



Legal Aid
Agency

Case Management Operational Performance

November 2021

The contents of this pack have been created by local operational teams and may vary from official statistics due to the method and scope of data collection. It is intended to give an overview of current performance, as experienced by the teams. This document should not be released outside of agreed channels of circulation.

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Legal Aid Agency

Civil Applications Operational Performance

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Working with others to achieve excellence in the delivery of legal aid



Legal Aid Agency

Exceptional & Complex Cases Team Operational Performance

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Civil Billing Operational Performance

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Civil Applications Operational Performance

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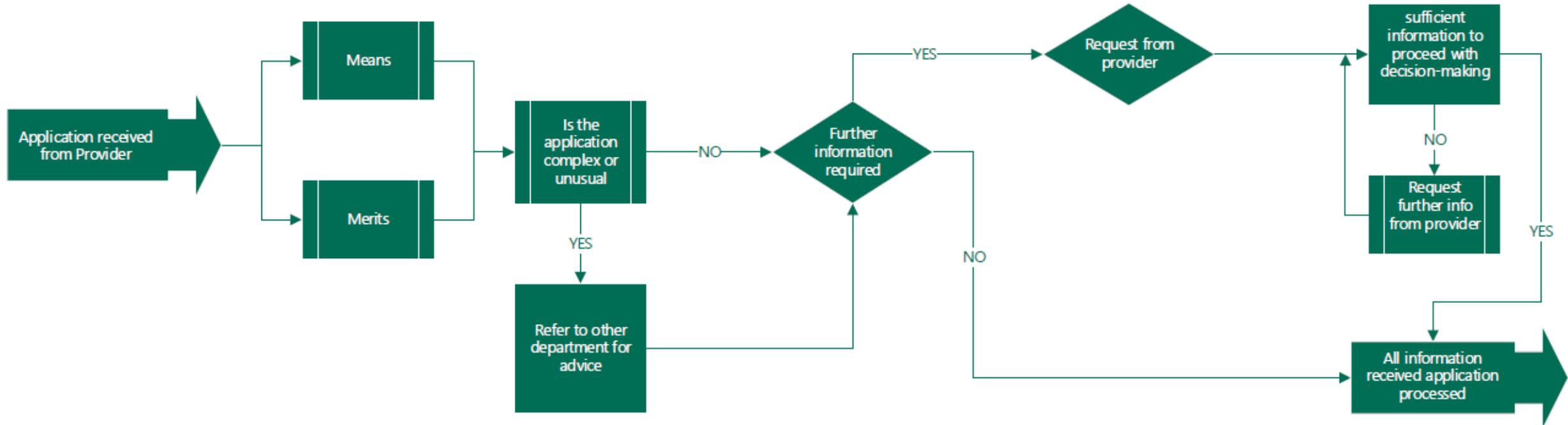
Section 1: Civil Applications

Please note that we are currently reviewing with our Management Information team to see if we can provide data on applications that has not yet been officially published.



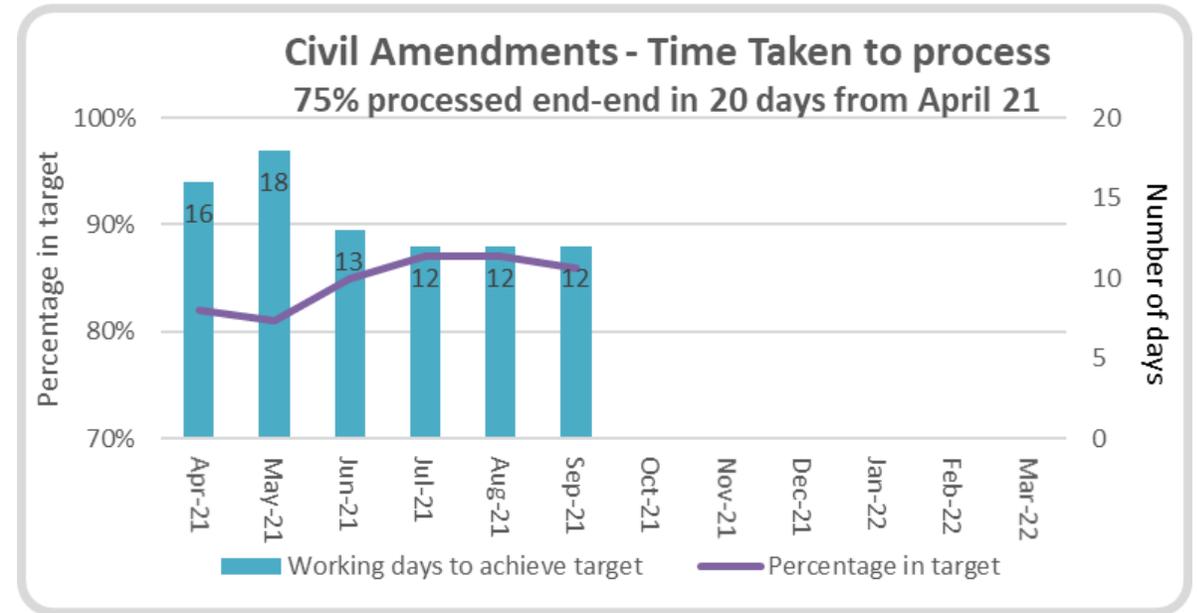
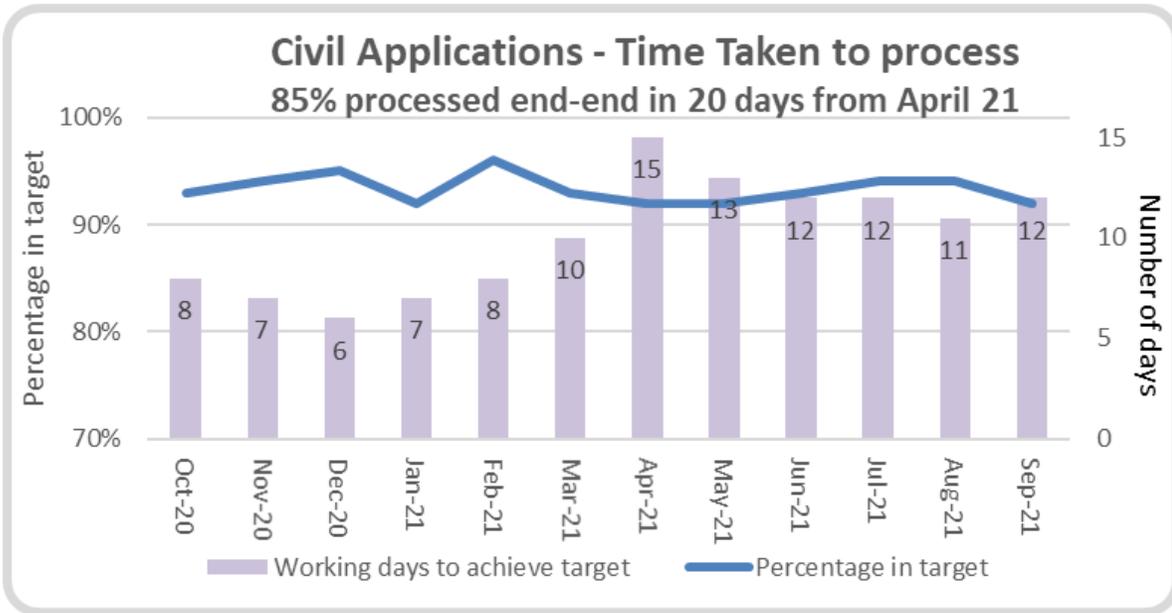
How does our end to end process work?

Please see below a process map, which illustrates how applications are generally dealt with when they come into the agency.



Please note, that the order in which Means and Merits are dealt with can differ. If the application is delegated functions, then the Merits are dealt with first. If it is a substantive application, then the means are dealt with first.

Civil Applications – time taken

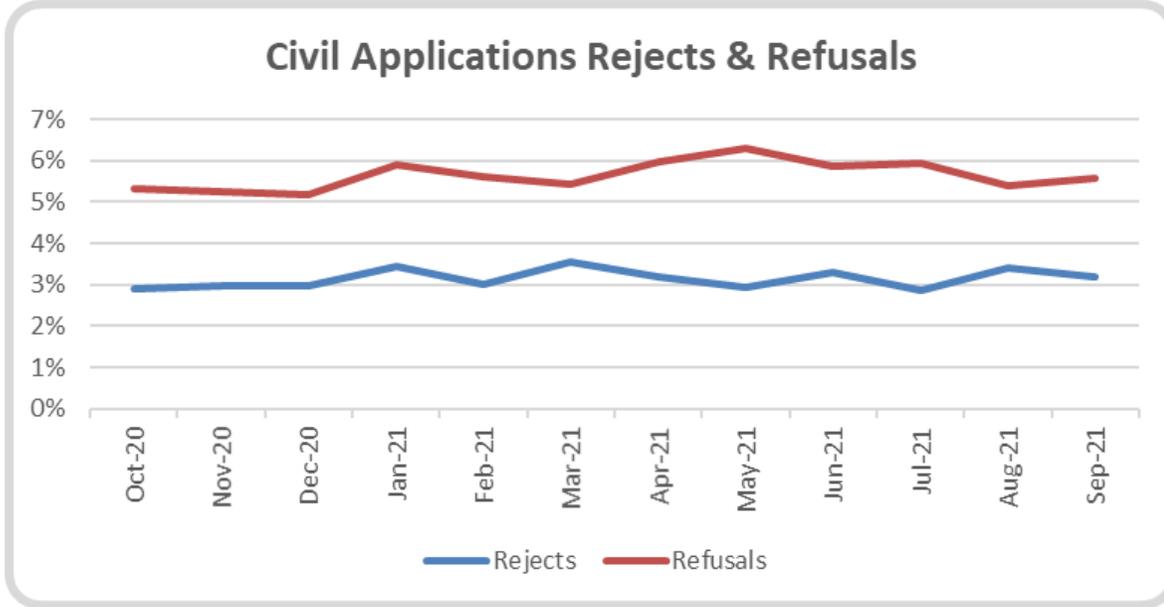


- The target is to process 85% of all applications in 20 working days. This includes all applications (i.e. delegated and emergency)
- End to end time taken for processing applications was at 7 days at the start of 2021 and doubled to 15 days in April 21 (due to the target changing from 75% to 85%)
- We carried out some investigation which has now concluded. We found the majority of cases processed outside 20 working days was due to delays in information being provided. This is an end to end measure and therefore will include time spent waiting for documents from Providers.

- New target from April 2021.
- The target is to process 75% of all amendments in 20 working days.
- End to end time taken for processing increased in line with the application increase at the beginning of the 2021 financial year however we have been able to reduce and maintain the position even over the summer period.



Civil Applications – Rejects & Refusals



Overall, we grant 90% of applications and we refuse 5%. The other 3% are withdrawals/rejects for further information or declines of funding from the client. The remaining 2% are where the provider has asked us to withdraw the application.

Civil Application fixer queries

September – October 2021

Number of queries has reduced slightly compared to previous two months. **16 queries submitted, all of which related to Merits.**

- **11 were accepted as fixer issues** and dealt with by the team
- **5 were not fixer queries** as the LAA had not made an error. Advice still given to provider on what they needed to do.

Application Fixer, Civil Claim Fix and High Cost Family Fixer guidance has been added to the LAA Training & Support website.

Whilst 11 cases were accepted as fixer issues only five of them related to caseworker error. There are no notable trends due to the low volume. Caseworkers have all received feedback where an error was identified.

Updated fixer guidance can be found [here](#)

*Fixer is an email service used by providers where they feel an error has been made by the LAA.

**Merits and Means info combined this time due to low volumes of Means queries.

Guidance, Hints & Tips:

Help us consider your merits application in full by;

- **Non molestation orders** –if you have uploaded the statement to court and it doesn't detail any recent police involvement then please provide the information regarding this in the merits report or on a separate document. We have to ensure paragraph 10.29 of the Lord Chancellors guidance is complied with.
- **SCA certificates and deprivation of liberty under inherent jurisdiction** –if an application is made for a deprivation of liberty order under the inherent jurisdiction of the high court and this is to be heard within ongoing care proceedings, then this can be added to the existing SCA certificate. This can be done by adding a hearing limitation and free-typing the proceeding wording. If it is timetabled separately from care proceedings then a means and merits application for inherent jurisdiction application must be submitted.
- **Committal**–funding for respondents to committal applications is funded under criminal legal aid and not civil legal aid. Applicants for committal and respondents to enforcement applications where liberty is not at stake are funded under civil legal aid.
- **Appeals to the county court under section 204 Housing Act 1996** –the correct proceeding option to select is 'Homelessness-Housing Act 1996-Housing'.
- **Article 21 of the Child Abduction and Custody Act 1985**–when representing the applicant and providing a letter from ICACU, please submit via CCMS as a Section 8 Child Arrangement (contact) Order for Full Representation limited to Final Hearing. You can email Peter Reed, Stephen Spittlehouse or Pamela Read to ensure the application is appropriately identified.
- **Section 37 Reports in Private Law Proceedings**–legal aid is available pursuant to Paragraph 1(b) of Schedule 1, Part 1 LASPO. In the circumstances where the Court directs the Local Authority to produce a Section 37 report the client may apply for funding limited to this element of the proceedings. Please select Children – Miscellaneous Proceedings, Represented on s37 Report Application. The application should be limited to s37 Report. If the Local Authority does not bring their own proceedings once the Report has been filed, the legal aid funding will come to an end. If the Local Authority does bring proceedings, the separate appropriate application for legal aid should be submitted.
- **Housing Possession Proceedings** –please ensure a detailed statement of case and all relevant supporting evidence is provided when making an application for representation within possession proceedings. This should include the Particulars of Claim/Claim Form, statement/affidavit in support, any notice to quit/notice seeking possession and the statement setting out details of your client's defence.
- **Cross Border Disputes** - In Private Law Children proceedings, do not answer "Yes" to the Cross Border Dispute question. If the application relates to an unlawful removal, falling within Paragraph 10 of Schedule 1, Part 1 LASPO, mark the proceedings as in scope, answer "No" to cross border dispute and "Yes" to the question "Falls Within The Unlawful Removal Of Children/Domestic Abduction" .This will prevent the evidential requirement questions popping up. However, if the application includes other proceedings which fall within Paragraphs 12 or 13 of Schedule 1, Part 1, in relation to those proceedings answer "No" to both the cross border and unlawful removal questions, but identify the unlawful removal proceedings in the statement of case.

Refusals

Top 20 Refusals and Reasons – August - October

Refusal Reason	Domestic Abuse	Housing	Pub Law - Fam	Section 8 orders	Grand Total - all refusals
Special reasons - Refusal	5%	2%	1%	7%	15%
Insufficient Information	3%	1%	0%	3%	7%
Incorrect Limitation	2%	1%	0%	3%	7%
Means Evidence Non Co-Op - DF	3%	0%	0%	1%	4%
Out of Scope - Criteria not satisfied	0%	0%	0%	2%	3%
Evidence of DV doesn't justify funding	0%	0%	0%	2%	3%
Cost Benefit (Family)	1%	0%	0%	1%	2%
Means Evidence Non Co-Op	1%	0%	0%	1%	2%
Cost Benefit (proportionality)	1%	0%	0%	0%	2%
No Attempt to settle	0%	0%	0%	1%	2%
Special Reasons	1%	0%	0%	1%	2%
Prospects of Success - poor	0%	0%	0%	1%	2%
Within the Present Scope	0%	0%	0%	1%	1%
Out of Scope of LASPO Sch 1 Pt1 Excl Pt2	0%	0%	0%	1%	1%
Out of Scope - Income	0%	0%	0%	1%	1%
Increase cost limitation	0%	0%	0%	1%	1%
Out of Scope - Capital	0%	0%	0%	1%	1%
Expert - special reason	0%	0%	0%	1%	1%
Special Reasons - Rejection	0%	0%	0%	0%	1%
Incorrect Proceedings	0%	0%	0%	0%	1%

Please note that 'special reasons' is a reason generated on CCMS which allows caseworkers to type free text into the box. It is used when none of the pre-set refusal reasons cover exactly what caseworkers want to say. As such, there are many reasons which fall into this category. Caseworkers use the option of free text to explain why exactly we can't grant i.e. what we are lacking.

