

Dear ACL Legal Aid Group member

As you may know the LAA are introducing a fiercer policy to deal with billing of your claims on both papers cases and CCMS. If you have not already seen the LAA information screens on Gov.com please have a look and familiarise yourself with the revised processes and different criteria for rejects.

We have been in discussions with the LAA raising a number of objections to the proposed apparent increase in the number of rejects. The LAA say that they are having to either reject or raise queries in relation to between 40 and 52% of the claims that they are receiving and this is something that needs to be reduced because they do not have the staff to deal with the workload within the KPI timescales.

It is in our view inevitable that there will be an overall increase in the number of KPI rejects that will be issued from 5/8/19 when this new scheme goes live. A further discussion is to be held with the LAA in September to review the effect of this but we consider that there will be a need for ongoing dialogue over the next few months.

We would like your help to monitor the effects and if you are able to assist by providing some real time data to us that would be appreciated. We would like you to monitor the rejects that you receive and enter the data on the attached data sheet and send it to lagchair@costslawyer.co.uk and we will compile some data to be discussed with the LAA.

You may have concerns about giving certificate numbers. We cannot identify any individual from this number but the LAA as original owners of that data can and they will need to establish that there is no duplication from external Costs Lawyers/Draftsmen and providers. For this reason please note that -

- a) Certificate numbers have always been specifically asked for by the LAA and carry more evidential weight
- b) The certificate number in and of itself is not a breach of GDPR because only the LAA can identify any case details from it
- c) Without the certificate number we cannot provide data to the LAA that can be validated and thus will be treated as anecdotal

This issue will be a topic to be dealt with by the knowledgeable and helpful LAA presenters at the ACL LAG Seminar on 16 September 2019 in Birmingham along with other relevant topical matters. The headline speakers are Master James from the SCCO as well as our new ACL Chair Claire Green.

If you have not yet booked please do so to ensure that you get a place reserved due to limited numbers. The event gives you CPD points at a very competitive cost.

Thank you in advance for your help and participation.

Bob Baker
Co-Chair of the ACL Legal Aid Group



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