

**Crime Contract Consultative Group (CCCG) meeting  
Tuesday 13 December 2022**

**Minutes**

When	Tuesday 13 December 2022
Where	Via Teams
Chair	David Thomas
Minutes	Paul Moore
Present	Alice Mutasa – TLS Andrew Cosma - MMS Avrom Sherr – IALS Carol Storer - LAPG David Thomas – LAA Daniel Bonich - CLSA Elaine Annable – LAA Fadi Daoud - LCCSA Glyn Hardy – LAA Jennifer Johnson – LAA Kathryn Grainger - LAA Lucy Valsimidis - MoJ Mark Newby - LCCSA Martin Secrett - BC Melissa Thompson – LAA Nick Poulter – LAA Paul Moore - LAA
Apologies	James MacMillan – MoJ Nick Ford - LAA

D Thomas 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 D Thomas asked them to introduce themselves to the group.

- Mark Newby is the new co-chair of Crime CCG, replacing Richard Atkinson.
- Lucy Valsamidis was attending on behalf of James MacMillan.
- Fadi Daoud has replaced Hesham Puri as President of the LCCSA.

**1. Minutes from October meeting were reviewed and approved.**

Actions were discussed as follows.

Actions from the last meeting and decisions from this meeting			
<b>APOCT01</b>	Nicole Mason	Explore the possibility of extending the 48hr limit for registering cases with the DSCC.	<p>A specific concern was raised around whether it was acceptable to request a DSCC reference by email - there are no issues with DSCC accepting such requests by email within 48 hours and providers will receive an automatic response, evidencing the request was made within the required timescale. Requests should be sent to enquiries@dutysolicitors.org</p> <p>We will publicise use of email generally for DSCC reference numbers.</p> <p>A Contract variation would be required to extend the 48 hours, which is something that can be considered for future Contracts. The ability to request references via email within 48 hours should alleviate any issues being experienced during times of high call volumes and we'll keep this under review.</p>

**2. Nick Poulter – Operational update**

N Poulter provided an update on current processing performance. Application performance is at 100% despite increased volumes. Plans are being implemented to ensure KPIs are maintained over the Christmas period. The first week in January is likely to be challenging but the LAA is confident that applications will be processed within timescales. Crime billing continues to be green despite additional pressure for that team in supporting the production of the duty solicitor rotas.

N Poulter advised that the uplift to LGFS/AGFS claims is an ongoing challenge due to the manual process involved. Resource has been secured to support the team who have been able to have an immediate impact and both LGFS & AGFS claims are being processed within 4 days.

The more formal digital systems will be in place in January for AGFS claims and the middle of February for LGFS.

A Cosma raised an issue with the process for interim LGFS claims where the system does not allow a provider to respond to a rejection. If rejected the entire claim must be resubmitted. A Cosma queried if there was anything that could be done? N Poulter advised he would investigate the issue.

F Daoud also raised a system issue where a provider cannot go back and amend the type of claim. If a change to claim type is needed, then the entire claim must be resubmitted.

N Poulter advised that all digital resource was currently being focussed on the uplift and it is highly unlikely any resource would be provided to facilitate a change to the system. We can change internal processes.

**APDEC01 N Poulter to investigate rejected interim LGFS claims where the system does not allow a provider to respond to a rejection.**

### **3. David Thomas – Crime CCG Terms of Reference**

D Thomas covered the updated terms of reference for the Crime CCG and asked members to provide any comments to P Moore by 16 January.

**APDEC02 Review draft ToR and provide feedback to P Moore / D Thomas**

A Sherr queried the Membership section and the note stating that IALS is not a standing member. He advised it is useful for him to attend as issues discussed here will impact on Peer Reviewers.

D Thomas queried with members if the timings of papers and agenda item requests worked for members as issues being submitted ahead of the meetings was infrequent. A Mutasa advised this is likely down to rep bodies having separate discussions with others within the LAA. D Thomas advised that it would be helpful to bring details of those issues and discussions to this meeting and a new standing item going forward could be included. If the Crime CCG had oversight and logged, then actions and outcomes could be tracked.

**APDEC03 P Moore to add a standing item on future agendas to cover ongoing LAA issues and discussions and establish an issues log.**

### **4. Representative Body Queries**

#### **Police Bail & Claims**

D Bonich raised the issue of police bail and the impact lengthy bail times are having on a provider's ability to submit claims. It has been requested if providers could bill after a reasonable passage of time. This would assist with cash flow. G Hardy confirmed that this was being reviewed and the request had come via several different routes. The contractual and mechanical aspects were being considered.

A Cosma raised the issue of claiming parking and mileage for any subsequent attendance at the police station if a claim has already been billed. At present the original claim must be withdrawn and an amended claim resubmitted. Could there be a simpler way for claiming additional parking and mileage. G Hardy confirmed this was being investigated.