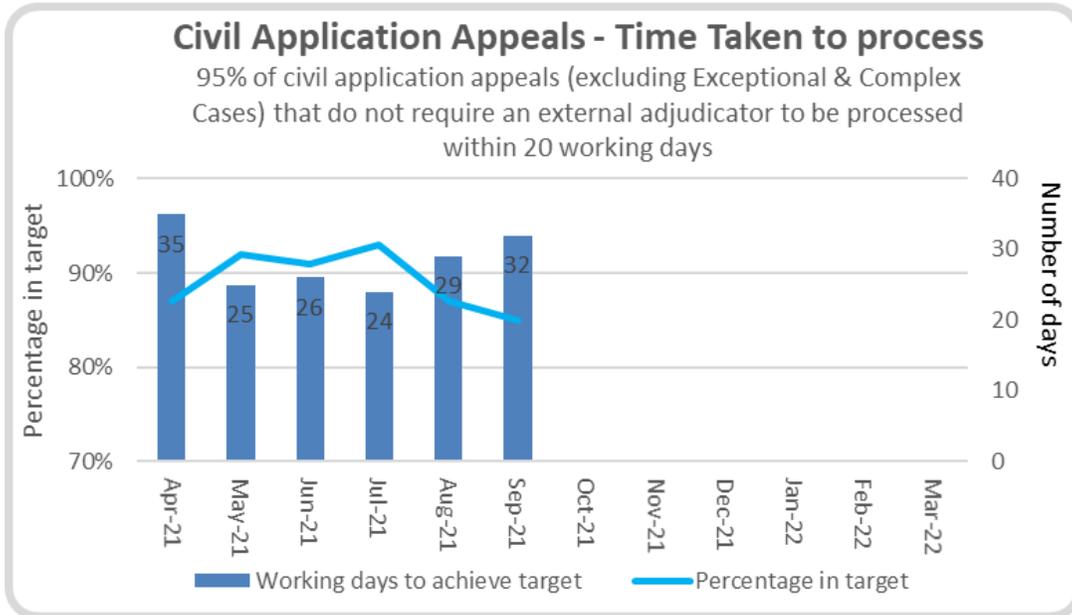
A project team was set up to review the high number of special reasons refusals. Support document created for caseworkers to use highlighting the common refusal reasons in each category of law. This will help caseworkers to locate the correct wording for the refusal reason. In the new year we will analyse the data to review the impact of this document.

Section 2: Legal Appeal Requests

Contains data on legal appeal requests



Civil Legal Appeals Data – Processing target



➤ **Following a review of our data and governance we have tightened up our feedback process when we identify the initial decision to refuse/part-grant funding was incorrect.**

New Appeal Process

- When a provider submits a legal appeal to challenge a decision to refuse funding they are not able to upload documents at the same time. Not all legal appeals will need supporting evidence but there are times where further evidence is required to process the appeal.
- When further evidence is required we will request it via CCMS. This will enable the provider to respond to the notification with the supporting evidence needed.
- If no further evidence has been submitted after 7 days we will send a reminder via CCMS.
- If, after a further 7 days, no further evidence has been submitted we will withdraw the appeal and notify the provider via CCMS.
- This will speed up the appeals process and prevent appeals being considered without the right evidence.

Application/Amendment Decision Deep Dive – September 2021

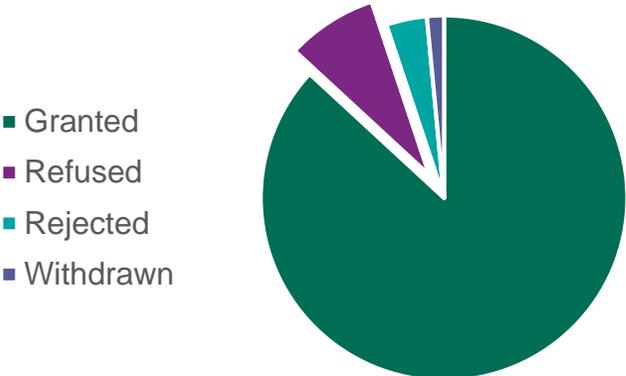
18,573 decisions made

587 appeals received

32 appeals adjudicated

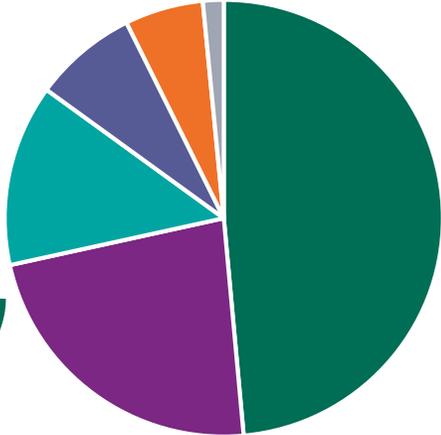
Appeal Decisions

Decisions Made



We received Legal Appeals against 3.2% of total Civil Application decisions made during September

- Granted
- Refused
- Rejected
- Part-granted
- Withdrawn
- Pending decision



0.17% of Civil Application decisions made during September were adjudicated by the Independent Funding Adjudicator

Civil Legal Appeals Data – Processing times for Adjudicator referrals only (Sep-Oct 2021) – Working days

		Internal Review (excluding ECCT and immigration)	Independent Funding Adjudicator
Total Processed		424	49
Decision	Grant	219	12
	Part-grant	33	3
	Refuse	104	34
	Reject	43	0
	Withdrawn	24	0

	Days taken for Adjudicator decision
Average	5
Minimum	1
Maximum	13

	Days taken to process IFA referrals in full from date of receipt of original appeal
Average	24
Minimum	2
Maximum	128

Case that took 128 days from date of receipt to IFA decision was a case that was dealt with by ECCT. It was a complex case with multiple submissions from the provider and multiple request for further information from the LAA



Breakdown of LAA decision & Adjudicator decision by category of law

Internal Review (excluding ECCT and immigration)

Category of Law	Grant	Part Grant	Reject	Refused	Withdrawn
Children Miscellaneous	2				
Crime Civil	4	1			
Debt				1	
Divorce, Nullity & Judicial Separation				3	
Domestic Abuse	50	5	8	10	10
Education				2	
Financial & Property - Matrimonial	15		2	8	1
Housing	45	4	4	9	4
Judicial Review	2		1	1	
Private Law Family		1		2	
Public Law Children	11		3	4	
Residual	3		1	2	
Section 8	85	22	24	61	9
Special Children Act	2			2	
Grand Total	219	33	43	105	24

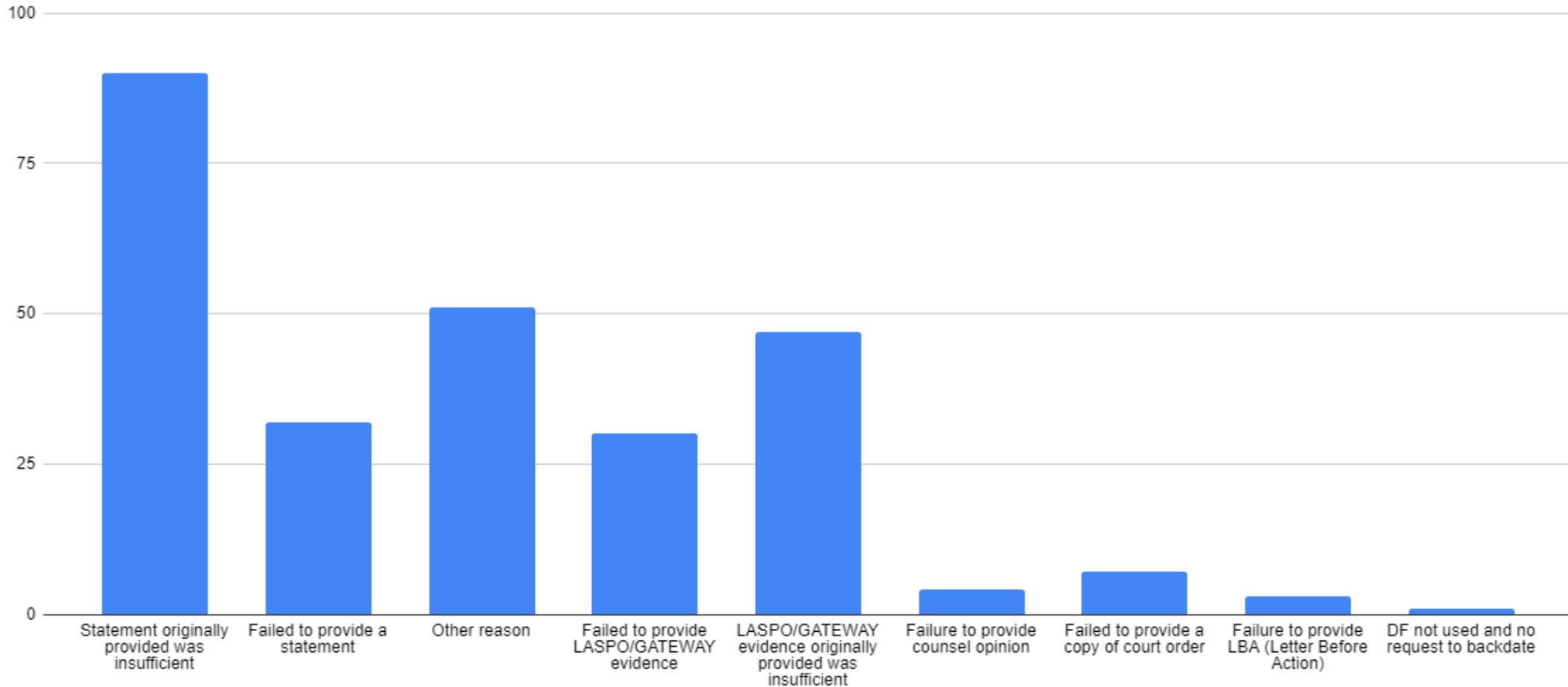
Independent funding adjudicator decision

Category of law	Grant	Part Grant	Refuse
Actions against police	3	1	3
Community Care			2
Housing	1		7
Immigration	1		
Private Law Family	4	2	17
Public Law Children	3		5
Grand Total	12	3	34

Legal Appeals Decision data – Further information requirements by the LAA

(excluding ECCT and Immigration)

Further information requirements by the LAA to progress the appeal



What further information was required to progress the appeal?

Legal Appeals Decision data – Further information requirements by the LAA

(excluding ECCT and Immigration)

Sample of “other” further information requirement reasons

- Failure to specify cost increase on the application
- Provider had used different dates of delegated functions for different proceedings which was clarified with the request of further information
- Provider had provided statement of case for another applicant
- Failure to provide warning letter with the application
- Counsel opinion not provided in response to refusal
- Duplication of previous application submitted by provider
- Clarification sought on the final hearing limitation

Section 3: Civil Means



Top Reject Reasons

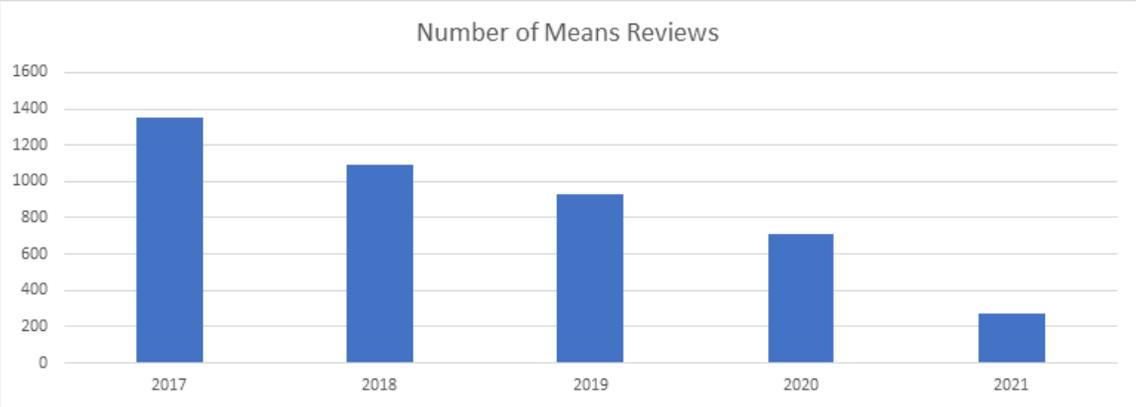
1. **Passported/non-passported clients – when the means report doesn't tally up with this declaration**

2. **Client self-employed but this isn't detailed in the means report**

3. **Undeclared partner**

4. **Undeclared property**

Means Reviews



Refusal Reason	2021	Grand Total
Disposable Capital	3%	6
Disposable Income	8%	14
Requested information/documentation has not been provided in a reasonable time	5%	9
See additional details	38%	70
Capital assessed / reassessed	17%	32
Income has been assessed/re-assessed and is ineligible	29%	54



Guidance, Hints & Tips:

Help us consider your means assessment in full by;

- 1. Frequency of Wages and/or Benefits** - Entering the wrong frequency for wages or state benefits means your client can appear eligible for funding when this may not be the case. State benefits are usually paid weekly/2weekly or 4-weekly and not monthly. Wages may be paid weekly/2-weekly/4-weekly or per calendar month.
- 2. Childcare** - A child care deduction can be given when the client is absent from home for work or study. We will consider the usual term-time childcare costs and require evidence of the payments made by the client (e.g. receipts/payments evidenced on bank statements).
- 3. Housing Costs** - We require evidence of the current rent/mortgage liability and of the payments made by the client. Please also highlight all corresponding payments on the client's bank statements. If the client pays board and lodgings please provide a letter the person the payments are made to confirming the amount paid and how the payments are apportioned to rent, food, utilities and other incidentals. Please also highlight all corresponding payments on the client's bank statements.
- 4. Passported Applications** - Please ensure the client's name, date of birth and national insurance number are entered accurately as this will affect the result of the benefit check and is one of the main reasons for unconfirmed checks and requests for information on passported applications. If the check is not confirmed a full benefit award letter is required.
- 5. Bank Statements Required** - Bank statements should cover the three months preceding the computation date. Statements need be legible and continuous, have a visible name and account number and show all transactions and balances.
- 6. Explaining Transactions on Bank Statements** - Most further information requests regarding transactions on bank statements relate to credits from unknown sources or transfers to and from undeclared accounts. To reduce further information requests, where possible, please highlight and explain any transactions or transfers on the client's bank statements, particularly when they are;
 - a) Marked with the client's name and/or an account number that does not correspond to any of the declared accounts.
 - b) Regular cash credits or credits from the same source/individual.
- 7. Responses to Further Information requests** - Please ensure all questions are addressed and answered in requests for further information, as failure to do so will result in additional requests and delays in the application process.
- 8. Responding to Tasks and Notifications** - Please amend the task status when replying to notifications, i.e. to documents sent, as it will not return to us until the status is changed. Please note updating a task status to acknowledged will not return the request to us and closes the task.
- 9. Submitting Outcomes – Case Concluded** - As soon as the case has concluded please submit your outcome codes. This will prevent unnecessary requests for a means reassessment and the client may still be paying contributions which may no longer be required. You do not need to wait until the bill is ready to submit.
- 10. Ensuring Your Request is Actioned Promptly** - Please submit the correct task relating to your request, e.g. if a review of the means assessment is required please submit a request means review task. This will ensure the correct team receives the request promptly and will avoid delay.

