



The Law Society



Legal Aid  
Agency

## Crime Contract Consultative Group (CCCG) meeting Tuesday 7 February 2023

### Minutes

When	<b>Tuesday 7 February 2023</b>
Where	<b>Via Teams</b>
Chair	Mark Newby
Minutes	Paul Moore/Andrea Wintle
Present	Avrom Sherr Alice Mutasa Andrew (Guest) David Thomas – LAA Elaine Annable – LAA Fadi Daoud – LCCSA Glyn Hardy – LAA James MacMillan – MoJ Jennifer Johnson – LAA Kath Burdett – LAA Martin Secrett – BC Matt Doddridge – LAA Melissa Thompson – LAA Neil Lewis – LAA Nick Ford – LAA Nick Poulter – LAA Paul Moore – LAA Puri Hesham Sean Wardale – LAA Will Hayden – LAA Jerome Lucey – LAA Faye Jackson – LAA
Apologies	

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

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

Actions from the last meeting were discussed, along with decisions from this meeting.

APDEC01	Investigate rejected interim LGFS claims where the system does not allow a provider to respond to a rejection	N Poulter	The digital team is currently focused on implementing other urgent digital changes and with current resource this is not a priority.
APDEC02	Review draft ToR and provide feedback to P Moore / D Thomas	All members	No feedback received, but any future feedback is still welcomed.
APDEC03	Add a standing item on future agendas to cover ongoing LAA issues and discussions and establish an issues log.	P Moore	An issues log has been created and going forward we can look to utilise this.
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	. G Hardy was unable to provide a substantive update, but this was being investigated. It has been confirmed that an existing unused code cannot be re-used. Will provide an update to members and will be added to the next agenda
APDEC05	Add LAA data collection to the next Crime CCG agenda.	P Moore	Not appropriate at this stage. See update below.
APDEC06	Consider LAA Data subgroup proposal and discuss with policy colleagues.	G Hardy	LAA Data is being considered in context of CLAIR and discussions are ongoing with policy and analytical colleagues around data collection. Stakeholder engagement is to be agreed but subgroups will form part of that.  F Daoud requested DS numbers out of this update.
APDEC07	Identify an appropriate person in Digital who can investigate the CRIM6 submission issue	D Thomas	D Thomas has obtained a contact name and will send to F Daoud.
APDEC08	LAA to contact the MET to determine impacts	W Hayden	The LAA are currently in conversations with the MET. Data analysis will be completed,

	new system and training issues are having on DSCC call centre and performance		and an update will be provided at the next meeting.
APDEC09	Investigate if extradition warrant cases could be separated from normal warrant cases.	G Hardy F Daoud	Meeting has been arranged to discuss.

**APFEB01 G Hardy to send Fi Daoud an email confirming an accurate figure in respect of the increase in Duty Solicitors.**

**2. Nick Poulter/Jerome Lucey – Operational update to include an overview of the new Crime Stats Pack.**

Jerome Lucey introduced himself as a new Business Improvement Manager in the Case Management Improvement team.

J Lucey advised this pack has been introduced to mirror the information that is provided on Civil performance at the Civil CCG. He briefly went through the information within the pack. It details of all the different teams within Crime Case Management and provides performance across all processing areas.

N Poulter gave an update on performance. Processing KPIs are currently green with no significant issues or backlogs to report on. The manual uplifts being applied out of the CLAIR reforms could have been a challenge and there was an expectation that performance would drop, but this has not happened.

A Mutasa queried the reject data and asked what the reject reasons on hardship claims were. N Poulter advised that they were case by case specific, but the pack could be amended to give the top 5 reject reasons.

**APFEB02 N Poulter to amend the pack and include the top five reject reasons on hardship claims**

A number of other queries were raised by the group, but members were directed to the webinar links on page 51 [Ministry of Justice: Crime recorded webinars landing page](#)

**3. Elaine Annable – CMA Update**

It was previously agreed with CCG that as part of a regular share of operational information, an update on Contract Management & Assurance (CMA) activity would be provided covering every 6 months of the financial year. This was not included on the December agenda but going forward will be on the agenda each June and December.

EA went through the update showing CMA activity up to Nov 22. Contract Notices have reduced year on year with contract breaches being minor. Activity is in a steady state with CMs taking a blended face to face or virtual approach to visits. CMs are still completing crime contract verification activity.

EA advised that we aim to be consistent with CM activities and decisions and if members had any concerns on consistency then they should contact their Area Contract Manager.

#### **4. Glyn Hardy – Future Crime Contract Engagement**

G Hardy advised that there were four key themes

- Access (How clients access services) - Identify what the priorities should be for the way that clients access services in the future.
- Allocation (How work is allocated to Legal Aid providers) - Is focused on how work is allocated to legal aid providers, for example how should duty scheme rules and boundaries look in the future.
- Quality (What the LAA's suite of quality measures should look like in the future) - How we best maintain quality and look at ways in which we can introduce more flexibility for providers in respect of how quality is demonstrated.
- How we contract (exploring different contracting mechanisms to reduce unnecessary barriers to entry) - How can we reduce barriers to entry to the legal aid market and how can we reduce costs to providers to deliver services.

The focus is to engage with everyone involved in the development of the future crime contract, including provider bodies, to identify what the priorities are. G Hardy advised that there is an open invitation to members if they want to become involved and if interested to get in touch with him.

M Newby stressed that whilst everyone was committed to this forum and engaging on future contracts this was impacted by the ongoing dispute with the Ministry of Justice over the implementation of CLAIR and the potential Judicial Review. It was hoped this issue would be resolved sooner rather than later.

G Hardy advised he would detail areas of priority and provide an update to the group.

**APFEB03 G Hardy to provide an update on future crime contract engagement within the next couple of weeks.**

## 5. Rep Body Ongoing Topics & Queries

A Mutasa queried whether there had been any progress on aiding firms with their cash flow and allowing providers to submit POAs for disbursements under £100. N Ford advised that this is being explored and would require both a regs change and a digital change. Interim measures were being explored and an update would be provided.

**APFEB04 N Ford to provide an update on POA for disbursements under £100**

## 6. AOB

J Lucey advised that the webinar team have launched a pilot to give providers the opportunity to book a virtual face to face appointment with an experienced caseworker, the appointments would last in the region of 20 minutes. More details to be circulated.

**APFEB05 J Lucey to share further details in respect of the pilot to give providers the opportunity to book a virtual face to face appointment with an experienced caseworker.**

APFEB01	Glyn Hardy to send Fadi Daoud an email confirming an accurate figure in respect of the increase in Duty Solicitors.	G Hardy	
APFEB02	N Poulter to amend the pack and include the top five reject reasons on hardship claims	N Poulter	
APFEB03	G Hardy to provide an update on future crime contract engagement within the next couple of weeks.	G Hardy	
APFEB04	N Ford to provide an update on POA for disbursements under £100	N Ford	
APFEB05	Share further details in respect of the pilot to give providers the opportunity to book a virtual face to face appointment with an experienced caseworker.	J Lucey	

The next meeting is on 4 April via Teams