



The Law Society



Legal Aid
Agency

Crime Contract Consultative Group (CCCG) meeting

Minutes

15 October 2019

V1.0

When:	15 October 2019, 15:15		
Where:	Fetter Room, Law Society, Chancery Lane		
Chair Minutes	Chair: David Thomas – LAA Minutes: Adam Friswell – LAA		
Attendees	Alice Mutasa – TLS Avrom Sherr – IALS Carla Walley – LAA Caroline Goodwin – CBA Carole Storer - LAG Daniel Bonich – CLSA Elaine Annable – LAA Elliot Miller – LAA	Glyn Hardy – LAA Ian Kelcey – CLC James MacMillan – MoJ Jennifer Johnson - LAA Matt Doddridge – LAA Melissa Thompson – LAA Neil Lewis - LAA	Nick Ford – LAA Patrick Cassidy - MoJ Rakesh Bhasin-LCCSA Richard Atkinson – TLS Roger Ralph – CILEx Tom Payne - BC
Apologies	Russell Barnes – LAA Andrew Cosma – MMS Stuart McMillan – BC Adrian Vincent -BC	Karl Ford - LAA Helen Johnson – LAPG Paddy Enright – LAA Chris Henley – CBA	Henry Hills – SAHCA

Welcome and introductions.

1. Minutes from September to be discussed at a later meeting

2. Legal Services EU Exit team engagement

Patrick Cassidy, Head of Investment and Member State Engagement

Overview:

- Should we leave without a deal, each member state will have different legislative arrangements to allow UK citizens practicing law in EU Member states. Some will grant ability to remain practicing law under member state terms, until 31 December 2020. Some member states have no transitional arrangements in place, potentially waiting until 31st October.
- Please check with individual regulator for specific advice on member states.
- Our official position, published advice and EU exit toolkit are all provided online, and we would encourage all members to look at this advice.

APOCT01 P Cassidy To circulate details of where this toolkit can be found to committee, to then be passed onto members.

APOCT02 P Cassidy answer following question in relation to the EAW: Are reciprocal arrangements going to be put in place for UK criminals overseas or are they beyond the reach of the law.

APOCT03 Bodies to encourage members to use the online toolkit and to encourage members to read advice on EU-exit

3. Digital private prosecution forms

This Committee agreed the proposal to digitise the Private Prosecution Claims form. This form would be uploaded onto the internet for provider access.

APOCT04 C Waley/ LAA to circulate the suggested form to representative bodies for comments and feedback.

4. Count formula reflections

Assessment tool available to case workers. Used on a case by case basis but only infrequently where large types of Excel spreadsheets contain a high proportion of blank information, when the print preview function doesn't give a fair reflection of the content. In use since 2016.

Significant concerns were raised about the formula and particularly the level of transparency around its use: LAA to provide the following assurances in the actions below:

APOCT05 J Johnson to circulate details of the PPE workshops held this year, including reference to the Countblank formula, plus list of attendees.

APOCT06 N Poulter to consider CCCG concerns in relation to being able to identify individual LAA case workers, and the internal processes and escalation routes in place.

APOCT07 Members of CCCG to forward any specific instances of alleged unfairness or inconsistency to LAA for further investigation (via Nick Ford).

APOCT08 N Poulter to work with Case Management to review previous correspondence (where possible) from LAA to providers where Countblank formula has been used to ensure necessary standards of communication have been met

APOCT09 D Thomas to provide examples, where possible, of approach of LAA contacting providers to make them aware of LAA underpayments identified through audit.

5. **Criminal Legal Aid Review overview**

Policy review continues. MoJ are consulting with LAA and counterparts in HM Treasury. We'll report back in November.

APOCT10 J MacMillan to circulate documents which can be forwarded to members on status of CLAR, and provide update in November

6. **DSCC stocktake on performance**

Service has fully transferred, and HGS are now covering 100% of DSCC calls.

Identified challenge to manage peak volumes of calls. Extra resource has been trained in September, and additional call handlers went live on 14th. Additional contingency resource and process has been identified to support any potential increased demand due to protests.

Complaints volumes are down, and service is improved from early September and operating at more consistent level.

There has been no loss of or change of data in the switchover; all data that is on this system is the data which has come directly from previous operator (Capita), and LAA encouraged attendees to remind their members to check and maintain their data.

Specific instances of concern were raised, and members agreed to raise individual instances with HGS directly as complaints.

Options for further transformation of the service were discussed, and HGS and LAA expressed a commitment to work with rep bodies to identify future options.

APOCT11 Representative bodies: to forward specific instances of complaint to HGS for investigation; specifically, where providers feel they've missed cases and not had missed calls

APOCT12 Representative bodies: All group members to remind their members to check the details on DSCC system periodically.

APOCT13 HGS: DSCC is appearing as a private number on mobile phones; HGS to investigate why this might be occurring and report back.

APOCT14 W Hayden to circulate information to explain the DSCC deployment process and SLA

APOCT15 D Thomas to confirm that handouts provided in meeting are able to be circulated to wider committees and members.

APOCT16 W Hayden/ HGS: review whether more information can be provided on the duty solicitor website in terms of the process and performance.

APOCT17 HGS: consider including Police Officer name as a contact in the SMS text

Actions from this meeting			
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APOCT02	Answer following question in relation to the EAW: Are reciprocal arrangements going to be put in place for UK criminals overseas or are they beyond the reach of the law.	P Cassidy	5 Nov
APOCT03	Bodies to encourage members to use the online toolkit and to encourage members to read advice on EU-exit	Rep Bodies	5 Nov
APOCT04	To circulate the suggested form to representative bodies for comments and feedback	C Waley/LAA	5 Nov
APOCT05	To circulate details of the PPE workshops held this year, including reference to the Countblank formula, plus list of attendees.	J Johnson	5 Nov
APOCT06	To consider CCCG concerns in relation to being able to identify individual LAA case workers, and the internal processes and escalation routes in place.	N Poulter	5 Nov
APOCT07	Members of CCCG to forward any specific instances of alleged unfairness or inconsistency to LAA for further investigation (via Nick Ford).	Group	5 Nov
APOCT08	Work with Case Management to review previous correspondence (where possible) from LAA to providers where Countblank formula has been used to ensure necessary standards of communication have been met	N Poulter	5 Nov
APOCT09	To provide examples, where possible, of approach of LAA contacting providers to make them aware of LAA underpayments identified through audit.	D Thomas	5 Nov
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The next meeting is on 5 November 2019, TLS