Section 4: Quality Control



Results – Internal QC

We have identified the following results when completing our internal QC and are taking steps to limit these in the future

Legal

- Identified Children Section 8 proceedings as our highest risk area due to intake volumes. Have increased our sample size in this area of work.
- Completed a focused month on Housing cases and found quality is above the national average.
- Our three most common reasons for errors:
 - Case refused in error
 - Inadequate LOS Scope Amendment reason(s) provided
 - Incorrect Start Date appliedAll the above areas are being reviewed by our Technical Leads and further training/support is being organised

Means

- Our two most common reasons for errors:
 - Income from financial support. Review of this area to understand any further trends, training/support provided from Tech Leads
 - Income from NASS Payment calculations. New guidance created, consistency exercise to be completed with this area as the focus
 - Project to begin reviewing procedural errors. A Procedural error is an error that occurs during processing which does not effect the outcome of the assessment.

Section 5: Complaints



Civil Applications Complaints – September & October

Merits 1 st Tier Complaints	September	October	Totals
Complaints Received	14	7	21
Complaints Closed Within KPI	14/14 100%	7/7 100%	21/21 100%
Justified Complaints	6/14 43%	1/7 14%	7/21 33%

Merits Justified Complaints

x3 Processing of case/info provided
 x2 Caseworker error
 x1 Delay processing application
 x1 CCMS issue

Means 1 st Tier Complaints	September	October	Totals
Complaints Received	3	5	8
Complaints Closed Within KPI	3/3 100%	5/5 100%	8/8 100%
Justified Complaints	2/3 67%	2/5 40%	4/8 50%

Means Justified Complaints

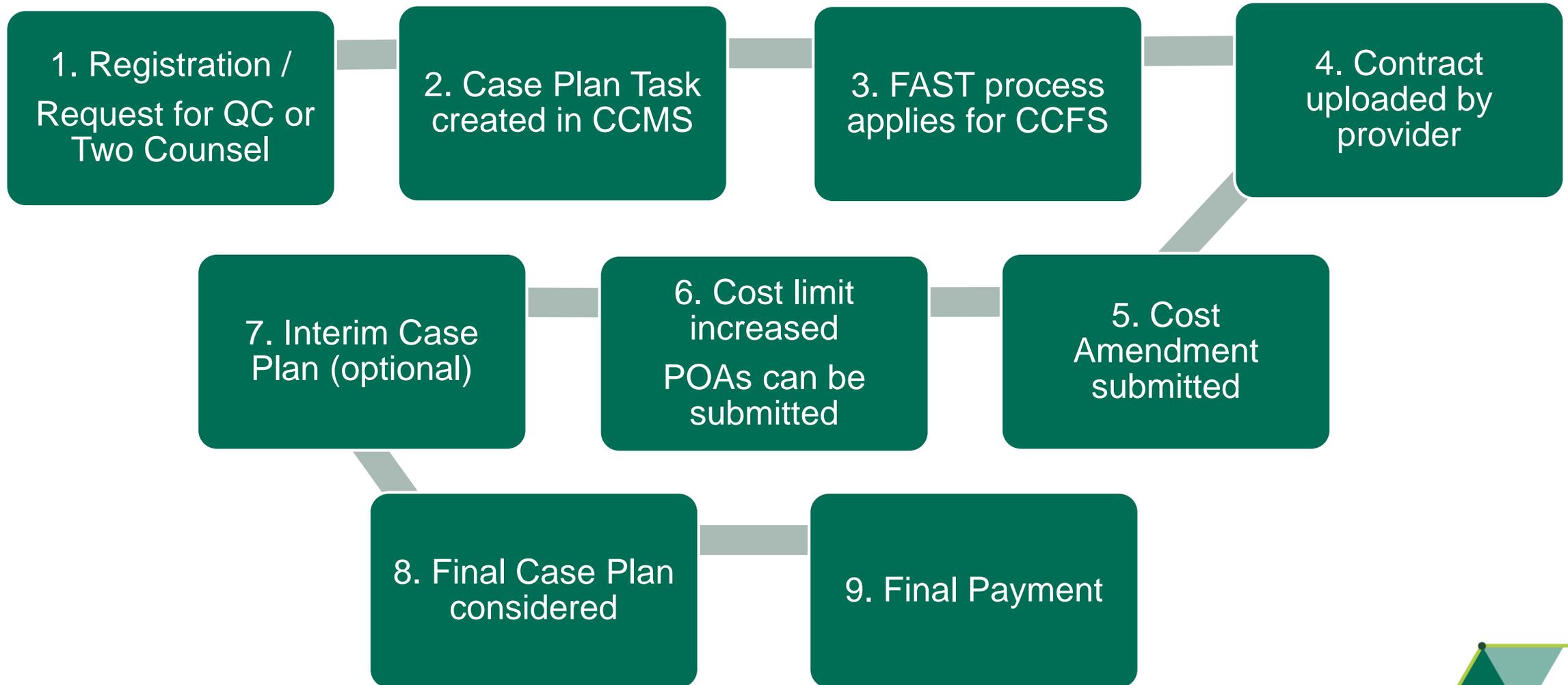
x1 Incorrect offer of funding
 x1 Delay processing contribution
 x1 Incorrect revocation of funding
 x1 Inconsistent request for information

Section 6: High Cost Family

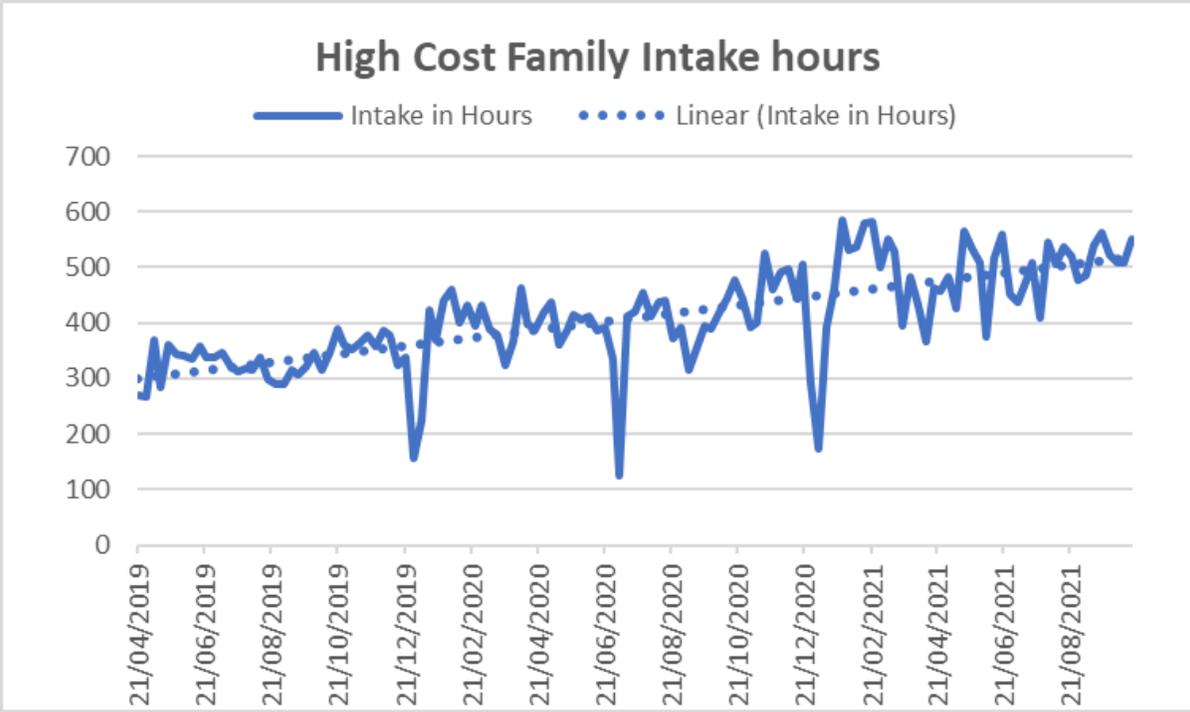
(Previously Very High Cost Cases)



High Cost Family - Simplified Process Flowchart



High Cost Family Performance



The High Cost Family team reports the position of the oldest items in the WIP backlog on a weekly basis. This is based upon the number of working days since the oldest item was submitted. As a target, the team aims to process 90% of all cases plans within 20 working days of receipt from a provider.

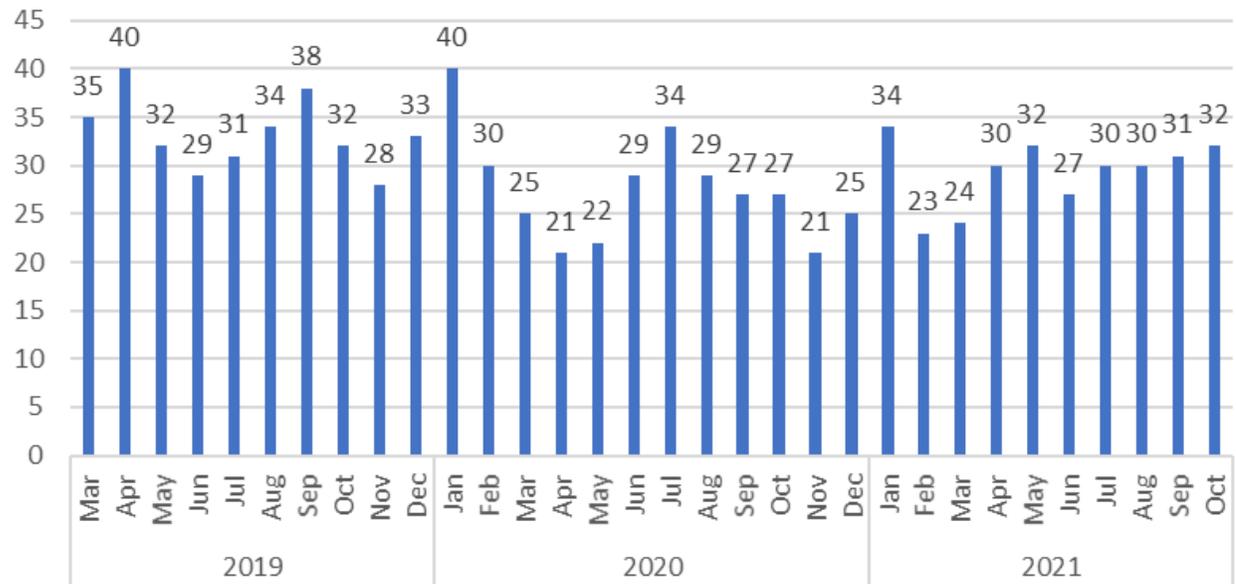
High Cost Family Performance

HCF Recovery Plan

The High Cost Family Team are working their way through a structured recovery plan, which began in late October 2020. This plan has had to evolve numerous times as a result of an unforeseen and sustained increase in intakes (ca. 33%) and IT issues. Most recently the team were hit by a four day IT outage which had a significant impact- this set them back by four days.

To combat the increase in intakes, the team have made use of weekend overtime whilst recruitment and buddying has been completed. Two of the four new recruits have left the organisation but we have replaced them with three additional case managers, all of whom have a Case Management background. We expect to be in target and able to turn around our intakes by early 2022. We plan to recruit again towards the end of 2021 to further strengthen our resource model.

Profile of oldest outstanding Case Plan (working days)



Key Progress Points – November 2021:

- ❑ New starters all signed off and making progress on outputs week on week.
- ❑ X3 additional case managers recruited to replace x2 leavers.
- ❑ Progress in terms of backlog reduction – we've moved from 32 days to 29 days.*

*Note this is as of November.

Ongoing HCF Projects;

- Oldest Cases Review – team reviewing oldest cases in the backlog, seeing what is holding them up with a view to analysing trends and sharing best practice amongst team and providers. At present no trends to feedback but team will continue to obtain and analyse data – current data suggests a variety of factors affecting the age of case e.g. complexities and a delay in the provider responding to us.
- Increased use of external feedback tool providers can use to feed back on their experience of case planning through HCF – team are hoping to analyse the feed back and make changes, where possible, to ensure a better level of service.
- Discussing the possible movement of some elements of our work to Finance at the billing stage to streamline processes and reduce double-handling.
- Translation costs consistency review – looking at how we deal with these fees in case plans and ensuring a consistency and appropriate approach is adopted.
- Reviewing case registration – current datasets have shown we receive a lot of case plans to process which never reach £25k. This is work we otherwise would not need to process, which impacts on our overall backlog.

Top five reasons for rejects:

1. Attendances notes not provided / signed for Advocates Meetings.

2. Incorrect events rates applied to CCFS Case Plans.

3. Under / over run rates claimed incorrectly for CCFS Case Plans.

4. More information needed for counsel fees on traditional hourly rates case plan.

5. Expert fees found to be higher than expected for work being undertaken.

Why can High Cost Family Case Plans take so long to agree?

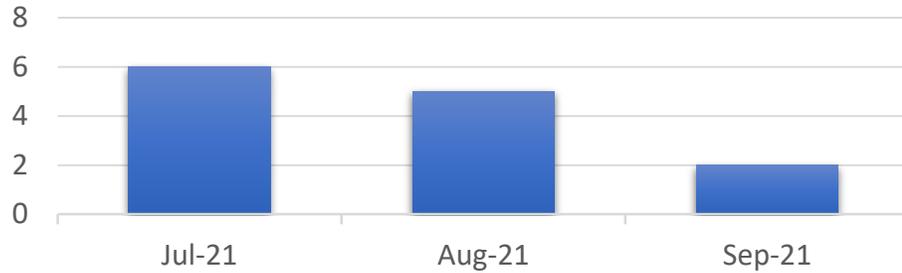
The complexities of a High Cost Family case means that no two are necessarily the same. This means each has to be considered and assessed on an individual basis, and unusual circumstances may mean additional information needs to be provided.

It is also important to note that the High Cost Family Team can only control their own response time.

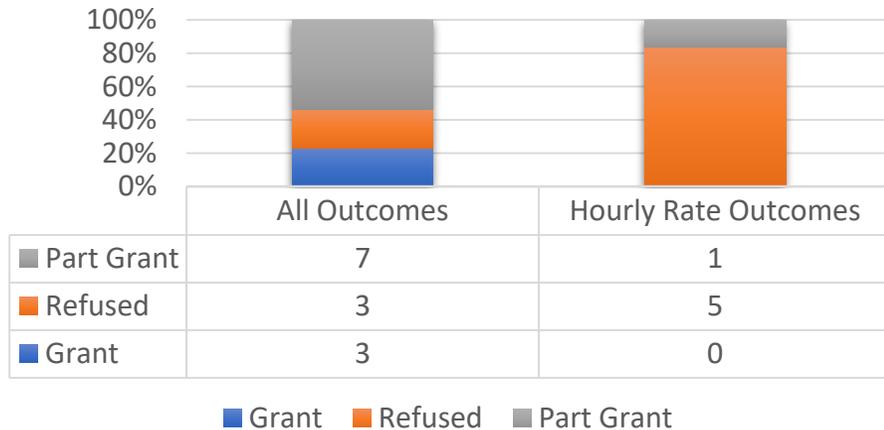
If a provider takes longer to reply, this will naturally have an impact on the length of time until a contract is fully agreed.

