



The Law Society



Legal Aid Agency

Crime Contract Consultative Group (CCCG) meeting Tuesday 11 June 2024

Minutes

When	Tuesday 11 June 2024
Where	Via Teams
Chair	David Thomas
Minutes	Eloise Worrall
Present	Adrian Vincent – BC Alice Mutasa – TLS Andrew Cosma – MMS Avrom Sherr – IALS Daniel Bonich – CLSA Chris Minnoch - LAPG Elaine Annable - LAA Fadi Daoud – LCCSA Fleur McQuade - LAA Glyn Hardy – LAA Kate Pasfield – LAPG Kath Burdett – LAA Mark Newby – TLS Melissa Thompson – LAA Neil Lewis – LAA Nick Ford – LAA Nick Poulter – LAA
Apologies	Arron Dolan – CBA Carol Storer – LAPG Chandni Brown – CiEx David Thomas – LAA Edward Jones - LCCSA Elliot Miller – LAA Frank Camilleri - LAA Gerwyn Wise – GCLAW

<p>Helen Johnson - LAPG Henry Hills – SAHCA James MacMillan –Moj Jerome Lucey - LAA Jill Waring – LAA Katy Hanson Kathryn Grainger – LAA Martin Secrett - BC Matt Doddridge – LAA Puri Hesham Rakesh Bhasin – LAPG Rebecca Booth – LAA Richard Miller – TLS Richard Owen – TLS A2J Cttee Rosie Clayton - LAA Sean Wardale – LAA Stuart Nolan – TLS Tony Ayton - LAA Will Hayden – LAA</p>

D Thomas welcomed attendees to the meeting and confirmed that this meeting will be based on operational updates only due to the election.

1. Minutes from April meeting were reviewed and approved.

The minutes and actions were authorised by the group.

2. Nick Poulter - Operational update

NP stated that performance remains strong across the board on applications, with CRM4 and CRM5’s are at 2 days, CRM7 in 5 days. CRM18 are now at 2 days, in relation to LGFS they are at day 5/6 and AGFS are at 10 days. AGFS has gone out a few days over the last couple of months.

The other area discussed was the increase in intakes in certain areas that was raised at the last meeting. The biggest increase is AGFS, up by c20%, with less of an increase on LGFS at 11%. AGFS are usually done in 5 or 6 days, currently closer to 10. LAA are bringing in new starters joining over the next few months, therefore hopefully no more recurrence of reject issues.

NP stated that the Equinity contract comes to an end and the last date for using the old forms will be 6th August 2024, there will be a time of till 20th August to process those that have already been submitted

DB asked if they will stop accepting paper claims of CR7s, and NP confirmed that they wouldn’t. NP continued to say that they will be running a dual process of paper and digital as they had with the Eform system.

User feedback has been good. The first stage of going live with a new product is called private beta before it is made available to more people in a public beta. CRM5 has gone into private beta with 3 providers submitting CRM5 using the new process and will shortly have a further 4 providers involved. In relation to CRM4, these have already gone into private beta, with 1 provider at the moment submitting using that system and a further 2 going on today.

NP stated that feedback on the replacement for the CRM4 is good, with feedback that it's very user friendly, and easy to follow.

3. Elaine Annabelle - CMA Update

EA explained the changes made to the most recent CMA activity report.

No questions were raised on the CMA update.

4. Villy Kozatsani - Equiniti Exit Update

VK started by giving a update on Crime Apply, the replacement for CRM14 and CRM15 and also some information on the contract exit.

The contract with Equiniti is coming to an end. The last day of the contract is the 6th September, however from the 6th August providers are not going to be able to access Eforms to submit new Eforms. They will be able to access Eforms to see previously submitted forms and provide additional information if they have to make amendments. From the 20 August no one will have access to Eforms in order to allow the Equiniti data migration team to do the final migration of historical forms and evidence. From 20 August providers will no longer have access to historical Eforms. If they need to access Eforms they will have to make a request through the online service team.

LAA have advised providers to start using the new services as they become available.

On Crime Apply, scope of the service is now at 90% of possible applications.

The LAA training site will include a guidance document and frequently asked questions answered to help providers get started with using the service. A demo will also go into the training website by the end of next week hopefully.

The team are currently working on adding partners and employed applications to the service and the work for this will be completed around the end of June.

No questions were raised on this item.

DT thanked members for attending and ended the meeting.

The next meeting is Tuesday 20 August 2024 via Teams