

Dear ACL LAG member

We have recently had a discussion with the LAA as to the working of the recent changes to the Reject policy introduced at the beginning of August and we are keen to hear from you about the reasons for rejects (see below). The LAA say that they are very pleased with the reduction that has been achieved and want to pass on their thanks to the members of the ACL LAG for their help in getting this reduction in place. More work is still needed to get the rejection level further reduced from the current 30%. Please see the attached information sheet that the LAA have published recently and from which you can see the top 10 reasons for rejections.

The ACL LAG committee are interested about why the top 2 reasons are wrong disbursements and provider recalls. We have asked the LAA for a breakdown of the disbursement problems that they are able to identify and once we have this it is hoped that a further reduction to the rejection rate will be achieved and that the bills will get paid even more quickly.

If you are aware of particular reasons why your cases are failing for the disbursement reason and you can identify particular problems with the LAA requirements or common problems do let us know so that we can make those points known to the LAA teams. At our latest discussion we were able to discuss a particular issue as to the requirement for post codes for experts' travel in child care cases when understandably experts are reluctant to say where they travelled from and to in case that information results in inadvertent disclosure to an absent parent. This was not an issue that the LAA team had any idea about so it has led to the issue being reviewed at the LAA end.

There are undoubtedly other examples of common problems that the LAA simply do not understand or experience and we have the chance to tell them to help them understand our problems from our perspectives. Please tell us about any such issues so that we can use the opportunity to share these experiences with the LAA.

The next scheduled discussion will be in December so do let us hear from you by 30 November 2019. Please send any such feedback to lagchair@costslawyer.co.uk

Kind regards

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Co-Chair ACL LAG



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