

## Crime Contract Consultative Group (CCCG) meeting Tuesday 17 December

### Minutes

When	<b>Tuesday 17 December 2024</b>
Where	<b>Via Teams</b>
Chair	Mark Newby
Minutes	Lisa Obadan
Present	<p> Alice Mutasa – TLS  Andrew Cosma – MMS  Anna Bevilacqua – LAA  Annemarie Joyce – LAA  Avrom Sherr – IALS  David Thomas – LAA  Fadi Daoud – LCCSA  Glyn Hardy – LAA  Mark Newby – TLS  Matt Doddridge – LAA  Melissa Thompson – LAA  Neil Lewis – LAA  Nick Ford – LAA  Nick Poulter – LAA  Sean Wardale – LAA  Stuart Nolan – TLS  Will Hayden – LAA </p>
Apologies	<p> Adrian Vincent – BC  Carol Storer – LAPG  Chandni Brown CILEx  Chris Minnoch - LAPG  Daniel Bonich – CLSA  Edward Jones – LCCSA  Elaine Annable – LAA  Elliot Miller – LAA  Karl Ford – LAA </p>

	Fleur McQuade – LAA Gerwyn Wise – GCLAW Helen Johnson – LAPG Henry Hills – SAHCA Iain Dunn James MacMillan – MoJ Jerome Lucey – LAA Jill Waring – LAA Kate Pasfield – LAPG Kath Burdett – LAA Kathryn Grainger – LAA Kerry Anne Taylor Martin Secrett – BC Rakesh Bhasin – LAPG Rebecca Booth – LAA Richard Miller – TLS Richard Owen – TLS A2J Tony Ayton - LAA
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D Thomas welcomed attendees to the meeting.

## 1. Introductions, minutes and actions from previous meeting

Minutes were agreed from the last meeting.

## 2. Annemarie Joyce and Abbie Moorcroft - Update on Hinduja Global Solutions UK Ltd

AM wanted to touch on 2024 overall, KPIs have been hit for the year and they are on track to be hitting for December.

They have seen a high response rate to their emails, which is the enquiries inbox that they have available 24 hours a day. 94% of emails that have come in are responded within 24 hours and those that are slightly more complex, they aim to give you an initial response within 24 hours and then feed that back through.

Complaints for 2024 has remained at 0.0, 1% of all contacts, they have stayed with an average CSAT score of 99% for the service across the year.

Changes have been made to the website to make it more user friendly. The website is friendly for mobile phones and iPads.

They have received around 13,000 calls on a monthly basis.

They have been trying to find why solicitors choose to channel their communications via telephone. How can they improve the website and is the website fit for purpose?

A feedback form has been sent round, and AM has asked if they can be completed.

Within the use of the website, there are some really useful tools, some of the main complaints are around contact telephone numbers, they can be checked at any given point by the solicitors, you can check if you've got numbers on there for people that are no longer in the firm, If you've used them as a second point of contact before and you've not deactivated them, you'll be able to see that you can select times and days.

With contact telephone numbers they have embarked on a cleanse of the solicitor information that they have and all solicitors will have received an e-mail from them last week to check the details that they have on the website, so far there has been nearly 250 responses of people that have gone online and confirmed their information or made changes and actually of that 238 only 10% of the solicitors chose to send us an e-mail.

The last slide there's some useful e-mail addresses and links and dates for people's Diaries for next year.

AM opened for questions.

#### **Nick Poulter - Operational update**

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

Applications are being turned around within the 48 hours; everything now is on crime apply.

On the on the billing side

All graduate fees round within 5 days, slightly longer lead times on written reasons at 8 days, but nothing major there and the volumes have written reasons are small.

Magistrate's claims the non standard fees they are turning around in 7 days, they were slightly higher than recently due to the equality exit and the pressures on the team who process CRM7s. CRM4 remain within 2 days which is excellent and CRM5 have gone out slightly.

Intakes this year have been higher than last year. The Criminal Application Team are processing 10% more in terms of applications than they had last year. Graduated fees is between 8 and 10%. CRM7s is 5% up and CRM4 is 16% up which are all high increase. Despite this they have remained in the green cross the board.

#### **4. Karl Ford – CMA Update**

Crime figures have remained steady at the six-month mark in terms of the number of contract notices issued.

They will need to split out the sanctions and terminations into Crime and Civil, which hasn't been done prior to the report. If the groups feels this would be useful it is something they are able to do

KF opened for questions.

AM stated that there was 11 practitioners had said their contract manager usually requires electronic files to be printed out, which sounded completely wrong and time consuming for the firm. AM will try and get details so that it could be looked into. The other point was that Several people said they're not always informed about the grant of legal aid and they have to chase it.

5. This is something they don't understand because the updates from Nic always shows everything is being granted quickly.

NP informed AM that they will process cases within the 48 hours and send an e-mail confirming that they covered, they then work in the background and will keep going back to common platform and keep searching for that case and the vast majority of times, ultimately they find it and then are able to issue a Rep order.

### **Rep body ongoing topics and queries**

CJ offered a briefing on the CRM7 point and the printing. There has been a suggestion that the printing option is still available due to the functionality issue with the portal. They have had little resources to do this data input line by line. They are looking into this to see if there is a work around in the interim where they can send on what they have from our Case Management system which tallies it all up. This is causing a lot of issues, especially for smaller firms with cash flow issues and no admin support to be able to do this. CJ offered to take this offline to explore the options whilst the improvements are being made.

### **AOB**

David thanked the members for attendance and wished everyone a Merry Christmas and Happy New Year.

**The next meeting is Tuesday 11 February 2025 via Teams**