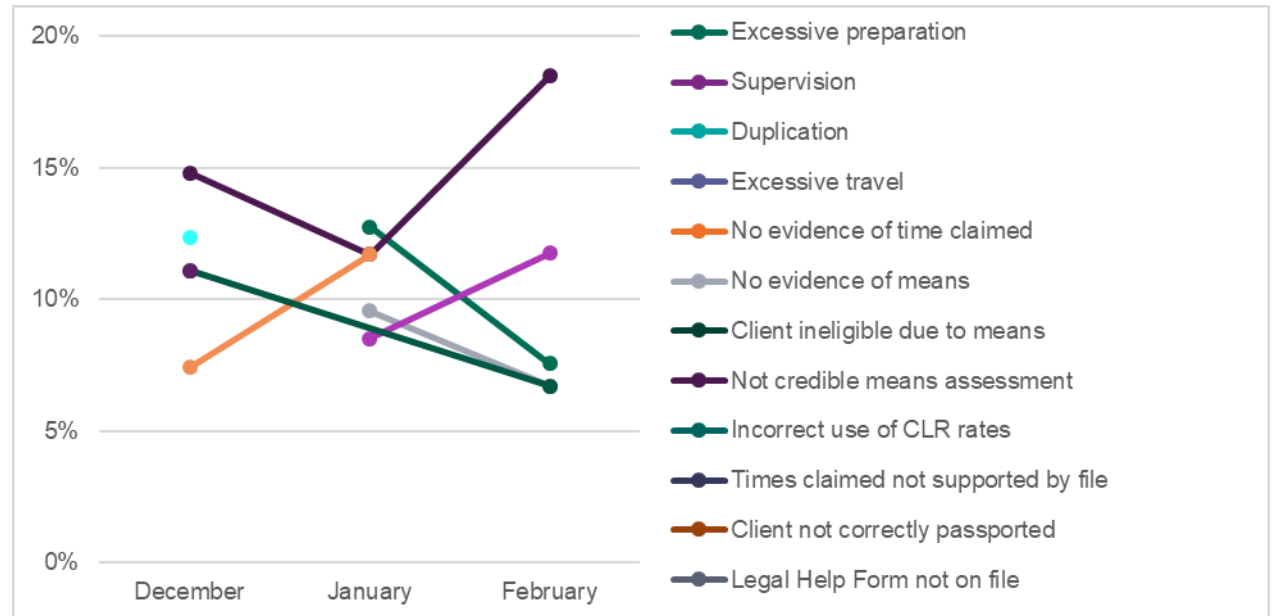
The Caseworker View:

“I would ask if providers could please check that the Legal Help form is correctly and fully completed before submitting. Notably, I find that pages 5 and 6, relating to questions of the clients available capital and income are often incomplete. Also, when telling us about any passported benefits specifically: for example, ‘Income Related ESA’) and not just a generic confirmation (ESA). Finally, bank statements cannot be used as confirmation of a client’s gross wages or their receipt of a passported benefit (with the exception of Income Support and Universal Credit)”

For an explanation of the terms used, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: Breakdown of Bill Assessment Reasons – Overall

December	No. of Assessments	%
Not credible means assessment	12	15%
Decision reason not given	10	12%
CW1 form completed incorrectly/not signed	9	11%
Means assessment evidence provided insufficient	9	11%
Disbursements not reasonable	6	7%
January	No. of Assessments	%
Excessive preparation	12	13%
Not credible means assessment	11	12%
Disbursements not reasonable	11	12%
No evidence of means	9	10%
Out of scope work claimed	8	9%
February	No. of Assessments	%
Not credible means assessment	22	18%
Out of scope work claimed	14	12%
Excessive preparation	9	8%
No evidence of means	8	7%
CW1 form completed incorrectly/not signed	8	7%



The Caseworker View:

“Where larger attend/prep times are claimed on your running record of costs, please provide sufficient detail on a file note as to the complexity. Getting this information upfront can be the difference between paying the claim first time or assessing and then overturning on appeal.”

Data note:

- ❖ Percentage figures are the total of all assessments.
- ❖ In order to be tracked on the graph, the assessment reason must be in 2 of the 3 reported months.

Escaped Cases: Breakdown of Bill Assessment Reasons – By Category

December	Civil		Mental Health		Immigration			
	No. of Assessments	%	No. of Assessments	%	No. of Assessments	%		
Not credible means assessment	12	18%	Disbursements not reasonable	1	50%	Disbursements not reasonable	3	27%
Decision reason not given	9	13%	Decision reason not given	1	50%	Out of scope work claimed	2	18%
Means assessment evidence provided insufficient	8	12%	Excessive preparation	0	0%	Disbursements excessive	2	18%
CW1 form completed incorrectly/not signed	7	10%	Supervision	0	0%	CW1 form completed incorrectly/not signed	2	18%
Not Codified Rates	5	7%	Duplication	0	0%	Excessive preparation	1	9%
January	No. of Assessments	%	No. of Assessments	%	No. of Assessments	%		
Not credible means assessment	11	17%	Excessive preparation	3	38%	Disbursements not reasonable	8	38%
Out of scope work claimed	8	12%	Incorrect use of CLR rates	2	25%	No evidence of means	3	14%
Excessive preparation	7	11%	Times claimed not supported by file	1	13%	Disbursements excessive	3	14%
No evidence of means	6	9%	Client not correctly passported	1	13%	Excessive preparation	2	10%
Decision reason not given	6	9%	Disbursements excessive	1	13%	Client ineligible due to means	1	5%
February	No. of Assessments	%	No. of Assessments	%	No. of Assessments	%		
Not credible means assessment	14	17%	Excessive preparation	4	50%	Not credible means assessment	7	24%
Out of scope work claimed	14	17%	Duplication	2	25%	Disbursements excessive	5	17%
CW1 form completed incorrectly/not signed	7	9%	Not credible means assessment	1	13%	No evidence of means	3	10%
Means assessment evidence provided insufficient	6	7%	Decision reason not given	1	13%	Times claimed not supported by file	3	10%
No evidence of means	5	6%	Supervision	0	0%	Not Codified Rates	3	10%

Escaped Cases: Appeal Decisions

	Total	Caseworker Review: Stage 1				ICA Review: Stage 2				Part-Grant		To Complete
		Reject	%	Grant	%	Refuse	%	Grant	%			
Year to Date	635	44	7%	503	79%	44	7%	38	6%	13	2%	0
Category												
Civil	487	36	7%	391	80%	25	5%	16	3%	12	2%	0
CLA	13	0	0%	8	62%	3	23%	2	15%	0	0%	0
Mental Health	28	1	4%	20	71%	2	7%	1	4%	4	14%	0
Immigration	102	7	7%	83	81%	4	4%	4	4%	3	3%	0
3 Month Rolling												
December	48	2	4%	39	81%	3	6%	4	8%	0	0%	0
January	59	3	5%	49	83%	3	5%	4	7%	0	0%	0
February	64	2	3%	51	80%	3	5%	4	6%	0	0%	0

Appeals data as of **01 March 2021**

The Caseworker View:

“I see a lot in interpreter invoices where they are claiming for a minimum charge, but there’s no justification for why. We’ve reduced it on assessment, which is then appealed and we get a justification: like there being a scarcity of interpreters for that language. We then reinstate those costs. It is a little bit extra effort upfront, but getting that justification with the original claim would save the effort of having to appeal at all.”

