

Crime Contract Consultative Group (CCCG) meeting Tuesday 22 October

Minutes

When	Tuesday 22 October 2024
Where	Via Teams
Chair	Mark Newby
Minutes	Lisa Obadan
Present	<p>Alice Mutasa – TLS Andrew Cosma – MMS Avrom Sherr – IALS Elaine Annable – LAA Glyn Hardy – LAA Kate Pasfield – LAPG Mark Newby – TLS Melissa Thompson – LAA Neil Lewis – LAA Nick Ford – LAA Nick Poulter – LAA Kerry Anne Taylor Iain Dunn Fleur McQuade – LAA</p>
Apologies	<p>Adrian Vincent – BC Arron Dolan – CBA Carol Storer – LAPG Chris Minnoch - LAPG Chandni Brown – CILEx Daniel Bonich – CLSA David Thomas – LAA Edward Jones - LCCSA Elliot Miller – LAA Fadi Daoud – LCCSA Gerwyn Wise – GCLAW Helen Johnson - LAPG</p>

	Henry Hills – SAHCA James MacMillan – MoJ Jerome Lucey - LAA Jill Waring – LAA Kath Burdett - LAA Kathryn Grainger – LAA Martin Secrett - BC Matt Doddridge – LAA Rakesh Bhasin – LAPG Rebecca Booth – LAA Richard Miller – TLS Richard Owen – TLS A2J Cttee Sean Wardale - LAA Stuart Nolan – TLS Tony Ayton - LAA Will Hayden – LAA
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M Newby welcomed attendees to the meeting.

1. Introductions, minutes and actions from previous meeting

Minutes Agreed from the last meeting.

Neil L gave an update. Meeting with MoJ, Serco, Contract Manager rep went ahead. Daniel Bonich from CCG attended.

Alice asked if there were any notes on the meeting as she did not attend, and it would be useful to know what was discussed. Alice also asked if there were other Law Society reps there, such as solicitors? NL confirmed there were some people Alice had put forward who were at the meeting.

Neil said there wasn't a formal note, but he can look back through his notes and send a short note.

NL stated that the meeting was an opportunity for representatives to share feedback and concerns about how the Serco contract was operating and the Serco reps to share some details.

APOCT01 - NL to Liaise with Daniel Bonich and come up with brief notes from the meeting and share at CCG.

2. Nick Poulter - Operational update

NP gave an update. Operational performance across every area remains strong.

Improved on some of the figures shown in the pack.

Alice M mentioned there was a page about complaints and asked what kind of things people complain about?

Nick P stated that the majority on the crime side was about contributions (income, capital) mainly on the application side.

Mark N asked if we record data as to complaints we uphold and those not upheld? NP confirmed they do and asked if this information is not in there? Mark N stated this is not shown.

NP states he will take this back and will be able to come back with some more specific data around complaints.

3. Kerry Ann Taylor/ Fleur Mcquade – Crime Apply

Fleur gave an update. Eforms system will soon be shut down and any access to historic forms, providers will need to contact Online support.

Andrew asked about having clearance on the guidance regarding students receiving student loans, where direct payment to the university was being taken into account as income, and the guidance states that should not be the case.

Andrew C stated the guidance is not clear about what income should go in the form. So, it needs to be clear which part of the student grant the LAA is interested in.

Fleur said they would take that away and take a look around the service where they can be clearer.

4.

Rep body ongoing topics and queries

Alice mentioned the email about the query she raised via email earlier.

NL mentioned they have been looking at it and continue to look at it and as soon as they can bring any options to the group, they will get it on the agenda and bring to the group.

Mark N asked if it was possible to NL to take this away internally and discuss and bring back to the next CCG something substantial in terms of updating as to how this can be moved forward and what discussions could be had.

NL stated happy to do that and have a more substantive discussion, but it comes back to the fact that it requires investment and don't know whether that investment is going to be available and if it's not, then maybe there are alternatives they can consider.

So have a substantive conversation when the group meets next and bring the position they are in at that point, considerations they have to have and if there are options, they will bring those here.

Mark N raised a rep body query about the crime tender and if there will get to a point that the group will be shared with it the number of crime tenders received and what the Plan B would effectively be, if they don't have enough tenders to cover rotas and the work that needs to be dealt with around the country.

Raised concerns about this tender and would like to see some feedback to the group about where we are and when might that be.

- APOCT02** Neil L asked to take this away as an Action. Need to speak to commissioning team to get an answer. Get something back to Mark out of committee and ask a representative to come to a future meeting.
- 5.

AOB

Kate P mentioned the issues on the verification exercise on the civil contracts and maybe it is something worth thinking about for the verification process for the crime contracts to make it as easy as possible. Any help the LAA and contract managers can give to people to help them verify so they can get contracts in place, would be really helpful.

Neil L stated he would pass this on and discuss with the relevant team

The next meeting is Tuesday 17 December 2024 via Teams