



The Law Society



Legal Aid
Agency

Crime Contract Consultative Group (CCCG) meeting Tuesday 11 October 2022

Minutes

When	Tuesday 11 October 2022
Where	Via Teams
Chair	Richard Atkinson
Minutes	Paul Moore
Present	<p>Alice Mutasa – TLS Andrew Cosma - MMS Avrom Sherr – IALS David Thomas – LAA Elaine Annable - LAA Glyn Hardy – LAA Hesham Puri – LCCSA James MacMillan –MoJ Jennie Mirfin – LAA Kat Grainger - LAA Louise Langford - LAA Martin Secrett - BC Neil Lewis - LAA Maria Brown – LAA Matt Doddridge – LAA Melissa Thompson – LAA Nic Johanson - LAA Nick Ford – LAA Nick Poulter – LAA Nicole Mason – LAA Paul Moore - LAA Richard Atkinson Sean Wardale - LAA</p>
Apologies	Jon Heavens – MoJ

R Atkinson welcomed attendees to the meeting and confirmed that papers and minutes had been circulated in advance.

It was noted that we had some new attendees and R Atkinson asked them to introduce themselves to the group.

- Louise Langford is the new Head of Counter Fraud & Investigations and was shadowing.
- Nicole Mason, National Contract Manager was attending to provide an update on DSCC.
- Maria Brown, ECCT Manager was attending to provide an update on associated civil applications.
- Jennie Mirfin is the new Head of Central Commissioning and was attending to provide an update on the crime contract tender.
- Nic Johanson, Senior Commissioning Manager in Central Commissioning was attending to provide support to Jennie Mirfin.
- Sean Wardale is the new Head of the Civil Contact Centre and was shadowing the meeting.

1. Minutes from August meeting were reviewed and approved.

Actions were discussed as follows.

Actions from the last meeting and decisions from this meeting			
APAUG01	All members	Representatives interested in attending the post tender review exercise to contact Tim Colliou – tim.colliou@justive.gov.uk	Tim has had no interest. An external date has been arranged for Thursday 20 October, 9-11am. Reminder to members to contact Sarah Brewster if they are interested in attending.
APAUG02	G Hardy	Explore the possibility of amending the Gender selection in the LAA Online bulk load spreadsheet to include a Non-Binary option.	G Hardy contacted Digital, and this request does not currently form part of any planned changes, but this will be factored into any future change requests.

2. Nick Poulter – Operational update

N Poulter provided an update on current processing performance with applications being in target and processed within 48 hours routinely. Processing CRM18s was taking longer than usual, which is down to resource being needed for producing the Oct and Jan rotas. The team are focussing on bringing down the processing time.

N Poulter advised that looking ahead towards the implementation of the 15% increase on LGFS & AGFS, that this will have an impact on the crime case management team. Implementing the deal with the manual intervention required will be a challenge and an additional 10 people will need to be employed. This will mean a 20% increase in FTE on the team. It will take time to recruit and train the new staff which in turn

will put pressure on processing times. There are several uncertainties with lots of factors so it is difficult to predict how performance will be impacted.

Nicole Mason – DSCC update

N Mason attended to provide an update on DSCC performance. The operator has had poor performance and have been struggling with staff retention and recruitment. They have been working closely with the LAA and plans have been put in place to improve performance. Unfortunately, they have also had a telephone outage on the morning of the 11 October. There have been issues with the new rotas and crime contracts. N Mason confirmed that the LAA recognise performance has not been good, but assured it will improve.

A Mutasa queried performance management of the contract and what action should be taken by the LAA. N Mason recognised that there had been historic contact performance issues which had been managed but performance over the last 6 months has been strong. Contract performance is always closely monitored and appropriate action taken.

A Cosma raised the issue of difficulties in logging cases within the 48-hour window when it has not been possible to get through to the DSCC call centre. Are there any plans to extend the 48-hour limit? N Mason advised that would be something she could take away and explore.

APOCT01 – N Mason to explore the possibility of extending the 48hr limit for registering cases with the DSCC.

3. Maria Brown – New process for associated civil applications

M Brown attended to provide a brief verbal update on changes to the application process for associated civil applications.

A new dedicated email address has been set up for these applications which is:
LAAassociatedcivilapplications@justice.gov.uk

Guidance is being pulled together for crime providers and will be shared at the end of the month.

A Cosma asked if the guidance could include information on how to make a claim for this type of case. M Brown confirmed that this is included.

4. Jennie Mirfin – Crime Tender 2022: Next steps and reflections

J Mirfin attended to provide an update on the crime tender. New contracts commenced on the 1 October. 1,126 of the 1,136 uploaded have accepted their contracts with the remaining number withdrawing.

A post tender review session has been organised for the 20 October 9 to 11am and those interested in attending should contact Tim Collieu or Paul Moore (session since been cancelled).

A consultation has been completed on changes within 2 schemes where coverage was at risk and remedial measures have been put in place. The Central Commissioning team are monitoring the decline in the number of providers and hopeful that CLAIR will make a difference there.

A Mutasa queried the numbers and asked what had happened to those that had not accepted the uploaded contracts. N Johanson clarified that it was firms that had withdrawn and decided not to accept the contract offer. 10 in total.

A Mutasa asked how many of the new contracts are for new providers and out of those how many have been formed out of providers that had closed. N Johanson advised that it would be very difficult to know which firms had split and formed new entities. The number of new firms is known, and these figures will be made available once verification activity has concluded.

R Atkinson & A Cosma set out several concerns on the sustainability of the crime market. N Lewis provided some reassurance that the LAA would monitor and take any action available to ensure stability.

5. AOB

CLAIR

A Mutasa had submitted the following questions ahead of the meeting:

Could we have an update on the 'next steps' for CLAIR? When is the final response from the government expected, and when is the work on re-structuring the police station fees and the LGFS expected to start? Is there anything we can be doing now to prepare for this work?

J McMillan provided an update. A response to CLAIR is likely to be provided in late November. In the process of advising Ministers and once agreed will be coming out soon after.

Richard Atkinson – Crime CCG Chair

R Atkinson confirmed that this would be his last meeting as chair as he will be leaving Crime CCG. He is to take up the role of Deputy Vice President of the Law Society and will then become President. He confirmed that this is an important group dealing with a difficult area and thanked everyone for their contributions during his time as co-chair.

D Thomas thanked R Atkinson for his time co-chairing the Crime CCG.

No further issues were raised by attendees and R Atkinson ended the meeting.

Actions from this meeting			
APOCT01	Explore the possibility of extending the 48hr limit for registering cases with the DSCC.	N Mason	

The next meeting is on Tuesday 13 December via Teams