Data Note:

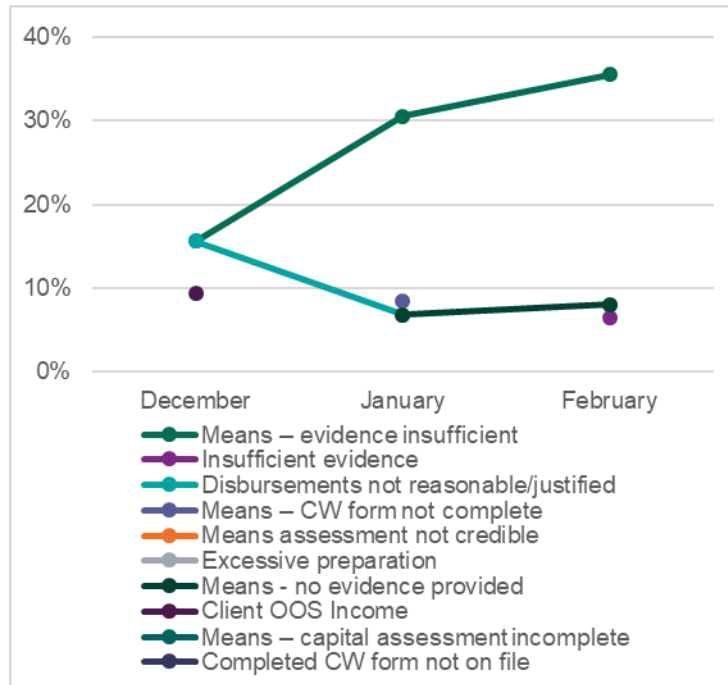
❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Escaped Cases: What is Being Appealed

December	Volume	%
Disbursements not reasonable/justified	5	16%
Means – evidence insufficient	5	16%
Means – client incorrectly passported	3	9%
Client OOS Income	3	9%
Means – CW form not signed	2	6%
January	Volume	%
Means – evidence insufficient	18	31%
Means – CW form not complete	5	8%
Disbursements not reasonable/justified	4	7%
Means – CW form not signed	4	7%
Means - no evidence provided	4	7%
February	Volume	%
Means – evidence insufficient	22	35%
Excessive preparation	5	8%
Means - no evidence provided	5	8%
Client not correctly passported	4	6%
Insufficient evidence	4	6%

Year To Date	Volume	%
Means – evidence insufficient	138	22%
Insufficient evidence	64	10%
Disbursements not reasonable/justified	64	10%
Means – CW form not complete	48	8%
Means - no evidence provided	39	6%

Nil Assessments (Year To Date)	Volume	%
Means – evidence insufficient	127	32%
Means – CW form not complete	47	12%
Means - no evidence provided	33	8%
Means assessment not credible	24	6%
Client OOS Income	24	6%



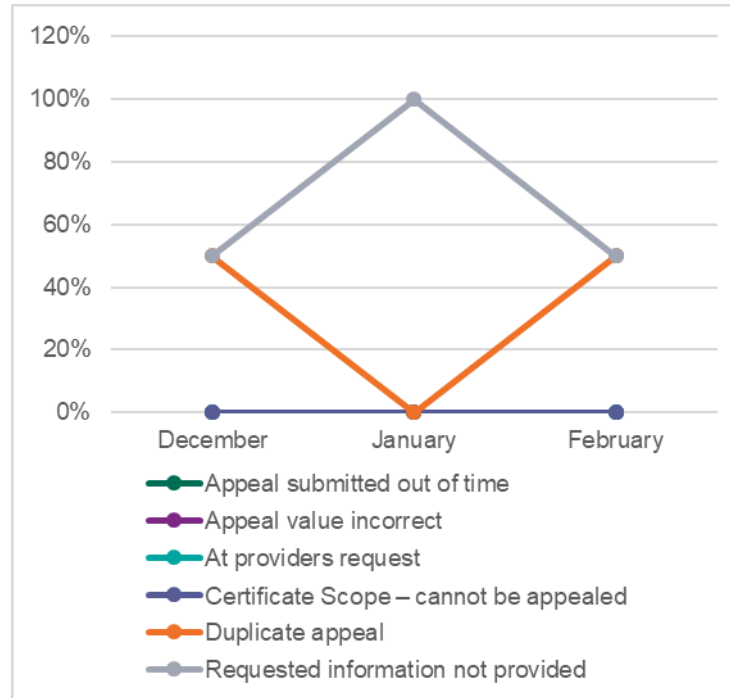
The Caseworker View:
 “Please make sure to check the hourly rates claimed in housing and family cases before submitting your claim. This will help you to make sure they reflect the correct level of service you have provided to the client: where it’s right first time, it means we can get the bill paid and closed much quicker, which is good for the provider as well as meaning less work for us.”

Date Note:
 ❖ Percentage figures provided reflect the volume of assessments for that month/YTD, rather than the full population of work for that month.

Escaped Cases: What Is Causing Appeal Rejections

December	Volume	%
Requested information not provided	1	50%
Duplicate Appeal	1	50%
Appeal Value Incorrect	0	0%
Appeal Submitted out of time	0	0%
Certificate Scope – cannot be appealed	0	0%
January		
Requested information not provided	3	100%
Appeal Value Incorrect	0	0%
Appeal Submitted out of time	0	0%
Certificate Scope – cannot be appealed	0	0%
Duplicate Appeal	0	0%
February		
Requested information not provided	1	50%
Duplicate Appeal	1	50%
Appeal Value Incorrect	0	0%
Appeal Submitted out of time	0	0%
Certificate Scope – cannot be appealed	0	0%

Year to Date	Volume	%
Duplicate Appeal	18	49%
Requested information not provided	16	43%
Appeal Submitted out of time	3	8%
Appeal Value Incorrect	0	0%
Certificate Scope – cannot be appealed	0	0%



The Caseworker View:

“For me, I would advise providers to please make sure they have all the relevant evidence before submitting their appeal. This is especially true for cases where we’ve nil assessed because of the means assessment. If there is a key piece of information missing from the means assessment, it should be sent in on the appeal. Otherwise, I just have to reject the appeal, which causes more delay for the provider and extra work for us. It must be very annoying for providers.”