High Cost Family Appeals

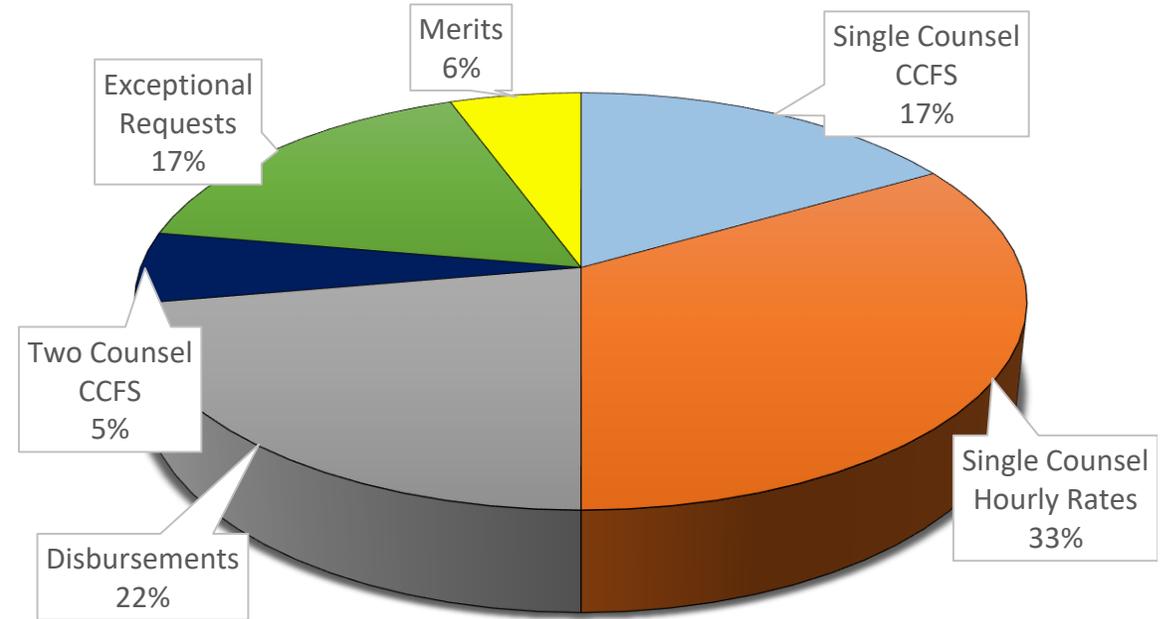
High Cost Family ICA Appeals – Number of Referrals



High Cost Family ICA Appeals – Outcomes Jul to Sept 2021

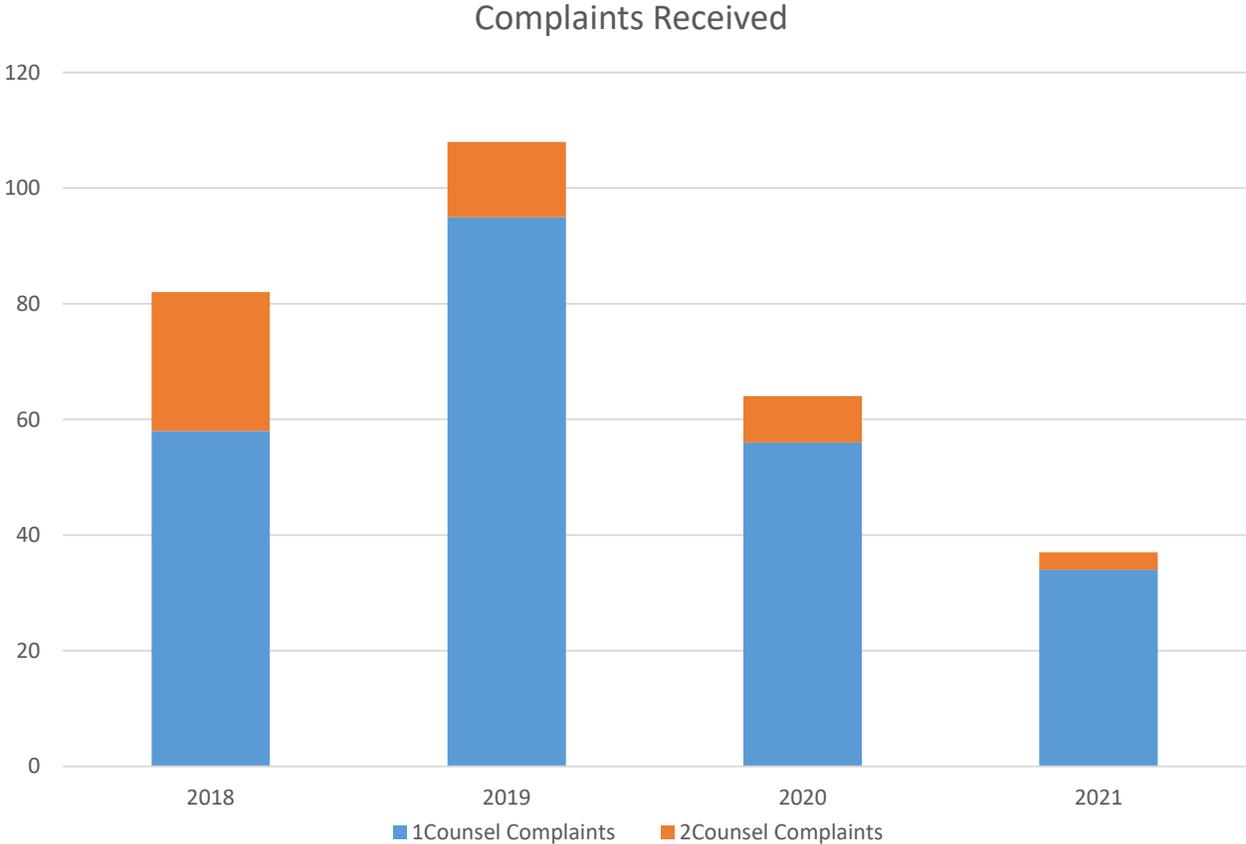


High Cost Family ICA Appeals - Referral Reasons Jul to Sept 2021



The most common reason for referrals to the ICA relates to hourly rates cases. As these involve a greater degree of negotiation, there is the increased potential for providers to request a review.

High Cost Family Complaints



The team has received 37 complaints since the start of 2021. Overall complaints received about HCF work have declined since 2019.

Out of the 37 complaints we have received for 2021 so far, all have been responded to, with 11 being justified. There are no decipherable trends from the data the team has gathered. Reasons vary from specific stages of a case plan not being considered, issues with using the CCFS (Care Case Fee Scheme – fixed fee scheme for payment of provider attending ‘events’ e.g. court hearings, advocates meetings) rather than hourly rates, delays to us considering submissions and problems using CCMS. The latter is often due to providers using the incorrect route to submit work. We are hoping to address this with training videos and webinars planned for later in the year. We have also rolled out a High Cost Family Fixer service which we hope will reduce the number of complaints we receive.



Provider Feedback on the High Cost Family Team

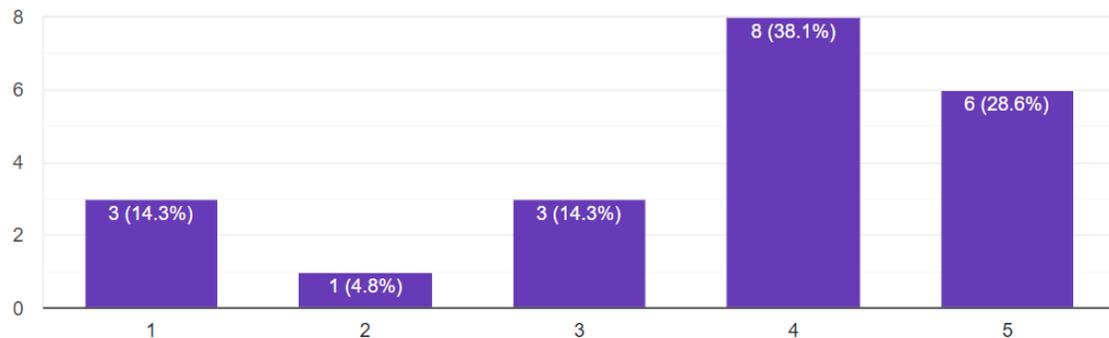
We have set up a feedback tool for providers to submit their views and thoughts on how we have managed their cases, both hourly rates and CCFS. This is with a view to us taking feedback on board to improve case management experience with us.

We have only had 23 responses so far but feedback has been fairly positive. We recognise there is still more for us to do to improve the provider experience. Those who have taken the time to complete the tool have left us valuable information which we can take away and work on.

How satisfied are you with how this CCFS case was processed?



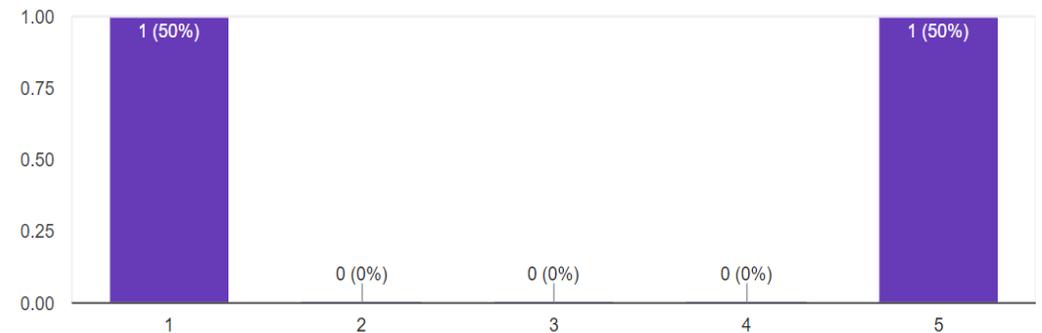
21 responses



How satisfied are you with how this Hourly Rates case was processed?



2 responses



Section 7: Future Development of Slide Pack



Future Information:

- **Return Rate Tool**

We have developed a new tool which provides improved data on the return rate of civil applications and amendments. In addition to rejects and refusals, we will be able to track the number of document requests and gain better insight into the number of interactions between the LAA and Providers. With a continued focus on getting it right first time, we will review the profile of caseworker and Provider return rates, using the data to identify measures we can take to reduce the number of interactions. We will start to engage with providers on this in early 2022 and bring data to PET and CCCG.

- **Feedback**

We are keen to hear your thoughts on whether this pack is giving you what you need, is there anything more that you would like to see?



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Agency

Exceptional & Complex Cases Team Operational Performance

The contents of this pack have been created by local operational teams and may vary from official statistics due to the method and scope of data collection. It is intended to give an overview of current performance, as experienced by the teams. This document should not be released outside of agreed channels of circulation.



EXCEPTIONAL & COMPLEX CASES

A

PUBLISHED KPIs

Measure	Targets for 2021/22	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	YTD 21/22	Average Time Taken
1 ECCT Applications	Process (end-to-end) 80% of Exceptional and Complex Case Applications and Emergency Applications in 25 working days	81%	85%	80%	84%	85%	81%	82%	83%	82%	86%	80%	79%	82%	DAY 19
2 ECF Applications	Process 90% of Exceptional Case Funding applications in 25 working days, excluding urgent apps (caseworker time only)	95%	91%	89%	92%	90%	82%	85%	86%	94%	88%	81%	80%	85%	DAY 20
Total Measures Met		2	2	1	2	2	1	1	1	2	1	1	0	1	
Total Measures		2	2	2	2	2	2	2	2	2	2	2	2	2	
RAG Rating		G	G	A	G	G	A	A	A	G	A	A	R	A	

Lower volumes mean that even one or two cases missing the KPI target have a disproportionate effect on the overall percentage in time. ECCT processes complex cases and relies on providers submitting all required information in a timely fashion. A random selection of four cases recently showed all involved a request for further information from the provider and in one case it took over a month to be submitted. ECCT will work with providers on how to submit the right information up front. This month also saw a focus on improving the percentage of work in progress that remained in time. Working older cases to achieve that clearly affects ECCT's ability to hit the KPI in the short term, but it is important that older cases do not languish in the system and increasing the proportion of WIP in time makes it more likely that ECCT will achieve the KPIs in future.



EXCEPTIONAL & COMPLEX CASES

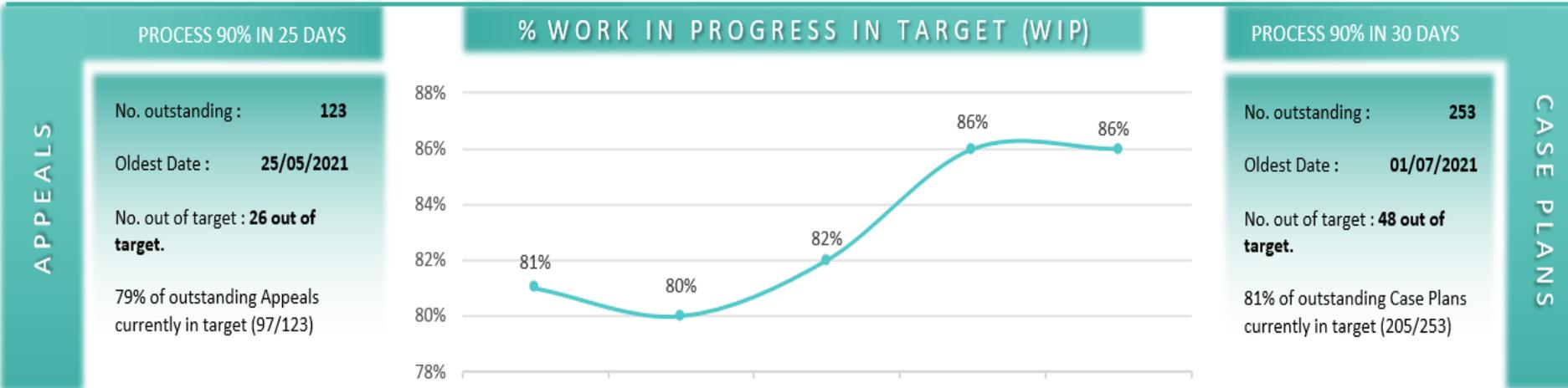
SHADOW KPIs

Measure	Targets for 2021/22	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	YTD 21/22	Average Time Taken
ECF Urgent Applications	Process 90% of Exceptional Case Funding urgent applications in 10 working days (caseworker time only)	78%	86%	82%	77%	82%	54%	80%	83%	78%	94%	91%	87%	81%	DAY 7
ECC Amendments	Process (end to end) 90% of ECC Amendments within 25 working days	81%	80%	73%	79%	84%	77%	71%	74%	73%	83%	82%	68%	75%	DAY 26

Shadow KPIs have continued to be impacted while ECCT has focused on improving its KPI position on new applications but with a large chunk of the out of target shadow KPIs now processed during October these figures should improve during November.



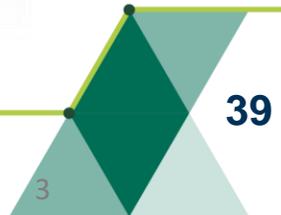
EXCEPTIONAL & COMPLEX CASES



Oldest dates and volumes as at 02/11/2021.

Issues impacting performance October 2021

A large volume of leave during Octobers half term saw ECCT stabilise for a week before seeing more significant gains towards the end of the month with the total WIP % in target moving up from 80% to 86% by the end of the month.





Legal Aid
Agency

Civil Billing Operational Performance

The contents of this pack have been created by local operational teams and may vary from official statistics due to the method and scope of data collection. It is intended to give an overview of current performance, as experienced by the teams. This document should not be released outside of agreed channels of circulation.

Contents

Section 1: Civil Cost Appeals

Contains data on trends for appeals against LAA assessments and assessments overturned with additional information.

Section 2: Civil Bill Rejects

Contains data on return rates for civil claims along with trends on reasons for returning claims and Civil Claim Fix.

Section 3: Civil Bill Intakes & Processing Times

Contains data on how long LAA are spending processing your civil claims

Section 4: Escaped Cases Bills & Cost Appeals

Contains data on bill decisions and assessments for Civil Escaped Cases & Legal Help claims

Section 5: Escaped Cases Bill Rejects

Contains data on rejected bills for Civil Escaped Cases & Legal Help claims

Section 6: Escaped Cases Intakes & Processing Times

Contains data on how long LAA are spending processing your Civil Escaped Cases & Legal Help claims

Section 7: Caseworker Topics

Contains trends on issues being raised by caseworkers

Section 8: Bi-Monthly Top Tips

A summary of the pack's top tips

Section 9: A Spotlight On...

A spotlight on individual teams in LAA

Section 10: Appendices

Contains explanations of key terms and how data is reported.

Notes:



Click on an image to jump straight to the individual section. If printing, right click on your mouse and select **'print'**.



