



The Law Society



Legal Aid
Agency

Crime Contract Consultative Group (CCCG) meeting

Minutes

10 August 2021

V1.0

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| When | Tuesday 10 August 2021 at 15:00 |
| Where | By Microsoft Teams |
| Chair | David Thomas – LAA |
| Minutes | Eloise Wood - LAA |
| Present | <p>Alice Mutasa – TLS Avrom Sherr – IALS Carol Storer - LAG Daniel Bonich – CLSA Elaine Annable – LAA Glyn Hardy – LAA Hesham Puri - LCCSA Jennifer Johnson LAA Kathy Hartup - LAA Liz Bryant - HMCTS Melanie Harding Melissa Thompson – LAA Neil Lewis - LAA Nick Ford – LAA Nick Poulter – LAA Roger Ralph – CILEx Sam Howard-Jackson - HMCTS Samera Naji - LAA Susan Lambert - LAA</p> |

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| Apologies | Adrian Vincent – BC Andrew Cosma – MMS Arron Dolan – CBA Caroline Goodwin – CBA Chris Henley – CBA Elliot Miller – LAA Gerwyn Wise – GCLAW Helen Johnson – LAPG Henry Hills – SAHCA Ian Kelcey – CLC James MacMillan – MoJ Jelena Lentzos – LAA Jill Waring – LAA Jon Heavens - MoJ John Foster – MoJ Kathryn Grainger - LAA Matt Doddridge – LAA Mark Troman – LCCSA Rakesh Bhasin-LCCSA Richard Atkinson – TLS Richard Miller - TLS Stuart Nolan - TLS Will Hayden - LAA |
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D Thomas confirmed papers and minutes were circulated in advance.

1. Minutes from June meeting were reviewed and approved.

Actions were discussed as follows.

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| APFEB01. NEW APJUN01 | EM/GB – worth taking it away to have a look at the channels through which defence can find URN? EM to continue this work with Will Hayden. EM to feedback to HMCTS re what can be done on the URN | Elliot Miller | Action point covered in HMCTS section of the meeting - this is now closed |
| APFEB06 - NEW APAPR02 NEW APJUN02 | H Johnson to email N Poulter details about a case regarding issues of obtaining a P45. M Troman to send details of a similar scenario to N Poulter | Nick Poulter | This is waiting internal approval, once this has been granted details will be sent round. |
| APFEB07 - NEW APAPR03 NEW APJUN03 | N Poulter to speak to the Digital team and look into whether it is possible for the portal to be amended to get date stamp facilities for indictable offences | Nick Poulter | This is still in progress. Action to remain open |

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| APAPR04 NEW APJUN04 | D Bonich asked a question in relation to sending fee. G Hardy confirmed that this can be taken away and provide an answer and if D Bonich has a specific example that he can share and send over, then it would be useful. D Bonich says he will send one over. | G Hardy/ D Bonich | Closed |
| APJUN05 | D Bonich to send through details of the Local Authority Duty Scheme to G Hardy | D Bonich | This is still in progress. Action to remain open |
| APJUN06 | G Hardy to look into the Local Authority Duty Scheme. | G Hardy | This is still in progress. Action to remain open |

2. Sam Howard-Jackson and Liz Bryant - HMCTS – Common Platform update

HMCTS attended meeting and shared improvements being made to CP and avenues to take to seek assistance if encountering difficulties. URN covered and troubleshooting guide to follow by the end of the month.

Common Platform is now live in 101 courts (32 Crown Courts and 69 Magistrates' Courts). This means that 44% of all criminal courts are now managing cases on Common Platform.

Successfully managed more than 20,000 hearings in the Mags and more than 2000 in Crown.

- IDAM issues and deregistration of accounts and how we are working with the IDAM team to resolve where accounts ne reactivation.
- Service helpdesk calls – high volumes of calls largely to do with de-registrations, lessons learned carried out on types of calls and as a result further guidance (quick steps to pull out key messages from the current guidance materials) which will be issued to help users going forward before calls logged.
- Unique ref number (URN) – null returns when URN error - a change request has been submitted to look at changing the 'null message' signposting people to where they can go to for help which is our Courts & Tribunal Service Centres (CTSC's), contact details within the guidance who can then assist and provide the correct URN details and confirm that the case remains on CP.
- Search Criteria - We are considering whether the search criteria can be an either/or scenario - URN or Name. This part of the design was set by CPS and not within our gift to change but we are engaging with CPS to see what is possible.
- IDPC's – Common Platform (CP) is designed to allow practitioners to self-serve the IDPC. We recognise that at times this may not be possible (e.g. CP outage or users have not been able to register for CP account). In the small number of cases when this cannot be accessed and is recognised, we will revert to the Business Continuity where CPS will be directed in the Mags to share IDPC via email and in Crown Court they can obtain via the normal DCS process.

- Queries with regards to Early availability of IDPC - Whilst we recognise the IDPC is not always there within the timeframes around obtaining the IDPC (e.g. 5 days prior window), there remains in place longstanding issues which the programme continues to address.
- Taking onboard your feedback with regards to email notifications, we have improved this by;
 - a) Common Platform will no longer send separate notifications when an IDPC is unbundled and the component parts are uploaded into the relevant Case material sections. [It will still send a notification to say the IDPC has arrived though].
 - b) the link within the notification should take the recipient directly to the document uploaded within Case Material.
 - c) You now have additional information in the body of the email; including Name of Defendant(s) [if the document is 'defendant level' it will be the name of the defendant, if it is 'case level' it will be all defendants on that case], name of the document and the Case Material section the document was uploaded to.
- Professional Check in – This functionality is Important – beneficial to defence practitioners and allows the LAA to see who has represented on a case. Without doing this, it adds additional delays to payment whilst the necessary checks are made.
- Onboarding – Mel gave an update on figures to date and reported that we are up to date (mostly) with current requests and going forward we will improve the response times as we now had two dedicated resources who will solely look after defence onboarding.
- Comms update from Liz – Further defence webinar will be held 23rd September (confirmation and further details to follow). The programme also runs a Defence Practitioners working group chaired by lead Business product owner, next meeting to be held in Sept and dates will be shared once known.
- Further guidance docs as mention above will be shared with group.

Susan Lambert - COVID-19 – Support given to Providers - Lessons Learned Discussion

3.

S Lambert went through the presentation that was circulated to the group and a discussion on relative areas of positive action taken and areas for further improvement took place. The group was invited to email S Lambert with any feedback that wasn't discussed at the meeting.

4. Nick Poulter - Operational update

This paper was circulated to the group prior to the meeting, and its contents were noted. There were no feedback or questions.

5. Representative body queries

Queries that had been raised in advance from representatives bodies were addressed in the actions update or HMCTS presentation. A specific query on rota accuracy will be considered separately following further clarification by the firm. D Thomas encouraged people to share any queries they have in advance to enable these to be effectively addressed. New queries raised on the day may need to be dealt with by correspondence. The secretariat will send out a request for queries a week or two before the meeting.

6. AOB

There was no other business.