Guidance, Hints & Tips:

- ❖ Make sure you’re getting your appeals right first time by following the guidance at [chapter 9 of the Escaped Cases Electronic Handbook](#)
- ❖ After any LAA assessment to nil, usually for means assessments, that is overturned, LAA will carry out an assessment of the file as normal in line with [6.81 of the Standard Civil Specification Contract](#)

Data note:

- ❖ Percentage figures are for the % of appeals rejected, not the full population of appeals.

Escaped Cases: Overturned by Independent Caseworker Review

	Caseworker Decision Reason	Year To Date		December		January		February		
		Volume	%	Volume	%	Volume	%	Volume	%	
LAA Issue	Caseworker Error – Decision Making	12	5%	0	0%	1	0%	0	0%	
	Caseworker Error – Admin Error	2	1%	0	0%	0	0%	0	0%	
	LAA Error	1	0%	0	0%	0	0%	0	0%	
Provider Issue	Evidence supplied – Means evidence provided	194	73%	15	6%	19	7%	29	11%	
	Evidence supplied - File notes	116	44%	8	3%	13	5%	8	3%	
	Evidence supplied - Disbursement justification	46	17%	5	2%	3	1%	2	1%	
	Evidence supplied – Original/LH form now on file	38	14%	2	1%	6	2%	2	1%	
	Evidence supplied – Correct means assessment carried out for client	23	9%	4	2%	1	0%	0	0%	
	Evidence supplied – Clients capital confirmed	20	8%	0	0%	1	0%	1	0%	
	Discretionary allowance	19	7%	1	0%	0	0%	3	1%	
	Evidence Supplied - Disbursement breakdown	10	4%	1	0%	1	0%	1	0%	
	Evidence supplied - Attendance justification	8	3%	1	0%	2	1%	2	1%	
	Evidence supplied – Client correctly pass-ported	7	3%	1	0%	1	0%	1	0%	
	Requested information not provided	1	0%	0	0%	0	0%	0	0%	
	Total		497							

The Caseworker View:

“I would go to back to the basics and advise Providers to check their invoices to ensure all necessary details are recorded and correct before submitting the claim. They should be case specific with the client’s name recorded, or case reference if we can cross reference this, and ensure a breakdown of the total fee is provided. This will prevent delays in processing the bills.”

Guidance, Hints & Tips:

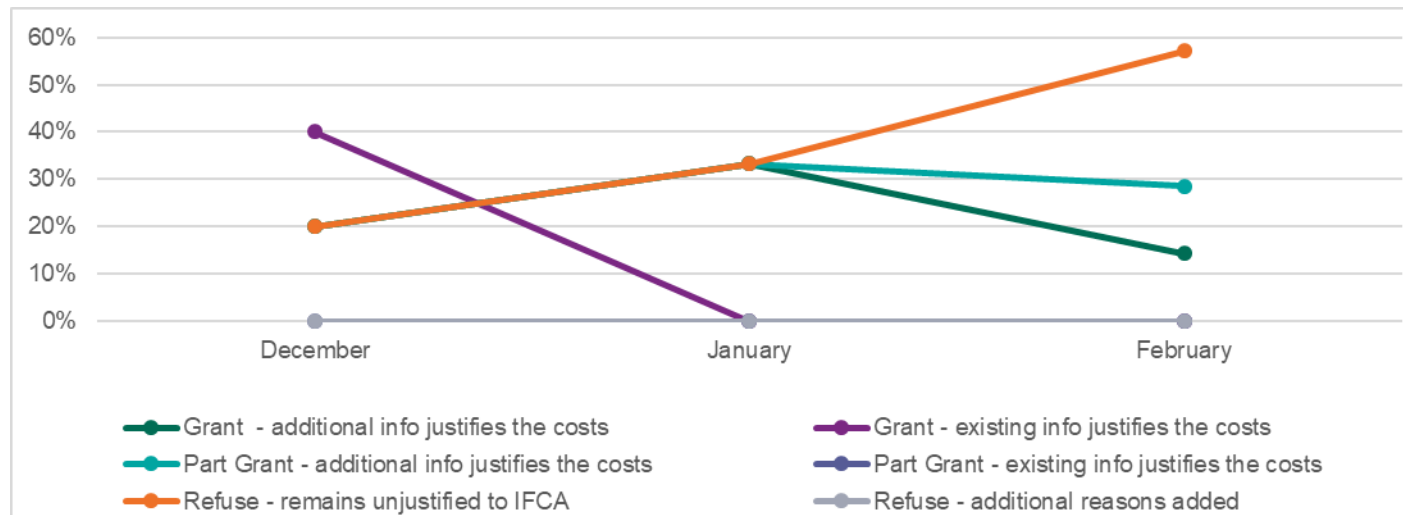
- ❖ Disbursement vouchers are often missing key information, such as addresses experts have travelled from and to. A full breakdown of all the detail we require is published at [Chapter 5.2 of the Escape Cases Electronic Handbook](#).

Data note:

- ❖ Percentage figures are for the % of appeals decided on internal review, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: ICA Decisions

ICA Decision	Year To Date		December		January		February	
	Volume	%	Volume	%	Volume	%	Volume	%
Grant - additional info justifies the costs	18	24%	1	20%	2	33%	1	14%
Grant - existing info justifies the costs	5	7%	2	40%	0	0%	0	0%
Part Grant - additional info justifies the costs	18	24%	1	20%	2	33%	2	29%
Part Grant - existing info justifies the costs	1	1%	0	0%	0	0%	0	0%
Refuse - remains unjustified to IFCA	32	42%	1	20%	2	33%	4	57%
Refuse - additional reasons added	2	3%	0	0%	0	0%	0	0%
Total	76		5		6		7	



The Caseworker View:
 “It’s really helpful for me when providers use the Appeal pro forma, because it lays out everything being appealed in a straight forward manner. Not only does this let me make a proper review of the assessment quickly, but it also helps lay out the issues for the ICA clearly. This means the ICA can lay out their reasoning for their decision more clearly and in turn helps us understand why our assessment was overturned, or providers understand if the assessment is upheld”

The Caseworker View:
 “It’s a very simple one from me, but in divorce cases please ensure that evidence of a Domestic Violence Waiver is on the file.”