Under the header Page Size & Handling, make sure to select **'shrink oversized pages'** to ensure your printer doesn't cut off any information.

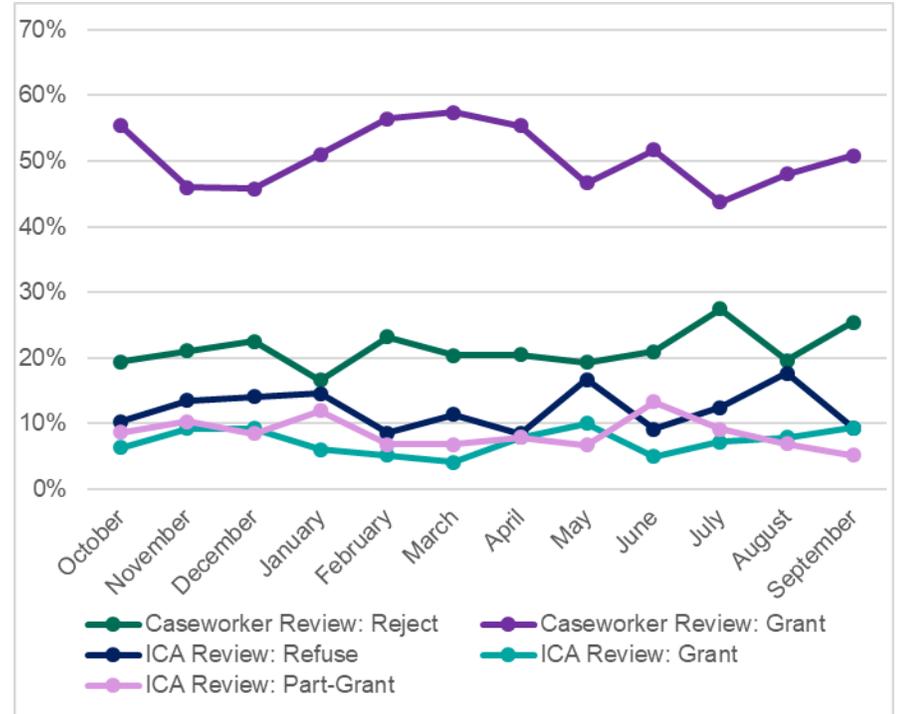
Section 1: Civil Cost Appeals

Contains data on trends for appeals against LAA assessments and assessments overturned with additional information.



Civil Cost Appeals: 12-Month Rolling Decisions Made

Month	Total	Caseworker Review: Stage 1				ICA Review: Stage 2				Outstanding		
		Reject	%	Grant	%	Refuse	%	Grant	%		Part-Grant	%
October	175	34	19%	97	55%	18	10%	11	6%	15	9%	
November	185	39	21%	85	46%	25	14%	17	9%	19	10%	
December	142	32	23%	65	46%	20	14%	13	9%	12	8%	
January	151	25	17%	77	51%	22	15%	9	6%	18	12%	
February	177	41	23%	100	56%	15	8%	9	5%	12	7%	
March	221	45	20%	127	57%	25	11%	9	4%	15	7%	
April	166	34	20%	92	55%	14	8%	13	8%	13	8%	
May	150	29	19%	70	47%	25	17%	15	10%	10	7%	
June	143	30	21%	74	52%	13	9%	7	5%	19	13%	
July	153	42	27%	67	44%	19	12%	11	7%	14	9%	
August	102	20	20%	49	48%	18	18%	8	8%	7	7%	
September	118	30	25%	60	51%	11	9%	11	9%	6	5%	
Total	1,883	401	21%	963	51%	214	11%	133	7%	160	8%	



Data Note:

- ❖ Appeals Data as of 4 Nov. 2021
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

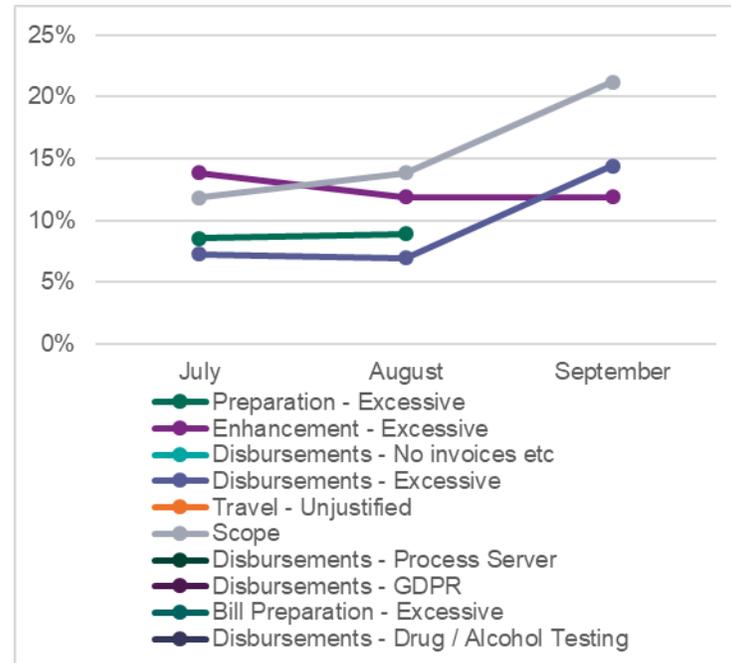
Civil Cost Appeals: 3-Month Rolling Reasons For Assessment And Appeal

July	Volume	%
Disbursements - Rates	26	17%
Enhancement - Excessive	21	14%
Scope	18	12%
Preparation - Excessive	13	9%
Disbursements - Excessive	11	7%

August	Volume	%
Scope	14	14%
Enhancement - Excessive	12	12%
Counsel (hourly rate) - Excessive	11	11%
Preparation - Excessive	9	9%
Disbursements - Excessive	7	7%

September	Volume	%
Scope	25	21%
Disbursements - Excessive	17	14%
Enhancement - Excessive	14	12%
Cost Limitation	9	8%
Counsel (hourly rate) - Excessive	9	8%

Year To Date	Volume	%
Enhancement - Excessive	245	13%
Disbursements - No invoices etc	212	11%
Scope	196	10%
Preparation - Excessive	172	9%
Disbursements - Excessive	125	7%



The Caseworker View:



“I recently had a case where I had reduced a claim incorrectly, it was in relation to a drug testing fee. The evidence was listed in the bundle sent to us, but I unfortunately missed it. I had been looking for 4 words in a 104-page bundle: a small needle in a haystack!”

It would have been really helpful, given the size of the bundle, if the relevant bit had been highlighted. That is extra work upfront, but I wouldn't have missed it and the provider could have been paid first time. That would have saved both them and us the time we all had to spend with the appeal.”

Data Note:



- ❖ Percentage figures provided reflect the volume of assessments for that month, rather than the full population of work for that month.
- ❖ The graph opposite charts the top 5 assessment reasons per month only.

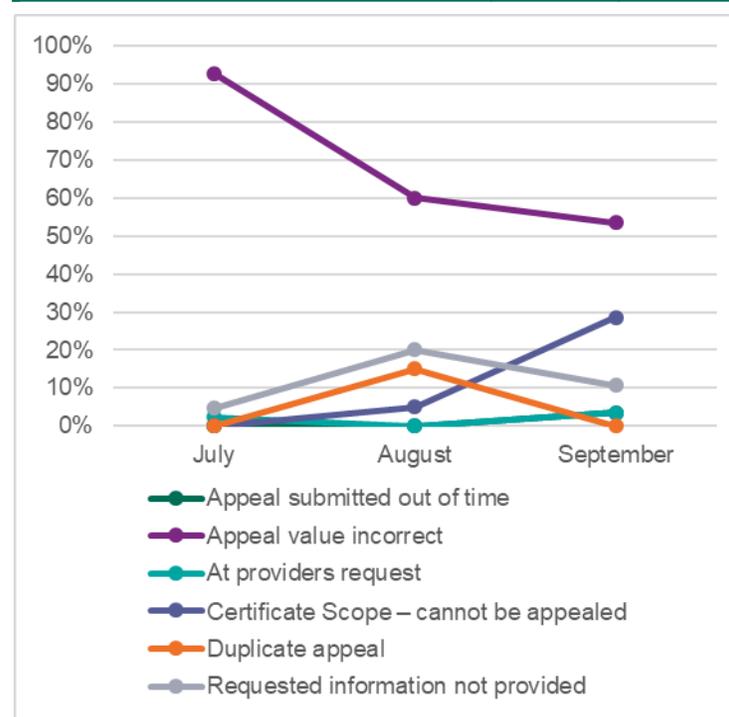
Civil Cost Appeals: 3-Month Rolling Appeal Bill Rejections

July	Volume	%
Appeal value incorrect	39	93%
Requested information not provided	2	5%
At providers request	1	2%
Appeal submitted out of time	0	0%
Certificate Scope – cannot be appealed	0	0%

August	Volume	%
Appeal value incorrect	12	60%
Requested information not provided	4	20%
Duplicate appeal	3	15%
Certificate Scope – cannot be appealed	1	5%
Appeal submitted out of time	0	0%

September	Volume	%
Appeal value incorrect	15	54%
Certificate Scope – cannot be appealed	8	29%
Requested information not provided	3	11%
Appeal submitted out of time	1	4%
At providers request	1	4%

Year to Date	Volume	%
Appeal value incorrect	297	74%
Requested information not provided	38	10%
Certificate Scope – cannot be appealed	28	7%
At providers request	24	6%
Duplicate appeal	9	2%



The Caseworker View:



“I still find myself rejecting appeals because they are not drawn properly in CCMS – the provider has just resubmitted the whole bill again. It’s really helpful if they watch the 3-minute training video available online before submitting an appeal. It makes it clear what format the appeal needs to come to us in, which lets us deal with more appeals first time”

Guidance, Hints & Tips



- The most common mistake on appeals is that the full claim is submitted again. We only want the Appeal bill to be the value for which you are appeal. If we have reduced a 60 minute attendance on the client to 24 minutes, then you should appeal for 36 minutes. If you are unsure what to do, you can watch this video: [Appeal bills interactive: eLearning Module](#)

Data Note:



- Percentage figures are for the % of appeals rejected, not the full population of appeals.

Civil Cost Appeals: Overturned by Independent Caseworker Review

		12-Month Rolling		July		August		September	
Caseworker Decision Reason		Volume	%	Volume	%	Volume	%	Volume	%
LAA Issue	Caseworker Error	128	13%	8	12%	7	15%	6	10%
	LAA Error	2	0%	0	0%	0	0%	0	0%
Provider Issue	Evidence supplied - Disbursement justification	295	31%	27	40%	15	31%	20	33%
	Evidence supplied - Preparation justification	101	10%	5	7%	7	15%	2	3%
	Evidence supplied - Disbursement breakdown	98	10%	4	6%	1	2%	5	8%
	Evidence supplied - File notes	80	8%	4	6%	4	8%	5	8%
	Discretionary Allowance	78	8%	7	10%	5	10%	4	7%
	Evidence supplied - Attendance justification	70	7%	4	6%	1	2%	6	10%
	Evidence supplied - Enhancement justification	53	6%	2	3%	5	10%	3	5%
	Evidence supplied - Travel justification	30	3%	2	3%	0	0%	0	0%
	Cost Limit Issue Resolved	25	3%	4	6%	3	6%	9	15%
	Evidence supplied – Routine Letter/Calls	2	0%	0	0%	0	0%	0	0%
	Total	962							

The Caseworker View:



“Where there is an issue with an expert fee, for example an unusual apportionment of the fee, the police have not issued an invoice, or you are only able to do so due to the age, it may help to avoid delay or reductions to the fee if an explanation can be provided in the narrative or other supporting document.”

Guidance, Hints & Tips



- ❖ Disbursement vouchers are often missing key information, such as addresses experts have travelled from and to. A full breakdown of all the detail we require is published at [Chapter 10.2 of the Civil Finance Electronic Handbook](#).

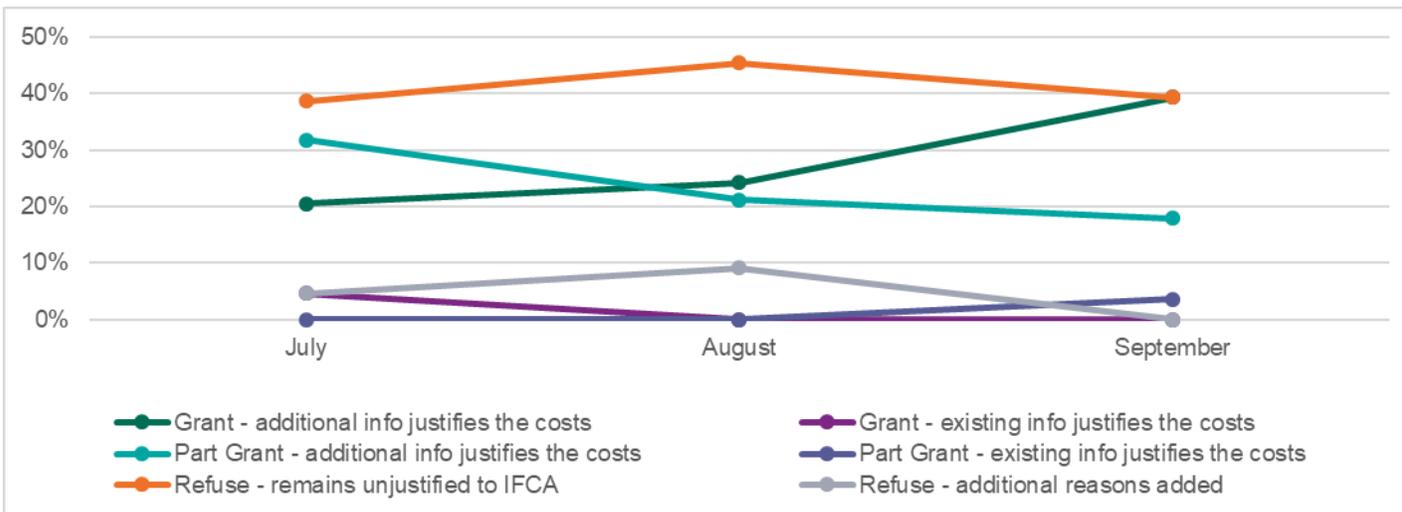
Data Note:



- ❖ Percentage figures are for the % of appeals decided on internal review, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Civil Cost Appeals: 3-Month Rolling ICA Decisions

ICA Decision	Year To Date		July		August		September	
	Volume	%	Volume	%	Volume	%	Volume	%
Grant - additional info justifies the costs	113	22%	9	20%	8	24%	11	39%
Grant - existing info justifies the costs	20	4%	2	5%	0	0%	0	0%
Part Grant - additional info justifies the costs	144	28%	14	32%	7	21%	5	18%
Part Grant - existing info justifies the costs	16	3%	0	0%	0	0%	1	4%
Refuse - remains unjustified to IFCA	208	40%	17	39%	15	45%	11	39%
Refuse - additional reasons added	17	3%	2	5%	3	9%	0	0%
Total	518		44		33		28	



The Caseworker View:



“I’d like to reiterate that when solicitors are claiming mileage to court, they must specify which court they travel to. Otherwise we have to go on other evidence available, which may lead to us reducing what might be legitimate travel costs. This would reduce potentially the number of provisional assessments.”

The Caseworker View:



“If a claim has previously been rejected, it is helpful if you can provide a comment explaining any action taken or further evidence provided. This can be in the ‘Message to LAA’ when submitting documents.”

