

**Crime Contract Consultative Group (CCCG) Meeting  
Tuesday 18 November 2025  
Minutes**

When	<b>Tuesday 18 November 2025</b>
Where	<b>Via Teams</b>
Chair	Malcolm Bryant - LAA
Minutes	Eloise Worrall - LAA
Present	<p>Alice Mutasa - TLS          Andrew Cosma – MMA          Avrom Sherr – IALS          Casey Jenkins - MKLAW          Elaine Annable – LAA          Glyn Hardy – LAA          James MacMillan –Moj          Kate Pasfield – LAPG          Kath Burdett – LAA          Katy Hanson – WLAW          Malcolm Bryant - LAA          Mark Newby - TLS          Matt Doddridge – LAA          Melissa Thompson – LAA          Neil Lewis – LAA          Nick Ford – LAA          Nick Poulter – LAA</p>
Apologies	<p>Adrian Vincent – BC          Anna Bevilacqua - LAA          Amy Shaw - LAA          Arron Dolan – CBA          Carol Storer – LAPG          Chris Minnoch - LAPG          Chandni Brown – CiEx          Daniel Bonich – CLSA          Dave Scothern - SAH          David Thomas - LAA</p>

Edward Jones - LCCSA
Elliot Miller – LAA
Emma Prise - LAA
Fadi Daoud – LCCSA
Fleur McQuade - LAA
Gerwyn Wise – GCLAW
Harry Slade - LAA
Helen Johnson - LAPG
Henry Hills – SAHCA
Janet Land – LAA
Jason Lartey – L&C
Jerome Lucey – LAA
Jill Waring – LAA
Kathryn Grainger – LAA
Martin Secrett – BC
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

MB welcomed attendees to the meeting

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

Minutes and actions were agreed from the last meeting.

EW led the review of open actions:

- NL action on TRAM update was closed after confirmation from JM and EW.
- JM provided an update on the Litigated Graduated Fee Scheme (LGFS) review, stating progress is paused due to focus on the Levison Independent review of criminal courts. Options are being considered but not ready for discussion; the action will roll over to the next meeting.
- EW noted two actions for absent members would be handled offline. All other actions were marked complete

**2. Operational update - Nick Poulter.**

Application processing has returned to pre-cyber incident levels, with 99.9% processed within 48 hours, exceeding KPIs. Intakes have recovered, with some weeks exceeding pre-incident volumes. Graduated fee claims are being processed in 4 working days; redeterminations in 8 days. Litigator fee claims are processed in 2-5 days depending on value.

Magistrates billing team has reduced CRM4 processing times to 2 days, CRM5 to 3 days, CRM7 to 5 days, and CRM7 appeals from 105 to 26 days.

Change in process: Crime Apply applications rejected will now be deleted after two years, requiring providers to use the correct form for adding offences. Hard rejects will begin in December, with communications to be sent out.

AC suggested improvements to payment timing for LGFS and CRM7 to aid cash flow. NP explained payment cut-offs and system limitations, but agreed to feedback suggestions and investigate CRM7 payment timing.

**APNOV01 – NP** - Investigate the feasibility of narrowing the dates between assessments and payments for LGFS and enabling earlier CRM 7 payments, and report back to the group.

**APNOV02 – NP** - Review the current process for submitting prison law escape cases, including comparison with civil processes, and provide a detailed response on the possibility of digital submission.

**APNOV03 – NP & KP** – To coordinate a visit for interested practitioners to the Nottingham office to observe the processing of prison law escape cases and discuss potential improvements.

### **3. Update on Cyber-attack response – David Phillips**

David outlined the plan for CCMS system recovery:

Business acceptance testing started, with gradual rollout planned for the following week, prioritizing civil and crime contractors.

Main user change will be accessing CCMS via Silas instead of Portal, driven by security requirements.

Once CCMS is restored, business continuity arrangements will be wound down.

A and KH raised concerns about changes to claim codes and bulk upload processes, requesting clear communication and sufficient notice before implementation. DP acknowledged the need for better notice and confirmed contingency processes would likely continue for another month.

### **4. Rep body ongoing topics & Queries**

KP raised the issue of prison law escape cases still requiring paper submission to the Nottingham office, causing significant unpaid admin for providers. NP explained digital submission via secure file exchange is slower and challenging due to file structure variability, but agreed to investigate further and consider a visit for practitioners to observe the process.

MN echoed concerns about extra work and lack of funding for prison law providers, noting electronic files are accepted for audits but not for claims. DP agreed to ensure minutes reflect the dissatisfaction and need for improved communication.

**5. AOB**

Nothing was raised under this section

End of meeting.