Guidance, Hints & Tips:

- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ For the Escaped Cases Appeal Pro Forma, please refer to the [Escape Cases Claim Forms](#)

Data note:

- ❖ Percentage figures are for the % of appeals decided on by an ICA, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: Appeals Time Taken

Month	Provider	Stage 1		Stage 2		Overall Time Taken
	Average Time Taken To Appeal	Time To Process	Time Out With An ICA	Average Time Taken	Average End to End	Longest Overall Time Taken
April	24	7	9	30	17	51
May	18	7	7	35	10	53
June	20	7	7	26	11	43
July	27	6	6	22	16	53
August	26	5	9	14	7	18
September	43	5	2	2	7	8
October	21	5	3	3	5	44
November	49	6	5	9	6	35
December	51	8	4	13	10	30
January	24	4	5	8	6	24
February	13	6	4	6	6	25
March						
Totals	29	6	6	15	9	35

The Caseworker View:

“If we’re doing an assessment on the file, it’s really helpful if the provider can lay it out as explained on our model file submission page. By doing that it makes information easier to find – if we can find the evidence first time, then we can pay the claim first time, and that means both us and the solicitor can avoid having to deal with an appeal”

The Caseworker View:

“If you’re not sure on what evidence should be included in any disbursement voucher, you can refer to the Escape Cases Electronic Handbook for advice on what information we require and there are even template vouchers you can use in the appendix too!”

Guidance, Hints & Tips:

- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ The format of your file of papers can impact how easily accessible information is for caseworkers. Make sure your file is in chronological order and contains all correspondence, orders and attendance notes: <https://www.gov.uk/guidance/model-file-submissions-for-civil-billing>
- ❖ For the Escaped Cases Appeal Pro Forma, please refer to the [Escape Cases Claim Forms](#)

Data note:

- ❖ For an explanation of terms, column headers, and how dates are calculated, please refer to [Appendix 5: Escaped Cases Terms](#)

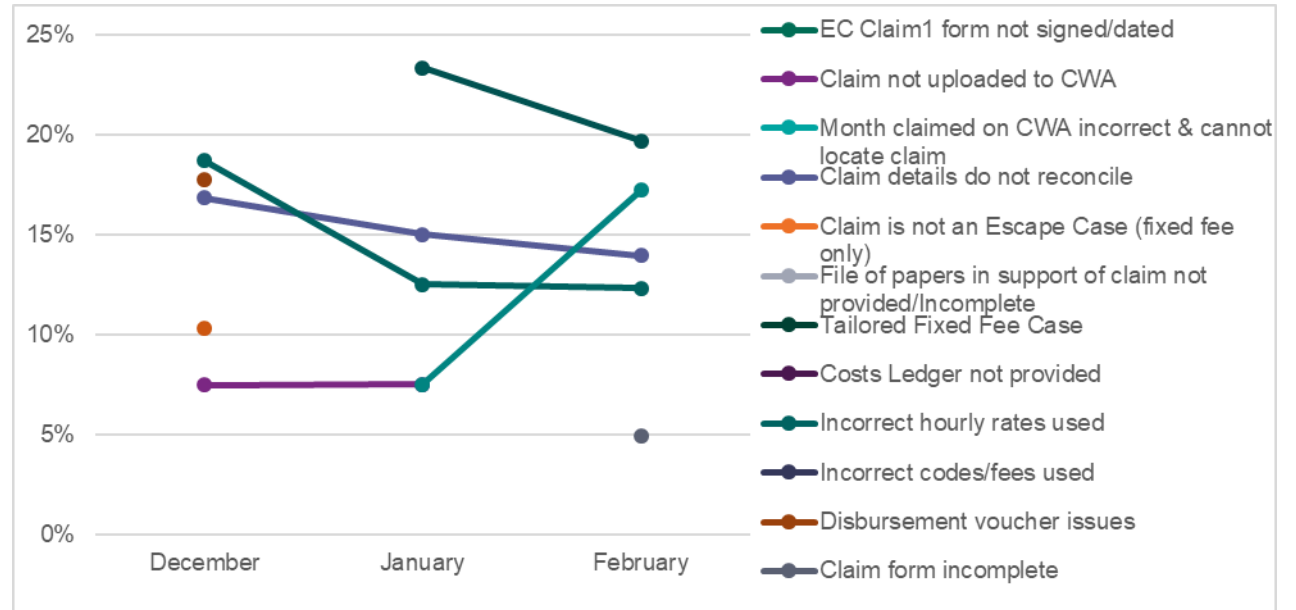
Section 5: Escaped Cases Bill Rejects

Contains data on rejected bills for Civil Escaped
Cases & Legal Help claims



Escaped Cases: Breakdown of Bill Reject Reasons – Overall

December	No. of Rejects	Reject %
Incorrect hourly rates used	20	19%
Disbursement voucher issues	19	18%
Claim details do not reconcile	18	17%
File of papers in support of claim not provided	11	10%
Claim not uploaded to CWA	8	7%
January	No. of Rejects	Reject %
Disbursement voucher missing or unacceptable	28	23%
Claim details do not reconcile	18	15%
Incorrect hourly rates used	15	13%
Claim not uploaded to CWA	9	8%
Miscellaneous/other	9	8%
February	No. of Rejects	Reject %
Disbursement voucher missing or unacceptable	24	20%
Miscellaneous/other	21	17%
Claim details do not reconcile	17	14%
Incorrect hourly rates used	15	12%
Claim form incomplete	6	5%



The Caseworker View:

“A common theme I have noticed is disbursement vouchers for experts and interpreters that don’t contain their applicable hourly rate as well as the total amount of hours worked on a case. It’s difficult to judge the costs claimed without this information, so often I end up returning the claim for more information.”

Data note:

- ❖ Percentage figures are the total of all rejects.
- ❖ In order to be tracked on the graph, the reject reason must be in 2 of the 3 reported months.

Escaped Cases: Breakdown of Bill Reject Reasons – By Category

Civil	Mental Health		Immigration					
December	No. of Rejects	Reject %	No. of Rejects	Reject %	No. of Rejects	Reject %		
Incorrect hourly rates used	18	26%	Claim not uploaded to CWA	2	25%	Claim details do not reconcile	10	34%
Disbursement voucher issues	10	14%	Incorrect hourly rates used	2	25%	Disbursement voucher issues	7	24%
File of papers in support of claim not provided	9	13%	Disbursement voucher issues	2	25%	Month claimed on CWA incorrect	2	7%
Claim details do not reconcile	7	10%	Claim details do not reconcile	1	13%	File of papers in support of claim not provided	2	7%
Miscellaneous/other	6	9%	Miscellaneous/other	1	13%	Hourly rates work	2	7%
January	No. of Rejects	Reject %	No. of Rejects	Reject %	No. of Rejects	Reject %		
Disbursement voucher missing or unacceptable	15	31%	EC Claim1 form not signed/dated	1	17%	Disbursement voucher missing or unacceptable	13	34%
Incorrect hourly rates used	13	27%	Claim details do not reconcile	1	17%	Claim details do not reconcile	12	32%
Claim not uploaded to CWA	6	13%	Incorrect hourly rates used	1	17%	Miscellaneous/other	4	11%
Claim details do not reconcile	5	10%	Codified rates exceeded	1	17%	Claim not uploaded to CWA	3	8%
Miscellaneous/other	5	10%	Incorrect codes/fee used	1	17%	Claim is not an Escape Case (fixed fee only)	3	8%
February	No. of Rejects	Reject %	No. of Rejects	Reject %	No. of Rejects	Reject %		
Incorrect hourly rates used	13	24%	Claim details do not reconcile	3	27%	Disbursement voucher missing or unacceptable	12	38%
Miscellaneous/other	13	24%	Incorrect hourly rates used	2	18%	Claim details do not reconcile	9	28%
Disbursement voucher missing or unacceptable	11	20%	Incorrect codes/fee used	2	18%	Miscellaneous/other	7	22%
Claim details do not reconcile	5	9%	Claim not uploaded to CWA	1	9%	Incorrect codes/fee used	4	13%
Month claimed on CWA incorrect	5	9%	Claim form incomplete	1	9%	Hourly rates work	3	9%