Guidance, Hints & Tips



- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)

Data Note:



- ❖ Percentage figures are for the % of appeals decided on by an ICA, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Civil Cost Appeals: 12-Month Rolling Time Taken

Month	Provider	Stage 1	Stage 2		Overall Time Taken	
	Average Time Taken To Appeal	Time To Process	Time Out With An ICA	Average Time Taken	Average End to End	Longest Overall Time Taken
October	33	2	7	8	7	21
November	28	3	7	9	6	37
December	31	3	6	8	5	24
January	34	3	5	8	6	33
February	25	4	6	7	6	19
March	26	2	5	7	4	20
April	31	2	5	7	4	22
May	29	2	4	5	4	23
June	43	2	4	5	4	21
July	23	2	4	6	4	16
August	39	2	5	6	5	20
September	37	2	5	6	4	20
Overall	32	2	5	7	5	23

The Caseworker View:



“It would be really useful if the providers could make sure that all the documentation we need is checked and present when the claims are submitted in accordance with our requirements in the LAA Electronic Handbook. It would also be useful if the claims are entered correctly onto CCMS.”

The Caseworker View:



“When uploading multiple documents, it is useful if they can be accurately labelled e.g. including the date for any court orders or invoices. This allows caseworkers to easily navigate the supporting evidence and reduces the likelihood that information will be missed.”

Guidance, Hints & Tips



- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ The format of your file of papers can impact how easily accessible information is for caseworkers. Make sure your file is in chronological order and contains all correspondence, orders and attendance notes: <https://www.gov.uk/guidance/model-file-submissions-for-civil-billing>

Data Note:



- ❖ For an explanation of terms, column headers, and how dates are calculated, please refer to [Appendix 2: Appeals Explanation](#)

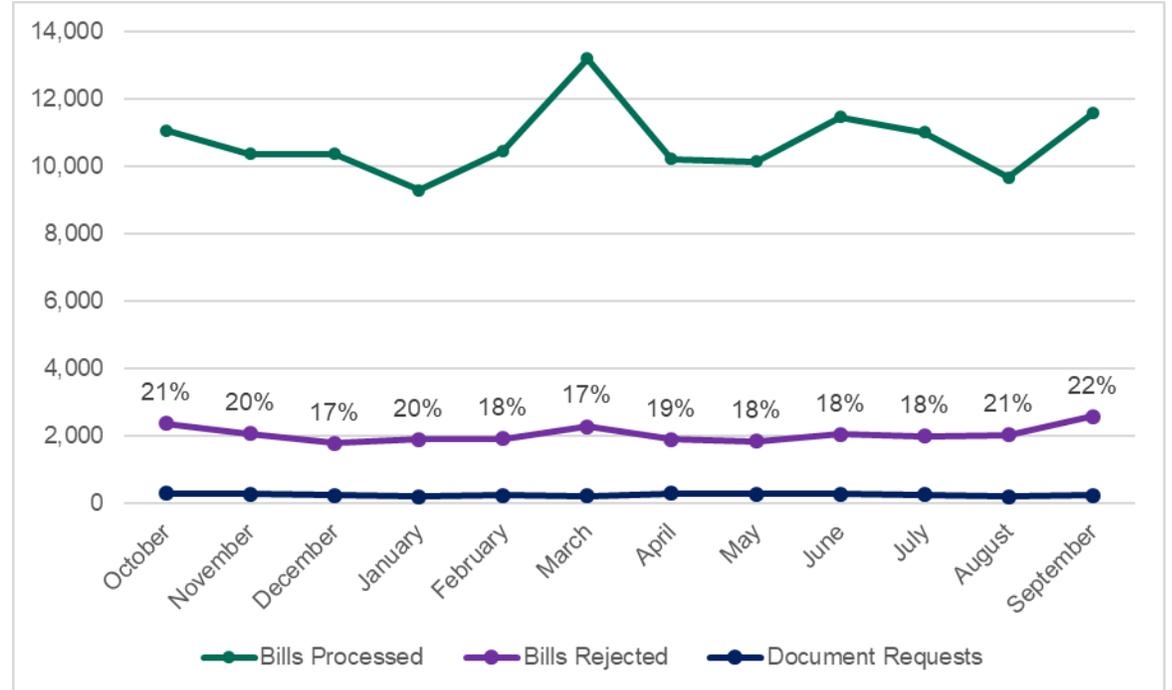
Section 2: Civil Bill Rejects

Contains data on return rates for civil claims along with trends on reasons for returning claims and Civil Claim Fix.



Civil Bill Rejects: 12-Month Rolling Return Rates

Financial Year	Month	Bills Processed	Bills Rejected	Document Requests	Reject Rate	Document Request Rate
2020/21	October	11,058	2,375	295	21%	3%
2020/21	November	10,362	2,065	279	20%	3%
2020/21	December	10,368	1,776	243	17%	2%
2020/21	January	9,280	1,900	210	20%	2%
2020/21	February	10,457	1,925	233	18%	2%
2020/21	March	13,188	2,282	222	17%	2%
2021/22	April	10,216	1,900	302	19%	3%
2021/22	May	10,137	1,833	270	18%	3%
2021/22	June	11,462	2,042	275	18%	2%
2021/22	July	10,997	1,992	266	18%	2%
2021/22	August	9,669	2,030	199	21%	2%
2021/22	September	11,567	2,579	244	22%	2%
Total		128,761	24,699	3,038		



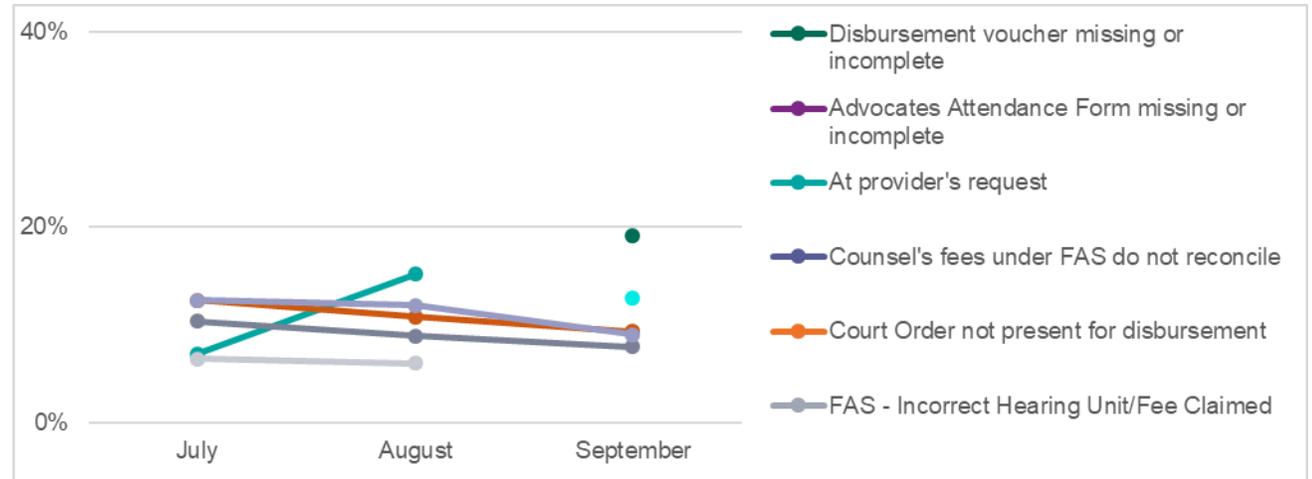
Data Note:



- ❖ As of April 2021, LAA no longer distinguishes between KPI and non-KPI rejects and instead reports the Civil Bill Reject rate as a global position. For an explanation of terms, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)
- ❖ 'Reject Rate' and 'Document Request Rate' are individual % totals of each processed bill from that month that were either rejected or document requested
- ❖ A document request can be made multiple times on the same bill.

Civil Bill Rejects: 3-Month Breakdown of Reject Reasons for CCMS

July	No. of Rejects	Reject %
Disbursement Voucher not uploaded	276	13%
Solicitor bill has been submitted without the corresponding claim from counsel	275	12%
Disbursement Voucher detail insufficient	228	10%
At provider's request	155	7%
Counsel fees under FAS do not reconcile with costs allocated	144	7%
August	No. of Rejects	Reject %
At provider's request	280	15%
Solicitor bill has been submitted without the corresponding claim from counsel	221	12%
Disbursement Voucher not uploaded	199	11%
Disbursement Voucher detail insufficient	163	9%
Counsel fees under FAS do not reconcile with costs allocated	111	6%
September	No. of Rejects	Reject %
Reject due to CCMS technical issue	565	19%
Duplicate Claim	379	13%
Disbursement Voucher not uploaded	276	9%
Solicitor bill has been submitted without the corresponding claim from counsel	266	9%
Disbursement Voucher detail insufficient	229	8%



The Caseworker View:



“Please ensure all expert fees are included in your bill before submitting. You should check all instructed experts have provided invoices and that all counsel have been allocated costs (under FAS counsel fees must also be settled before your final bill). This will help avoid rejections, reduce time spent by both providers and LAA reopening certificates and paying adjustment bills where costs have been missed, and speed up payment.”

Data Note:



- ❖ Percentage figures are the total of all rejects combined. They do not include paid claims or document requests.
- ❖ The graph only charts recurring reject reasons in the top 5 for a month. In order to be tracked on the graph, the reject reason must be in any 2 of the 3 reported months.

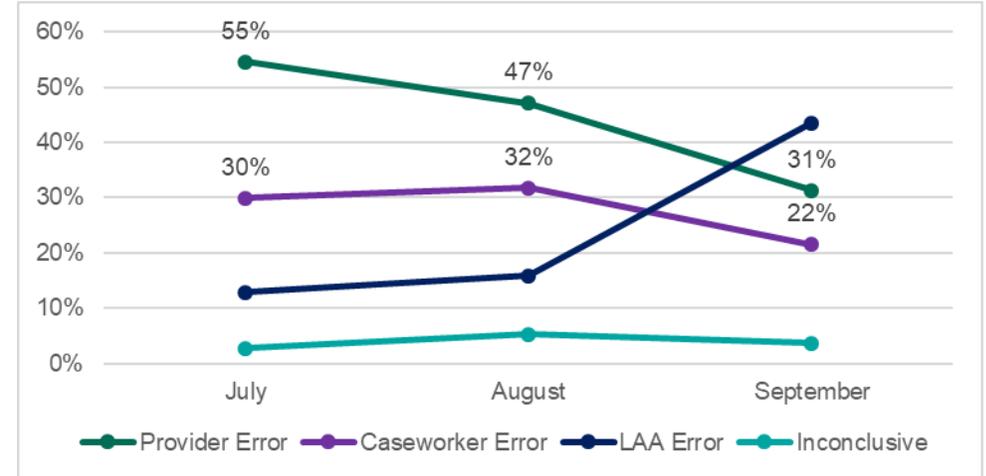
Civil Bill Rejects: 3-Month Breakdown of LAA Civil Claim Fix

	July	August	September
Total Number of Rejects this period:	1,992	2,030	2,579
Total Requests Dealt with by Civil Claim Fix	204	191	260

	Number of Actual Challenges	% of challenges compared to all combined rejects	Number of Actual Challenges	% of challenges compared to all combined rejects	Number of Actual Challenges	% of challenges compared to all combined rejects
Total Number of Provider Challenges	187	9%	170	8%	246	10%
Average Number of Challenges per week	47		43		62	

	Outcome of Challenge	% of Total Challenges this period	Outcome of Challenge	% of Total Challenges this period	Outcome of Challenge	% of Total Challenges this period
Provider Error	102	55%	80	47%	77	31%
Caseworker Error	56	30%	54	32%	53	22%
LAA Error	24	13%	27	16%	107	43%
Inconclusive	5	3%	9	5%	9	4%

	Other Requests Received & Dealt with by Civil Claim Fix		
Provider Query	17	13	14
Internal Referral	0	8	0



The Caseworker View:



“I’d like to remind providers that, because they need to be assessed at the same time, it is important for providers and counsel to liaise to co-ordinate the submissions of their claims together for non-FAS family cases. It would be like submitting an old Claim1 form without counsel’s fee note attached to it for a pre-CCMS claim.”

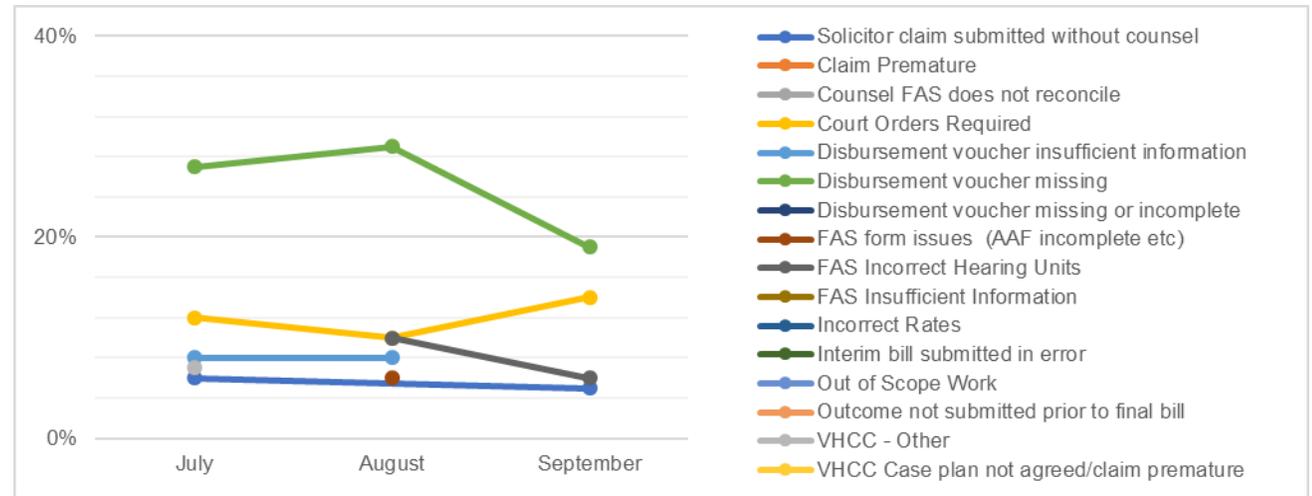
Data Note:



❖ For a definition of LAA categories, and a copy of the feedback loop, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)

Civil Bill Rejects: 3-Month Rolling Civil Claim Fix Provider Errors

July	No. of Error	Error %
Disbursement voucher missing	28	27%
Court orders required	12	12%
Disbursement voucher insufficient information	8	8%
VHCC - Other	7	7%
Solicitor claim submitted without counsel	6	6%
August	No. of Error	Error %
Disbursement voucher missing	23	29%
Court orders required	8	10%
FAS Incorrect Hearing Units	8	10%
Disbursement voucher insufficient information	6	8%
FAS form issues (AAF incomplete etc)	5	6%
September	No. of Error	Error %
Disbursement voucher missing	15	19%
Court orders required	11	14%
Disbursement insufficient information	6	8%
FAS Incorrect Hearing Units	5	6%
Solicitor claim submitted without counsel	4	5%



The Caseworker View:



"I've seen a large increase in relation to challenges relating to the requirement for VHCC cases to submit disbursement vouchers. This was published in a news article in June. Having the disbursement voucher helps us pay your claim the first time you submit it. Just making that one last check before submitting could be the difference between paying and rejecting"

Data Note:



- ❖ Percentage figures are the total of all provider errors as categorised by Civil Claim Fix
- ❖ For an explanation of terms, please refer to [Appendix 3: Rejects & Civil Claim Fix Terms Explanation](#)

