



The Law Society



Legal Aid Agency

Crime Contract Consultative Group (CCCG) meeting Tuesday 4 April 2023

Minutes

When	Tuesday 4 April 2023
Where	Via Teams
Chair	David Thomas
Minutes	Andrea Wintle
Present	<p>Andrea Wintle – LAA Andrew Cosma – MMS Avrom Sherr – IALS Carol Storer – LAPG Christopher Purvis – Digital Clare Robinson – Digital Danielle Dale – MoJ Daniel Bonich – CLSA David Thomas – LAA Elaine Annable – LAA Glyn Hardy – LAA Graham Hughes – LAA Hannah Payne – Digital James MacMillan – MoJ Jennifer Johnson – LAA Mark Newby – TLS Matt Doddridge – LAA Melissa Thompson – LAA Neil Lewis – LAA Nick Poulter – LAA Phil Hanson – LAA Puri Hesham Rebecca Booth – LAA Rosie Clayton – Digital Simon Clayton Jerome Lucey – LAA</p>

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

1. Minutes from February meeting were reviewed and approved.

Actions were discussed as follows.

APDEC04	Investigate the possibility of providers submitting police station claims for lengthy bail time cases and in conjunction with the method of claiming for supplemental parking and mileage.	G Hardy	Further discussions to be had, outside of this group, with an update to follow at the next meeting.
APDEC08	Contact the MET to determine impacts their new system and training issues are having on DSCC call centre and performance.	W Hayden	All actions completed; this has now been closed out.
APFEB01	To send F Daoud the most recent Duty Solicitor numbers.	G Hardy	All actions completed; this has now been closed out.
APFEB02	N Poulter to amend the pack and include the top five reject reasons on hardship applications.	N Poulter	All actions completed; this has now been closed out.
APFEB03	Provide an update on future crime contract engagement within the next couple of weeks.	G Hardy	All actions completed; this has now been closed out.
APFEB04	Provide an update on POA for disbursements under £100	N Ford/G Hardy	All actions completed; this has now been closed out.

APDEC04 G Hardy & N Lewis to have further discussions with Finance in respect of providers submitting police station claims for lengthy bail time cases and in conjunction with the method of claiming for supplemental parking and mileage and provide an out of group update once available.

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

J Lucey gave an overview of the Crime stats pack.

- New slide entitled main headlines – slide 6
- New slide on the provider website, which includes webinars and other useful information – slide 7
- New slide on the Crime Customer Service Team – slide 50

He then moved onto the top five reject reasons in respect of CRM14, CRM15 and CRM16's as detailed in the slides.

N Poulter gave an update which was focused on deadlines and priorities within Case Management.

100% of Criminal legal aid applications are being processed within target, despite the team currently facing difficulties in respect of resource issues due to annual leave over the Easter period and Ramadan.

The AGFS team are also processing everything within target.

The LGFS team have experienced a few difficulties due to having to perform some manual processes following the implementation of the 15% increase.

The majority of CRM's are being processed within target, however CRM18's & CRM18a's have slightly fallen behind due to the Duty Solicitor Rota production, as the team have been involved in ensuring all rotas are completed within a tight deadline, and due to the recent Crime tender, this has created more work in that area. However, it is anticipated that these will be back in target as soon as the holidays are over, and the Rota production is complete.

3. Danielle Dale/Rosie Clayton – Digital developments in applying for criminal legal aid

The Digital team gave an overview and shared some slides.

As an overview the existing eForms service is provided by an external party. The LAA's contract with this service provider ends in 2024 and cannot be extended. As a result, the LAA is developing a new Criminal application system (Crime Apply) to replace the CRM 14 and 15 parts of the eForms service. Developed in house, the new system will gradually roll-out from summer 2023 and is expected to be a fully functional replacement for CRM 14s and 15s by early 2024.

An article will be released on the Internet over the coming week.

4. Phil Hanson – DSCC Complaints

P Hanson presented an overview of DSCC Performance, Complaints and Customer Satisfaction. This demonstrated DSCC performance for February, with 4 from 5 service levels being met, and the remaining service level only being under by 0.16%. Complaints were evidenced as very low in comparison with the volume of cases logged and deployed across the previous year; from March 2022-February 2023, there were 66 justified complaints from c.970,000 calls (<0.1%). Each

complaint is responded to with training, support and a detailed response to the complainant within contractual timeframes. Customer Service feedback is acted upon via monthly surveys of 100 Police and Solicitors using the service, to inform service improvements. Correct channels for feedback, comments and complaints (via dedicated DSCC online mailboxes) were outlined. Members were encouraged to use these and promote amongst their colleagues, with the presentation being shared with the CCCG circulation list shortly after the meeting.

5. Rep Body Ongoing Topics & Queries

A Cosma raised a concern in respect of Defense Practitioners and how they are affected by numerous police station and court closures. When designated areas were first introduced, it was confirmed travel and waiting times would reduce, and this would be kept under review, with the question being is this still under review?

Another point raised was around police station outcome codes, with there not being an outcome code for voluntary interviews, this then led to further discussions around various outcome codes.

G Hardy confirmed that the LAA are reliant on feedback from the group and providers and would welcome a conversation about how the codes can better reflect the work that is being done on the ground.

N Lewis agreed to a further discussion, outside of the meeting and welcomed anyone else who wishes to join the conversation.

6. AOB

Nothing to report.

The next meeting is on 6 June via Teams