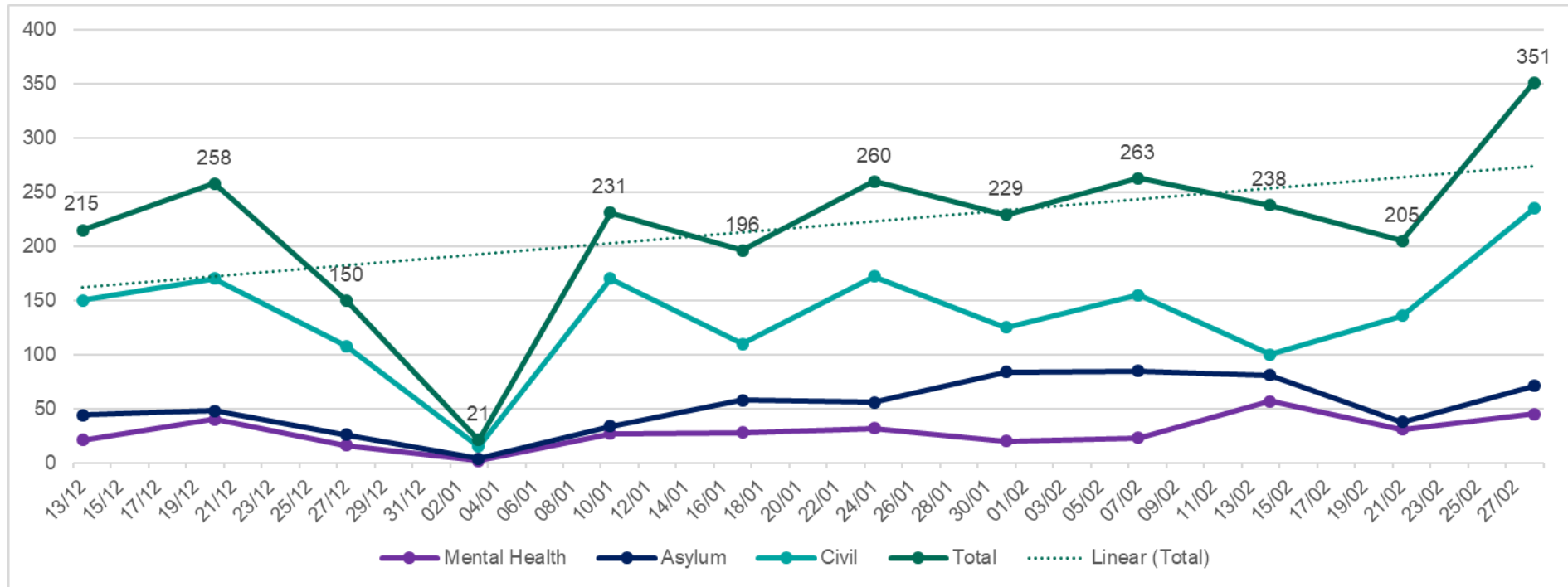
Section 6: Escaped Cases Intakes & Processing Times

Contains data on how long LAA are spending processing your Civil Escaped Cases & Legal Help claims



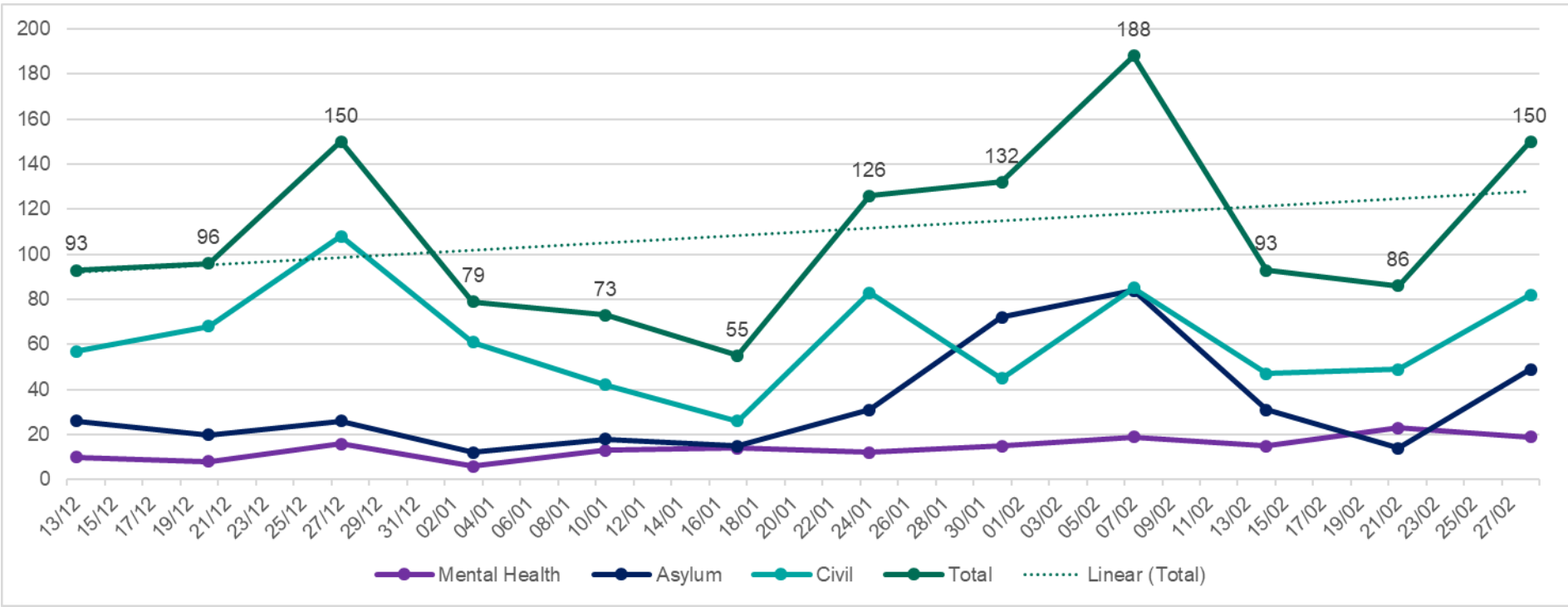
Escaped Cases: 12 Week Intakes

	13/12/2020	20/12/2020	27/12/2020	03/01/2021	10/01/2021	17/01/2021	24/01/2021	31/01/2021	07/02/2021	14/02/2021	21/02/2021	28/02/2021
Mental Health	21	40	16	2	27	28	32	20	23	57	31	45
Asylum	44	48	26	4	34	58	56	84	85	81	38	71
Civil	150	170	108	15	170	110	172	125	155	100	136	235
Total	215	258	150	21	231	196	260	229	263	238	205	351