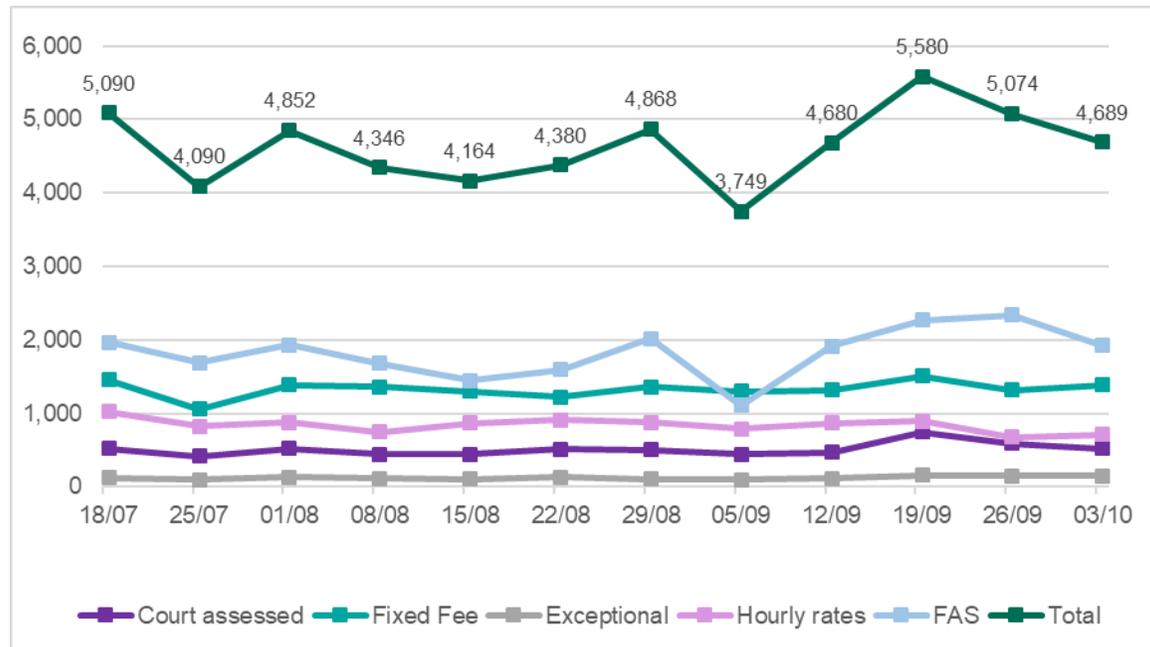
Section 3: Civil Bill Intakes & Processing Times

Contains data on how long LAA are spending processing your civil claims



Processing Times: 12-Week Rolling Civil Bill Intakes

	18/07/2021	25/07/2021	01/08/2021	08/08/2021	15/08/2021	22/08/2021	29/08/2021	05/09/2021	12/09/2021	19/09/2021	26/09/2021	03/10/2021	Average
Court assessed	524	415	526	442	440	516	503	445	469	750	588	519	511
Fixed Fee	1,458	1,061	1,387	1,360	1,301	1,219	1,362	1,302	1,319	1,505	1,320	1,383	1,331
Exceptional	125	96	134	117	105	133	105	100	111	157	150	146	123
Hourly rates	1,020	825	874	749	872	915	880	794	867	896	681	714	841
FAS	1,963	1,693	1,931	1,678	1,446	1,597	2,018	1,108	1,914	2,272	2,335	1,927	1,824
Total	5,090	4,090	4,852	4,346	4,164	4,380	4,868	3,749	4,680	5,580	5,074	4,689	4,630



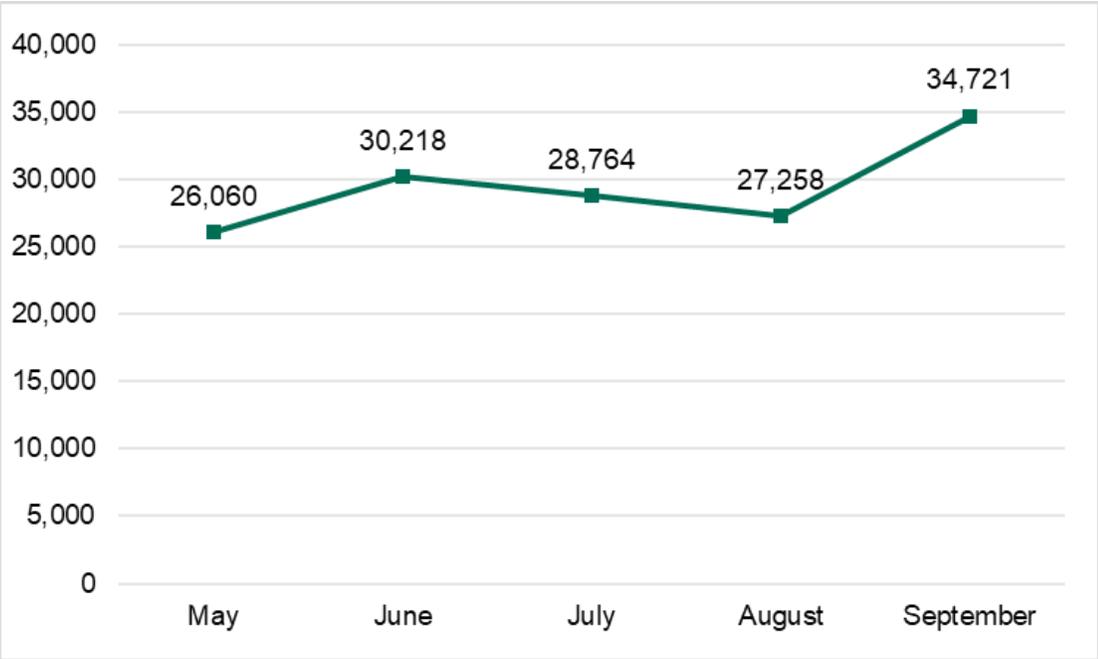
Guidance, Hints & Tips



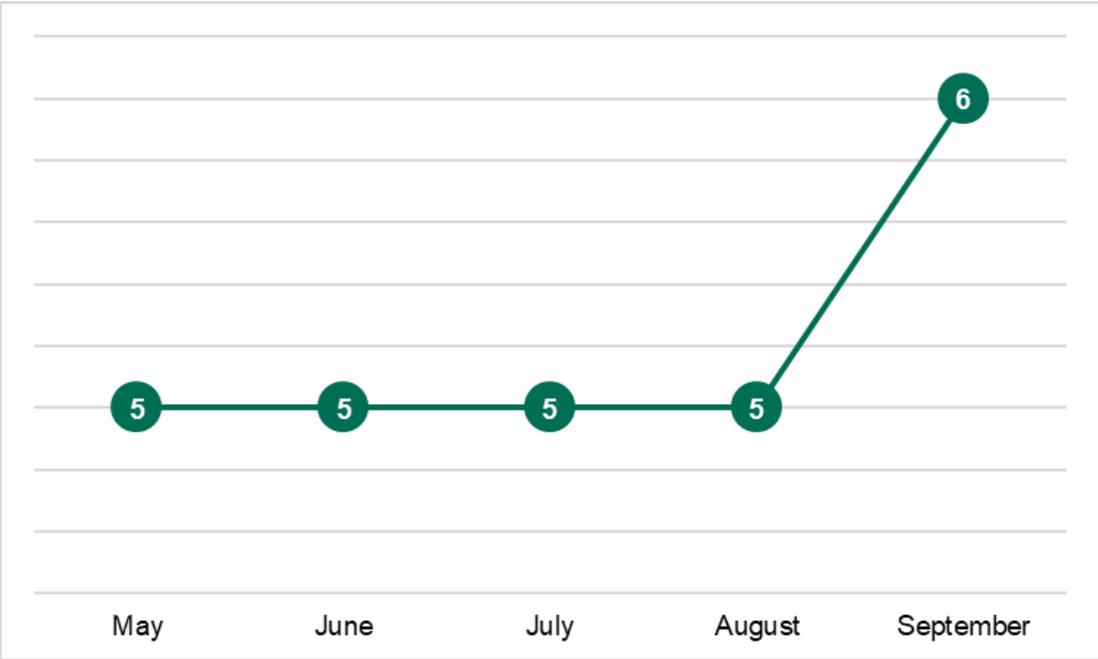
- ❖ **Outcomes:** although CCMS allows you to create your Outcome immediately followed by your claim, it will not release your claim to LAA for processing until your Outcome has been completed. CCMS will keep your claim on hold until we have processed your Outcome. **You can help to avoid delays by ensuring your Outcome is submitted and completed as soon as possible**, so it does not impact on the assessment of your bill.
- ❖ **Counsel:** in non-family cases only, where you have allocated counsel on to your certificate, CCMS will send a notification to counsel once you have created and submitted your final claim. CCMS will then hold your claim for a maximum of 14 days before releasing your claim for processing. If counsel has not submitted their claim and uploaded their documents by this point, we will reject your claim. You can help to avoid delays and claim rejects by liaising with counsel once your bill is submitted to encourage them to do the same.

Processing Times: 5-Month Rolling Civil Bills Time Taken

Total Volume Processed



Processing Days to 90%



Data Note:



- ❖ The **'Total Volume Processed'** table shows the number of claims processed in each month.
- ❖ The **'Processing Days to 90%'** table shows the point at which the local target of 90% in 15 days was reached.
- ❖ For a definition of LAA terms, please refer to [Appendix 4: Processing Explanations](#).



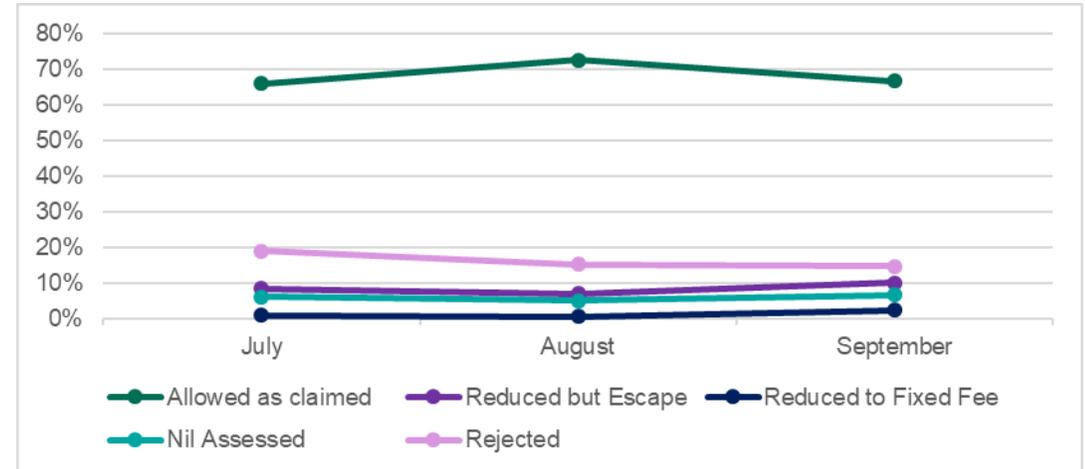
Section 4: Escaped Cases Bills & Cost Appeals

Contains data on bill decisions and assessments for Civil Escaped Cases & Legal Help claims



Escaped Cases: 3-Month Rolling Initial Bill Decisions Made

July	Claims Received	Allowed as claimed	Reduced but Escape	Reduced to Fixed Fee	Nil Assessed	Rejected
Civil	713	469	70	9	51	114
Mental Health	142	108	10	0	3	21
Immigration and Asylum	281	172	15	1	14	79
Totals	1,136	749	95	10	68	214
		66%	8%	1%	6%	19%
August						
Civil	671	473	60	5	44	89
Mental Health	120	104	5	0	1	10
Immigration and Asylum	265	189	8	0	7	61
Totals	1,056	766	73	5	52	160
		73%	7%	0%	5%	15%
September						
Civil	695	483	69	5	58	80
Mental Health	138	98	18	12	0	10
Immigration and Asylum	245	138	20	8	12	67
Totals	1,078	719	107	25	70	157
		67%	10%	2%	6%	15%



The Caseworker View:



"I find that pages 5 and 6 of the Legal Help Form, relating to questions of the clients available capital and income are often incomplete. Also, when telling us about any passported benefits specifically: for example, 'Income Related ESA' and not just a generic confirmation (ESA). Finally, bank statements cannot be used as confirmation of a client's gross wages or their receipt of a passported benefit (with the exception of Income Support and Universal Credit)"

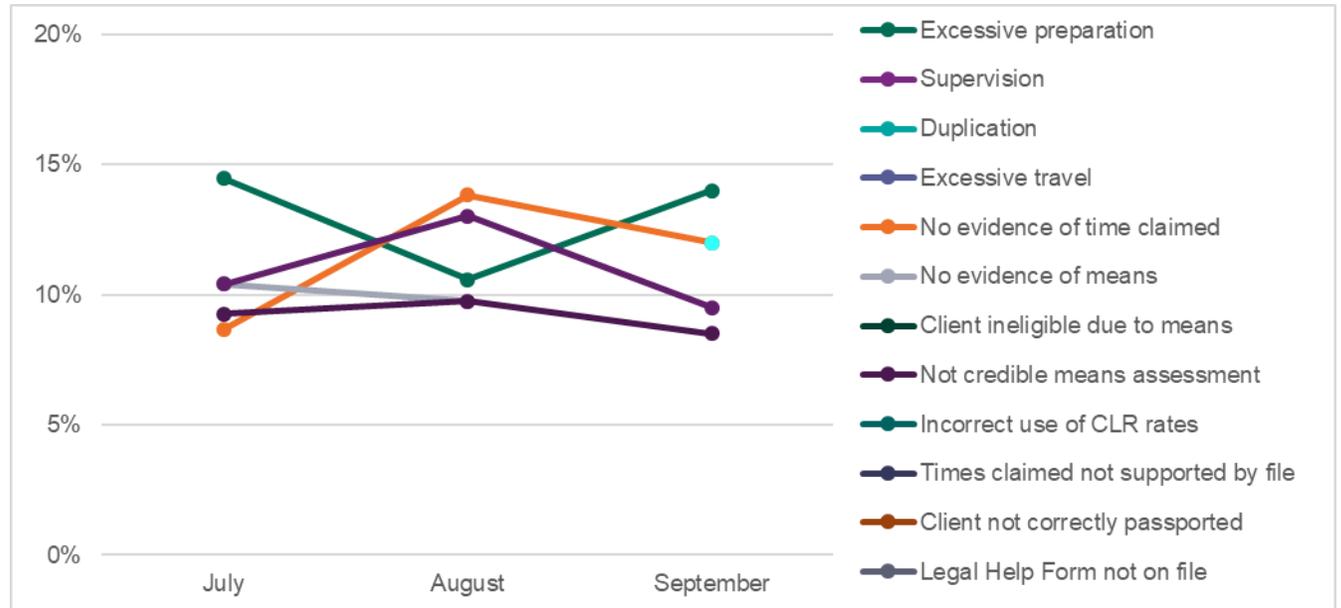
Data Note:



❖ For an explanation of the terms used, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: Breakdown of Bill Assessment Reasons – Overall

July	No. of Assessments	%
Excessive preparation	25	14%
No evidence of means	18	10%
Means assessment evidence provided insufficient	18	10%
Not credible means assessment	16	9%
No evidence of time claimed	15	9%
August	No. of Assessments	%
No evidence of time claimed	17	14%
Means assessment evidence provided insufficient	16	13%
Excessive preparation	13	11%
No evidence of means	12	10%
Not credible means assessment	12	10%
September	No. of Assessments	%
Excessive preparation	28	14%
No evidence of time claimed	24	12%
Decision reason not given	24	12%
Means assessment evidence provided insufficient	19	10%
Not credible means assessment	17	9%



The Caseworker View:



“Where larger attend/prep times are claimed on your running record of costs, please provide sufficient detail on a file note as to the complexity. Getting this information upfront can be the difference between paying the claim first time or assessing and then overturning on appeal.”

Data Note:



- ❖ Percentage figures are the total of all assessments.
- ❖ In order to be tracked on the graph, the assessment reason must be in 2 of the 3 reported months.

