

Dear ACL LAG Member

Following a question raised during CCGG on 14th July the LAA have undertaken an analysis of appeals overturned on Internal Review in Domestic Abuse proceedings. These are proceedings which fall under the Domestic Abuse Matter Type within CCMS.

The majority of these proceedings will relate to Non-Molestation and/or Occupation Orders, but they may also relate to Forced Marriage Protection Orders, Female Genital Mutilation Orders and Orders under the Protection from Harassment Act 1997. The Internal Review occurs upon receipt of an appeal against a decision to refuse/part-grant funding and will be determined by a caseworker who did not make the initial decision.

Incorrect caseworker decisions accounted for 19% of the appeals granted on Internal Review. Feedback has been provided to caseworkers and trend analysis completed to identify training needs. 81% of the decisions granted on Internal Review followed further information being provided.

The analysis covers a breakdown of the additional information provided with appeals and included in the report are some hints and tips to highlight the detail required in support of applications in Domestic Abuse proceedings.

From September they will be analysing our return rate data in more detail and working with stakeholders to improve getting it right first time.

Additionally at the last meeting the rep bodies asked whether the Case Management Operations report, attached, could be shared with their members. It has now been confirmed that we can do so and that the Hints and Tips will be published on the LAA training website.

The LAA also agreed to share the data on appeals against enhancements reductions. Attached is a report that provides a breakdown of all certificated enhancement related Appeal outcomes for the 3-month period Feb to April this year.

I hope this is of interest to you.

Kind regards

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Co-Chair ACL LAG



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