Escaped Cases: 12 Week Work In Progress (WIP)

	13/12/2020	20/12/2020	27/12/2020	03/01/2021	10/01/2021	17/01/2021	24/01/2021	31/01/2021	07/02/2021	14/02/2021	21/02/2021	28/02/2021
Mental Health	10	8	16	6	13	14	12	15	19	15	23	19
Asylum	26	20	26	12	18	15	31	72	84	31	14	49
Civil	57	68	108	61	42	26	83	45	85	47	49	82
Total	93	96	150	79	73	55	126	132	188	93	86	150



Section 7: Caseworker Topics

Contains trends on issues being raised by caseworkers



Caseworker Topics: Avoiding 'At Provider Request' Civil Bill Rejects

This month for the Caseworker Topic, we are looking specifically at civil bills that have been rejected 'at Provider Request'.

We've analysed a sample of these claims to understand trends and we also spoke to caseworkers and asked them, if they could give you one piece of advice on how to avoid having to request your bills be rejected, what would they say:

LAA sampled 10% of Civil Bills rejected 'At Provider Request' across 3 months of claims. We found the two biggest issues are:

- ❖ **Bill drawn incorrectly:** 67% of rejects done at provider request are for being submitted to LAA with costs missing, such as an expert's fee or FAS fees.
- ❖ **Bill duplicated:** 31% of rejects done at provider request are for being duplicated. If CCMS presents a 'Bad Gateway' when trying to submit, please check the submissions screen in CCMS before trying to resubmit. CCMS technical issues should always be logged with LAA's Online Support Team, who you can live chat with through the Learning and Support Website.

"The main reason I see is where the provider has looked at the bill print out after the bill has been submitted, not before. They have then immediately realised they've made an error.

They just need to double – even triple check – the claim before clicking Submit in these cases."

"I would advise that before pressing 'Submit' on the bill, please double check all items are correctly claimed by downloading a draft copy and reviewing it. If you are missing an expert's fee, it's better to know before submitting the claim to save contacting us, asking for it back, amending then resubmitting."

"I'd like to suggest the solicitor ensures the Outcomes are completed, so that a Solicitor Final Bill is submitted instead of a Solicitor Interim Bill."

"Review what items have been claimed before clicking submit. Ensure that the correct number of final hearing days or number of hearing units have been claimed, and VAT has been added where applicable."

"It would be really useful if the providers could make sure that all the documentation we need is checked and present when the claims are submitted with our requirements in the Civil Finance Electronic Handbook. It would also be useful if the claims are entered correctly onto CCMS."

Section 8: Bi-Monthly Top Tips

A summary of the pack's top tips



Caseworker Top Tips!

Getting Your Appeal Bills Right:

- “It really helps me consider an appeal first time when providers follow the picture guide on the CCMS Training Website. It’s very frustrating returning an appeal you know you could otherwise grant on review, simply because it’s not been claimed properly in CCMS! The Appeal bill should be for the value of the Appeal only, not a resubmission of the whole bill.”

Uploading Information in CCMS:

- “I know lockdown has made it difficult to sometimes upload information in to CCMS, but I do find it frustrating that documents are uploaded as .jpegs. Although CCMS itself accepts .jpegs as uploads, we can’t open them as they are not secure file types: this can lead to claims being rejected as the documents cannot be viewed. I can imagine providers probably find that quite confusing too.”

Avoiding Duplicated Bills

- “If CCMS crashes or says due to a system error your bill has not been submitted, please check the submissions list in the Portal to see if the bill is present before attempting to resubmit. This would help us from having to send duplicated bills back to you. If you’re having problems with CCMS, they can always be flagged to Online Support for additional advice too.”

Check Your Hourly Rates For All EC Claims

- “Please make sure to check the hourly rates claimed in housing and family cases before submitting your claim. This will help you to make sure they reflect the correct level of service you have provided to the client: where it’s right first time, it means we can get the bill paid and closed much quicker, which is good for the provider as well as meaning less work for us.”

Domestic Violence Waiver in Divorce Cases under Escape Cases:

- “It’s a very simple one from me, but in divorce cases please ensure that evidence of a Domestic Violence Waiver is on the file.”

Guidance Links

For getting your disbursements right, refer to:

- [Chapter 10.2 of the Civil Finance Electronic Handbook](#) for what evidence we need.
- [Appendix 7 of the Civil Finance Electronic Handbook](#) for example template invoices with what breakdown we need.

For evidential requirements for remote hearings, please refer to:

- [Remote Family Hearings Guidance](#) for guidance on what we can accept in place of an Advocates Attendance Form.

For information on satisfactory means evidence for your Escaped Cases, please refer to:

- [Guide to Determining Financial Eligibility for Controlled Work](#)

For justifying a claim for enhancement of your hourly rates, refer to:

- [Chapter 3 of the Civil Finance Electronic Handbook](#) for the two-stage test and examples of what would meet the criteria

For guidance on reporting the Statutory Charge to us, refer to:

- [Chapter 22 of the Civil Finance Electronic Handbook](#) for guidance on what information we require.

Section 9: A Spotlight On...

A spotlight on individual teams in LAA



The Appeals Team

This month, for the team spotlight, we wanted to share some information about our Appeals team.

Here's everything you need to know about them!

Who Are We?

The majority of the casework team and administrators are based in our Liverpool Office, where the majority of the appeals, and the majority of Independent Costs Assessors decisions, are processed.

Appeals and decisions relating to High Costs cases and Mental Health Law are processed by dedicated, specialist teams.

What Have We Achieved?

- ❖ Reduced the average turnaround time for processing first stage appeals from 8 days to a low of 4 days.
- ❖ Worked on reducing the overall average turnaround time for Appeals from a historic target of 40 days to 20 days.

What's Next?

- ❖ Train more caseworkers across different sites to consider appeals, which will help us spread the workload more evenly and further reduce turnaround time.
- ❖ Introduce an online Independent Cost Assessor (ICA) availability tracker, to reduce administrative steps on our end and provide a quicker service to providers.