D Bonich confirmed that it had been suggested previously that providers could utilise a disused claim code for police station claims where there was a specific claim just for additional disbursements. G Hardy confirmed that this was one of the options being considered.

**APDEC04 G Hardy to investigate the possibility of providers submitting police station claims for lengthy bail time cases and in conjunction the method of claiming for supplemental parking and mileage.**

#### **LAA Data**

D Bonich raised advised that an issue had been raised regarding data. Rep bodies and providers wanted to understand what data the LAA has and manages and what might be needed. Providers submit information

regularly via their claims and there could be an assumption the LAA already has this. Aware that conversations are happening elsewhere, but this information has been requested repeatedly

D Bonich suggested setting up a data sub-group to look at putting the relevant people from the LAA and Law Society together who understand the issue. D Thomas suggested this could also be covered by the forum discussing the future contracts and requested G Hardy to consider and come up with a proposal to address this.

F Daoud requested if consideration could be given to try and avoid the duplication of information as part of the claiming process, in particular for LGFS.

**APDEC05 Add LAA data collection to the next Crime CCG agenda.**

**APDEC06 G Hardy to consider LAA Data sub-group proposal and discuss with policy colleagues.**

### **LAA System – CRIM6**

F Daoud flagged issues with some of the some of the older LAA systems. The CRIM6 claiming is slow. When raised in another forum he was asked to check whether it was his system, which was not the source of the slow speed. The submission slows down once the LAA server processes the CRIM 6 and there can be a delay of up to 4 minutes.

D Thomas queried if this issue had been submitted to the Online Support team. F Daoud confirmed that he has spoken to his Contract Manager and submitted video evidence. No ticket has been raised, but it's ongoing and have been advised to just accept it by others.

D Bonich advised that he had not heard this issue before, but he would enquire to see if others had encountered the problem.

F Daoud raised an issue with prior authority claim applications in the same system. If any information entered is incorrect it does not allow you to return to amend. The entire claim must be re-entered. D Thomas advised that this would be feeding into digital teams on how LAA systems are improved overall. As noted, LAA digital resource is limited, and they are currently focussing on the uplift work.

**APDEC07 DT to identify an appropriate person in Digital who can investigate the CRIM6 submission issue**

## **5. AOB**

### **MET & DSCC performance**

D Bonich raised an item for information only regarding contacting police stations within London. The Contract Manager has been asked to look at DSCC performance in terms of firms calling in to police stations on time and where the police have called in for details. The MET have a new system and instances in the last 3 weeks have taken place where the police do not know how to use the system and access the client's custody record. They are writing down solicitors' details and then contacting them later.

D Bonich wanted to flag that there may be an increase in calls from the police in to the DSCC call centre requesting solicitor details and may impact on providers ability in contacting the client within 45 minutes.

D Thomas thanked D Bonich for raising and LAA teams would make contact with the MET and undertake some analysis.

**APDEC08 LAA to contact the MET to determine impacts new system and training issues are having on DSCC call centre and performance**

Warrants & CDS Direct

F Daoud raised an issue with extradition warrant cases and CDS Direct. These are complicated cases and a recent one went to CDS Direct who gave incorrect advice. Could these be removed from the normal warrant calls, so they are no longer dealt with via CDS Direct?

G Hardy confirmed that he would investigate this possibility and speak separately with F Daoud.

**APDEC09 G Hardy to speak to F Daoud and investigate if extradition warrant cases could be separated from normal warrant cases.**

No further issues were raised by attendees and D Thomas wished everyone a Merry Christmas and ended the meeting.

<b>Actions from this meeting</b>			
APDEC01	Investigate rejected interim LGFS claims where the system does not allow a provider to respond to a rejection	N Poulter	
APDEC02	Review draft ToR and provide feedback to P Moore / D Thomas	All members	
APDEC03	Add a standing item on future agendas to cover ongoing LAA issues and discussions and establish an issues log.	P Moore	
APDEC04	Investigate the possibility of providers submitting police station claims for lengthy bail time cases and in conjunction the method of claiming for supplemental parking and mileage.	G Hardy	
APDEC05	Add LAA data collection to the next Crime CCG agenda.	P Moore	
APDEC06	Consider LAA Data sub-group proposal and discuss with policy colleagues.	G Hardy	
APDEC07	Identify an appropriate person in Digital who can investigate the CRIM6 submission issue	D Thomas	
APDEC08	LAA to contact the MET to determine impacts new system and training issues are having on DSCC call centre and performance	W Hayden	
APDEC09	Investigate if extradition warrant cases could be separated from normal warrant cases.	G Hardy F Daoud	

The next meeting is on Tuesday 7 February via Teams