The Caseworker View:

“The one thing I would advise providers to do is please read the picture guide for CCMS, or attend a provider training session, before submitting their appeals. Basically every appeal we send back is because the whole bill has just been re-submitted in full. It would really help me to process their appeals quickly if they only submitted an Appeal Bill for the costs that are being appealed, not the full bill again”

Feeding Back:

Feeding back to caseworkers on their decisions is really important to us and really drives our improvement work too. Check out [Appendix 2: Civil Cost Appeal Feedback Process](#) to see our full feed back loop.



Contact Us:

If you have any suggestions, feed back, or simply want information about the work we do, please e-mail us:

centralisedcivfinappeals@Justice.gov.uk

Section 10: Appendices

Contains explanations of key terms and how data is reported.



Appendix 1: General Terms & Glossary

❖ **CIS (Corporate Information System)**

LAA's database for paper-based claims

❖ **CCMS (Client & Case Management System)**

LAA's online database

❖ **KPI (Key Performance Indicator)**

A contract-based performance measure used to monitor the performance of firms.

Appendix 2: Appeals Explanation

Appeal Decisions:

- ❖ **ICA**
Independent Costs Assessor
- ❖ **Reject**
Appeal was not processable and returned to provider. These are not monitored under any KPI.
- ❖ **Grant**
Appeal was overturned on internal review by a caseworker.
- ❖ **Refuse**
ICA has considered the appeal and upheld LAA's assessment.
- ❖ **Reinstate**
ICA has considered the appeal and overturned LAA's assessment in full or in part.

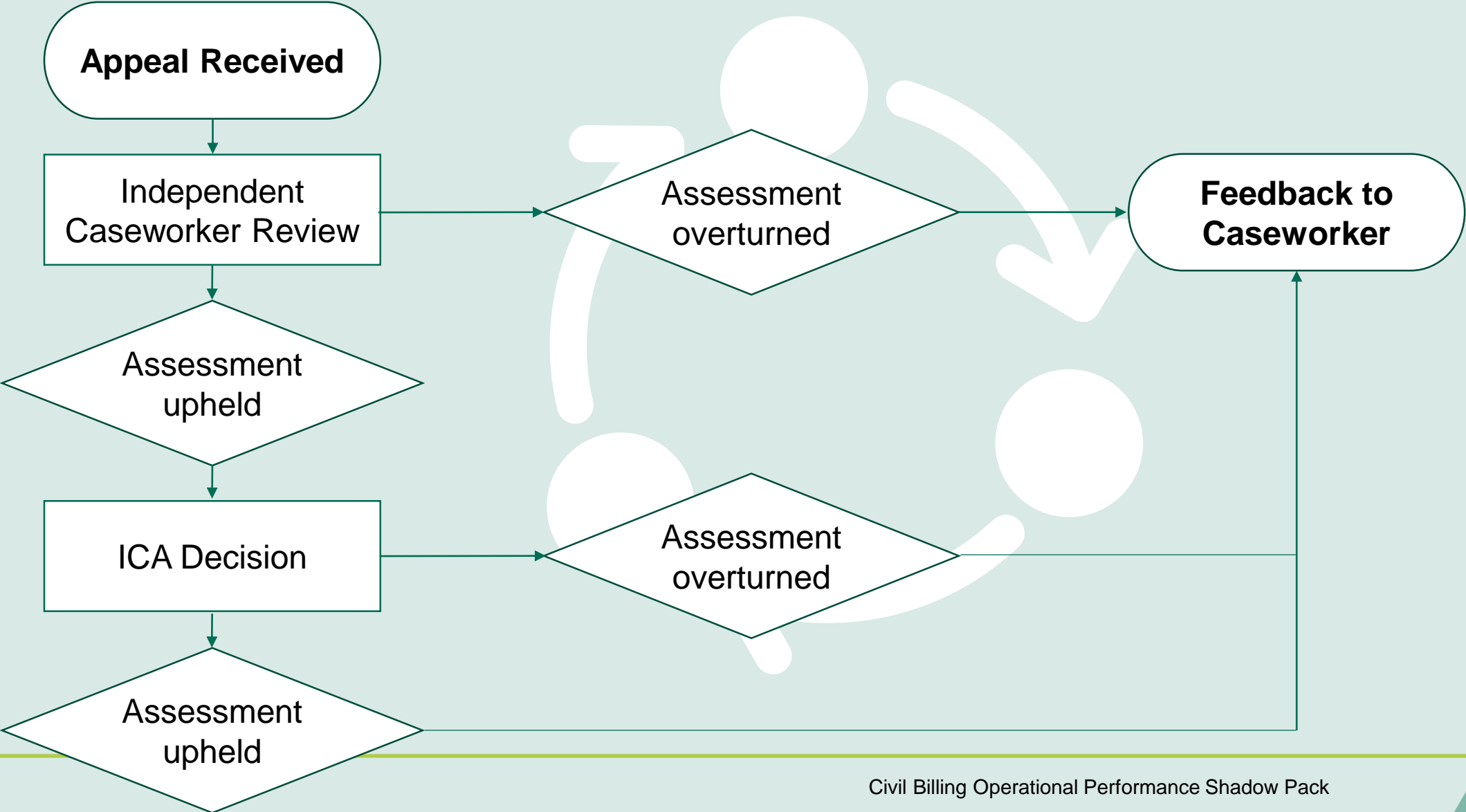
Caseworker Review Decisions:

- ❖ **Discretionary Allowance**
A small amount that is not worth the cost of sending to an ICA. For example, an appeal for a total of 2 hours 30 minutes, of which most is granted on internal review, but 6 minutes remains under dispute. The costs of sending to the ICA outweigh the cost of granting.
- ❖ **Evidence Supplied on Review**
General evidence supplied that does not fit in to one of the specific categories.
- ❖ **LAA Error**
LAA accepts the assessment is incorrect, but beyond the control of the caseworker.

Appeal Time Taken Data:

- ❖ Appeals data is in respect of appeals concluded in that month.
- ❖ **Average Time Taken to Appeal:**
The average time taken by the provider or counsel to submit the appeal, from the date LAA conducted the assessment to the date LAA received the appeal.
- ❖ **Time To Process:**
The 1st Stage caseworker review relates to time taken from receipt of the appeal to initial caseworker review.
- ❖ **Time Out With An ICA:**
Returned from ICA relates to the average amount of days taken for an appeal decision to be received back from the ICA.
- ❖ **Average Time Taken:**
The average time take by the ICA from the date LAA sends the appeal to the ICA for a decision until the ICA returns the decision to LAA for actioning.
- ❖ **Average End to End:**
Overall time taken is calculated from date of receipt to the date the provider was notified of the decision.
- ❖ **Longest Overall Time Taken:**
The single longest appeal LAA dealt with in that month, calculated from date of receipt to the date the provider was notified of the decision.

Appendix 2: Civil Cost Appeal Feedback Process



Appendix 3: Rejects & Civil Claim Fix Terms Explanation

Different Types of Rejects:

❖ **KPI Reject**

A rejected claim that has been caused by the fault of provider and therefore is recorded against their 'Key Performance Indicators' (KPI). Applies to rejects on CCMS and paper claims.

❖ **Non-KPI Reject**

A rejected claim that is not counted towards any Key Performance Indicator. Applies to rejects on CCMS and paper claims.

❖ **Document Request**

A specific request for more information made by a caseworker in a limited number of circumstances. Applies to CCMS claims only.

For specific examples of each type of reject, please refer to [Chapter 16.1 of the Civil Finance Electronic Handbook](#)

Civil Claim Fix Categories:

❖ **Caseworker Error**

The caseworker decision to reject was incorrect.

❖ **Provider Error**

The caseworker decision to reject was correct.

❖ **LAA Error**

LAA accepts the reject is incorrect, but beyond the control of the caseworker.

❖ **Inconclusive**

Fault for the reject cannot be found on either side.

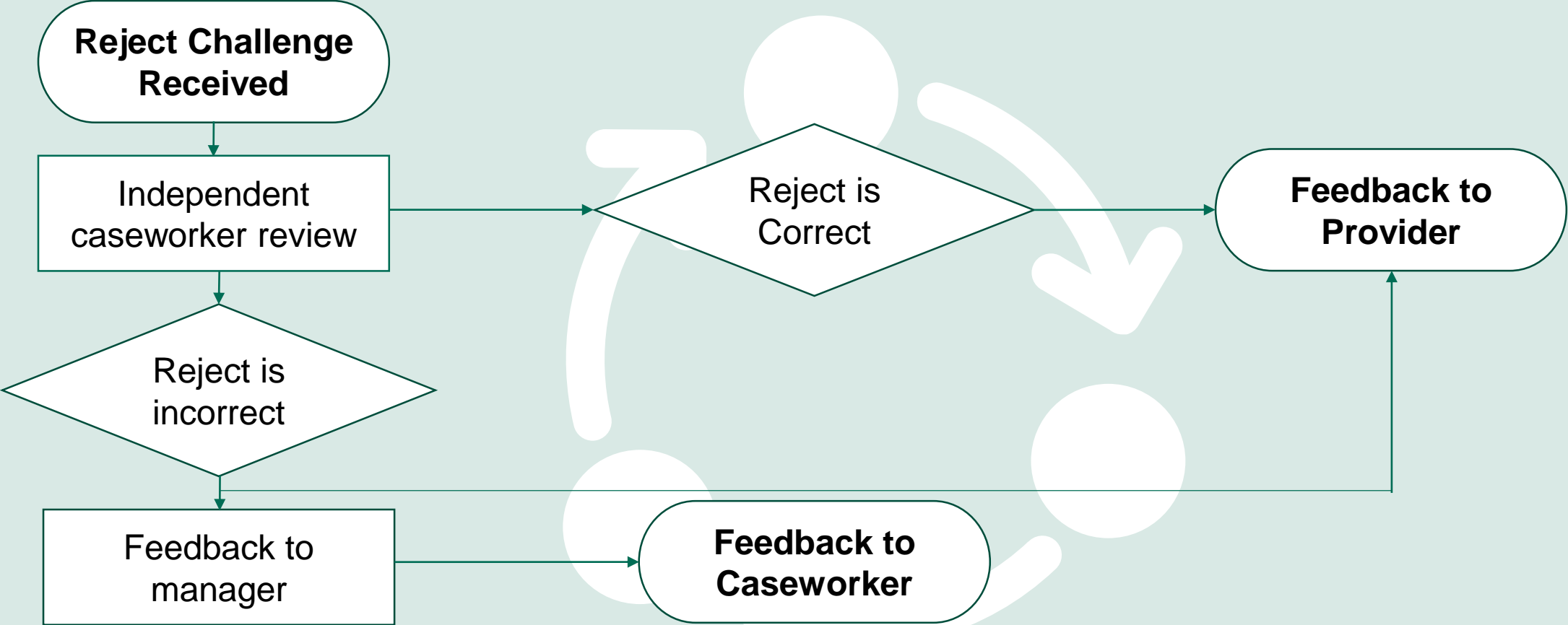
❖ **Provider Query**

A query submitted by a provider, not a challenge to a specific reject.

❖ **Internal Referral**

A referral to remove a rejection following internal quality control. Applies to paper claims only.

Appendix 3: Civil Claim Fix Feedback Process



Appendix 4: Processing Explanations

Processing Time Explanations:

- ❖ The time taken is calculated from the day after the bill becomes assessable until the final decision is made: this means the date that the money is either paid in to the provider or counsel's account or the day the claim is rejected.
- ❖ This means the day the bill comes available for processing counts as day 0. Time the claim is with the provider or counsel, for example, whilst awaiting documents to be uploaded or the Outcome to be completed, is excluded.

For live updates, please refer to [Civil Processing Dates](#)

KPI Targets

- ❖ 'Local target' is a processing target (rather than a payment target).
- ❖ 'KPI target' is to **pay 90% of complete and accurate bills** within 20 working days.

Appendix 5: Escaped Cases Terms

Initial Decisions Made

❖ **Allowed as Claimed**

A claim that has been assessed as drawn by the provider.

❖ **Reduced but Escaped**

A claim that has been reduced, but still passes the escaped threshold.

❖ **Reduced to Fixed Fee**

A claim that has been reduced to the applicable fixed fee.

❖ **Nil Assessed**

A claim that has been assessed to nil.

❖ **Rejected**

A claim that has been returned to the provider without being paid.

Appeal Time Taken Data:

❖ Appeals data is in respect of appeals concluded in that month.

❖ **Average Time Taken to Appeal:**

The average time taken by the provider or counsel to submit the appeal, from the date LAA conducted the assessment to the date LAA received the appeal.

❖ **Time To Process:**

The 1st Stage caseworker review relates to time taken from receipt of the appeal to initial caseworker review.

❖ **Time Out With An ICA:**

Returned from ICA relates to the average amount of days taken for an appeal decision to be received back from the ICA.

❖ **Average Time Taken:**

The average time take by the ICA from the date LAA sends the appeal to the ICA for a decision until the ICA returns the decision to LAA for actioning.

❖ **Average End to End:**

Overall time taken is calculated from date of receipt to the date the provider was notified of the decision.

❖ **Longest Overall Time Taken:**

The single longest appeal LAA dealt with in that month, calculated from date of receipt to the date the provider was notified of the decision.



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