Escaped Cases: Breakdown of Bill Assessment Reasons – By Category

Civil			Mental Health			Immigration		
July	No. of Assessments	%		No. of Assessments	%		No. of Assessments	%
Excessive preparation	15	12%	Excessive preparation	5	38%	Excessive preparation	5	17%
Means assessment evidence provided insufficient	15	12%	Decision reason not given	3	23%	No evidence of time claimed	4	13%
Not credible means assessment	14	11%	No evidence of means	2	15%	No evidence of means	4	13%
No evidence of means	12	9%	Out of scope work claimed	2	15%	Means assessment evidence provided insufficient	3	10%
No evidence of time claimed	10	8%	No evidence of time claimed	1	8%	Not credible means assessment	2	7%
August	No. of Assessments	%		No. of Assessments	%		No. of Assessments	%
No evidence of time claimed	15	15%	Excessive preparation	2	33%	Excessive preparation	4	27%
Means assessment evidence provided insufficient	14	14%	No evidence of time claimed	2	33%	No evidence of means	3	20%
Not credible means assessment	12	12%	No evidence of means	1	17%	Means assessment evidence provided insufficient	2	13%
Decision reason not given	11	11%	Insufficient evidence of work claimed	1	17%	Times claimed not supported by file	1	7%
No evidence of means	8	8%	Supervision	0	0%	Client not correctly passported	1	7%
September	No. of Assessments	%		No. of Assessments	%		No. of Assessments	%
Not credible means assessment	17	13%	Excessive preparation	14	47%	No evidence of time claimed	8	20%
Times claimed not supported by file	15	12%	Decision reason not given	9	30%	Disbursements excessive	7	18%
Means assessment evidence provided insufficient	14	11%	No evidence of time claimed	6	20%	Decision reason not given	7	18%
Excessive preparation	13	10%	Out of scope work claimed	1	3%	No evidence of means	5	13%
Out of scope work claimed	13	10%	Supervision	0	0%	Means assessment evidence provided insufficient	5	13%

Escaped Cases: 3-Month Rolling Appeal Decisions

	Total	Caseworker Review:				ICA Review:				Part-Grant		To Complete	
		Stage 1		Stage 2		Stage 1		Stage 2					
		Reject	%	Grant	%	Refuse	%	Grant	%				
Year to Date	851	46	5%	700	82%	42	5%	35	4%	21	2%	0	
Category													
Civil	629	34	5%	515	82%	35	6%	27	4%	12	2%	0	
CLA	18	2	11%	15	83%	0	0%	1	6%	0	0%	0	
Mental Health	30	1	3%	23	77%	3	10%	0	0%	3	10%	0	
Immigration	173	9	5%	146	84%	4	2%	7	4%	6	3%	0	
3 Month Rolling													
July	59	1	2%	48	81%	4	7%	3	5%	3	5%	0	
August	119	5	4%	102	86%	2	2%	7	6%	2	2%	0	
September	98	7	7%	76	78%	8	8%	6	6%	1	1%	0	

The Caseworker View:



“I see a lot of interpreter invoices where they are claiming for a minimum charge, but there’s no justification for why. We’ve reduced it on assessment, which is then appealed and we get a justification: like there being a scarcity of interpreters for that language. We then reinstate those costs. It is a little bit extra effort upfront, but getting that justification with the original claim would save the effort of having to appeal at all.”

Data Note:

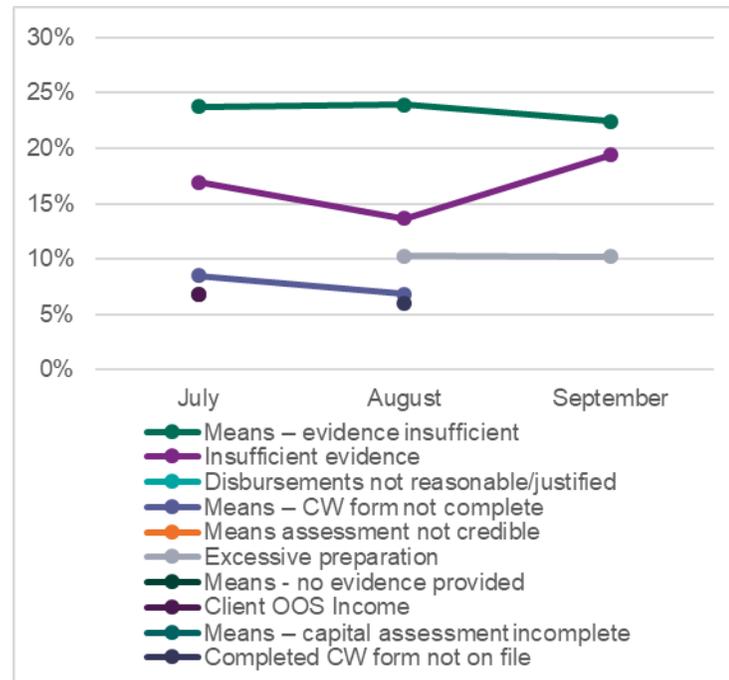


- ❖ Appeals Data as of 04 Nov 2021
- ❖ For an explanation of terms, please refer to [Appendix 2: Appeals Explanation](#)

Escaped Cases: 3-Month Rolling What is Being Appealed

July	Volume	%
Means – evidence insufficient	14	24%
Insufficient evidence	10	17%
Means – CW form not complete	5	8%
Client OOS Income	4	7%
Means - no evidence provided	4	7%
August	Volume	%
Means – evidence insufficient	28	24%
Insufficient evidence	16	14%
Excessive preparation	12	10%
Means – CW form not complete	8	7%
Completed CW form not on file	7	6%
September	Volume	%
Means – evidence insufficient	22	22%
Insufficient evidence	19	19%
Excessive preparation	10	10%
Means – client incorrectly passported	7	7%
No evidence of time claimed	6	6%

Year To Date	Volume	%
Means – evidence insufficient	231	27%
Insufficient evidence	95	11%
Means - no evidence provided	62	7%
Disbursements not reasonable/justified	58	7%
Excessive preparation	51	6%



Nil Assessments (Year To Date)	Volume	%
Means – evidence insufficient	218	59%
Means - no evidence provided	53	14%
Means – CW form not complete	46	13%
Completed CW form not on file	27	7%
Means – CW form not signed	24	7%

The Caseworker View:



“Please make sure to check the hourly rates claimed in housing and family cases before submitting your claim. This will help make sure they reflect the correct level of service: where it’s right first time, it means we can get the bill paid quicker, which is good for the provider as well as less work for us.”

Data Note:

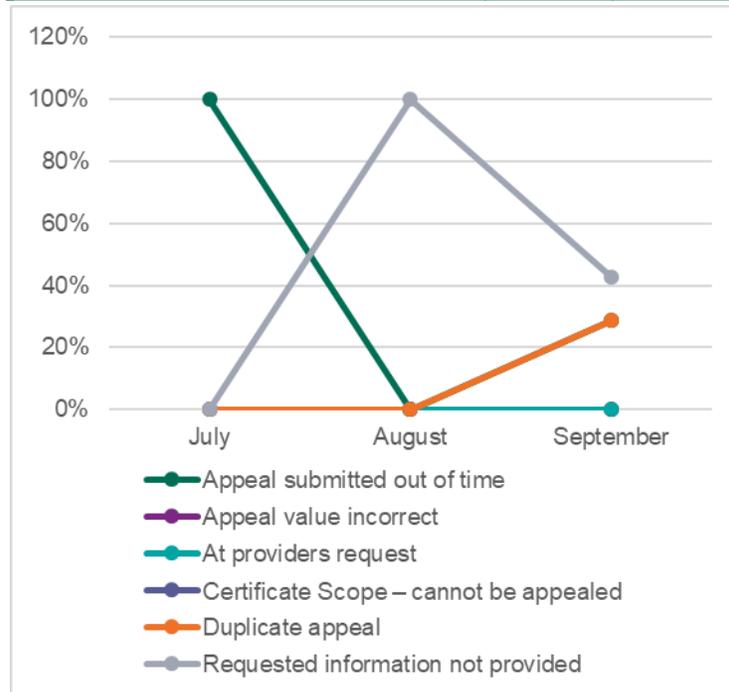


❖ Percentage figures provided reflect the volume of assessments for that month/YTD, rather than the full population of work for that month.

Escaped Cases: 3-Month Rolling EC Appeal Rejections

July	Volume	%
Appeal submitted out of time	1	100%
Appeal value incorrect	0	0%
Duplicate appeal	0	0%
Requested information not provided	0	0%
At providers request	0	0%
August	Volume	%
Requested information not provided	4	100%
Appeal submitted out of time	0	0%
Appeal value incorrect	0	0%
Duplicate appeal	0	0%
At providers request	0	0%
September	Volume	%
Requested information not provided	3	43%
Appeal submitted out of time	2	29%
Duplicate appeal	2	29%
Appeal value incorrect	0	0%
At providers request	0	0%

Year to Date	Volume	%
Requested information not provided	15	58%
Duplicate appeal	7	27%
Appeal submitted out of time	3	12%
Appeal value incorrect	1	4%
At providers request	0	0%



The Caseworker View:



“I would advise providers to please make sure they have all the relevant evidence before submitting their appeal. This is especially true for cases where we’ve nil assessed because of the means assessment. If there is a key piece of information missing, it should be sent in on the appeal. Otherwise, I just have to reject the appeal, which causes more delay for the provider and extra work for us. It must be very annoying for providers.”

Guidance, Hints & Tips



- ❖ Make sure you’re getting your appeals right first time by following the guidance at [chapter 9 of the Escaped Cases Electronic Handbook](#)
- ❖ After any LAA assessment to nil, usually for means assessments, that is overturned, LAA will carry out an assessment of the file as normal in line with [6.81 of the Standard Civil Specification Contract](#)

Data Note:



- ❖ Percentage figures are for the % of appeals rejected, not the full population of appeals.

Escaped Cases: Overturned by Independent Caseworker Review

Caseworker Decision Reason	Year To Date		July		August		September	
	Volume	%	Volume	%	Volume	%	Volume	%
LAA Issue								
Caseworker Error – Decision Making	11	2%	1	2%	2	2%	0	0%
Caseworker Error – Admin Error	2	0%	0	0%	0	0%	0	0%
LAA Error	0	0%	0	0%	0	0%	0	0%
Provider Issue								
Evidence supplied – Means evidence provided	294	42%	24	50%	37	36%	22	29%
Evidence supplied - File notes	163	23%	12	25%	27	26%	29	39%
Evidence supplied – Original/LH form now on file	50	7%	1	2%	8	8%	5	7%
Evidence supplied - Disbursement justification	43	6%	2	4%	5	5%	2	3%
Discretionary allowance	42	6%	3	6%	12	12%	8	11%
Evidence supplied – Clients capital confirmed	23	3%	3	6%	4	4%	2	3%
Evidence supplied – Correct means assessment carried out for client	23	3%	1	2%	1	1%	2	3%
Evidence Supplied - Disbursement breakdown	16	2%	1	2%	1	1%	1	1%
Evidence supplied - Attendance justification	16	2%	0	0%	2	2%	3	4%
Evidence supplied – Client correctly pass-ported	9	1%	0	0%	1	1%	1	1%
Evidence Supplied - Travel Justification	4	1%	0	0%	2	2%	0	0%
Total	696							

The Caseworker View:



“I would go to back to the basics and advise Providers to check their invoices to ensure all necessary details are recorded and correct before submitting the claim. They should be case specific with the client’s name recorded, or case reference if we can cross reference this, and ensure a breakdown of the total fee is provided. This will prevent delays in processing the bills.”

Guidance, Hints & Tips



- ❖ Disbursement vouchers are often missing key information, such as addresses experts have travelled from and to. A full breakdown of all the detail we require is published at [Chapter 5.2 of the Escape Cases Electronic Handbook](#).

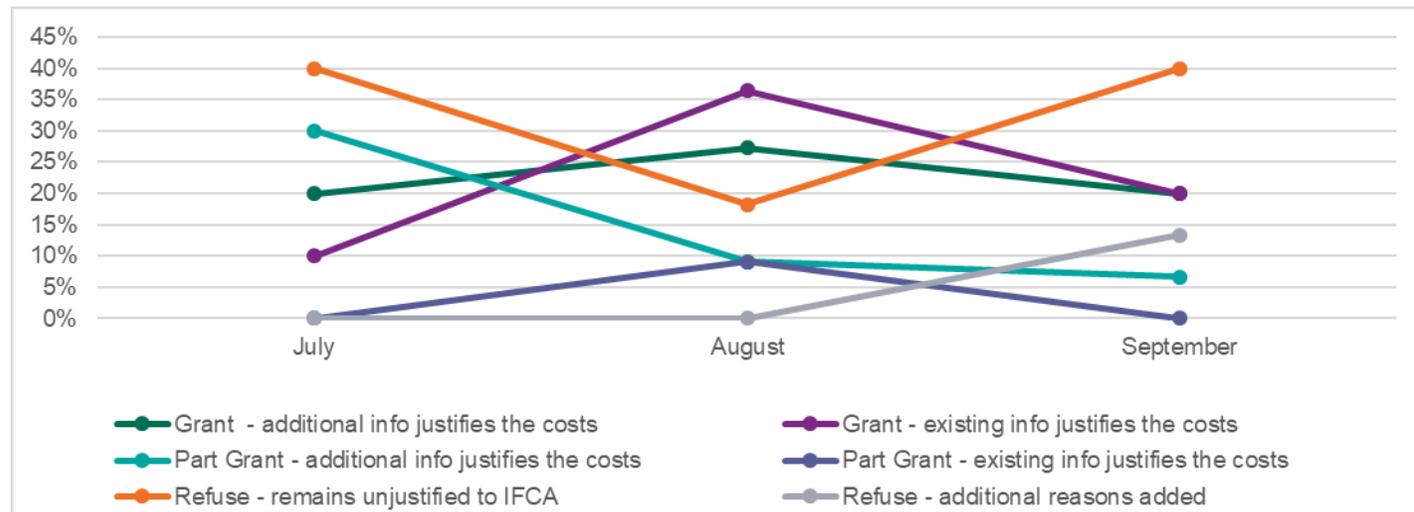
Data Note:



- ❖ Percentage figures are for the % of appeals decided on internal review, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: 3-Month Rolling ICA Decisions

ICA Decision	Year To Date		July		August		September	
	Volume	%	Volume	%	Volume	%	Volume	%
Grant - additional info justifies the costs	18	21%	2	20%	3	27%	3	20%
Grant - existing info justifies the costs	14	16%	1	10%	4	36%	3	20%
Part Grant - additional info justifies the costs	16	18%	3	30%	1	9%	1	7%
Part Grant - existing info justifies the costs	2	2%	0	0%	1	9%	0	0%
Refuse - remains unjustified to IFCA	35	40%	4	40%	2	18%	6	40%
Refuse - additional reasons added	2	2%	0	0%	0	0%	2	13%
Total	87		10		11		15	



The Caseworker View:



“It’s really helpful for me when providers use the Appeal pro forma, because it lays out everything being appealed in a straight forward manner. Not only does this let me make a proper review of the assessment, but it also helps lay out the issues for the ICA clearly. This means the ICA can lay out their reasoning for their decision more clearly and in turn helps us understand why our assessment was overturned, or providers understand if the assessment is upheld”

Guidance, Hints & Tips



- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ For the Escaped Cases Appeal Pro Forma, please refer to the [Escape Cases Claim Forms](#)

Data Note:



- ❖ Percentage figures are for the % of appeals decided on by an ICA, not the full population of appeals.
- ❖ For an explanation of terms, please refer to [Appendix 5: Escaped Cases Terms](#)

Escaped Cases: 12-Month Rolling Appeals Time Taken

Month	Provider	Stage 1	Stage 2		Overall Time Taken	
	Average Time Taken To Appeal	Time To Process	Time Out With An ICA	Average Time Taken	Average End to End	Longest Overall Time Taken
October	21	4	3	5	5	44
November	49	5	9	11	6	35
December	44	9	13	14	10	40
January	24	4	7	9	6	39
February	14	6	37	7	7	25
March	13	6	6	8	8	34
April	18	6	6	8	6	24
May	22	6	5	5	7	55
June	25	7	4	5	9	39
July	17	5	7	9	11	39
August	17	7	7	9	8	33
September	35	7			8	33
Totals	25	6	9	7	8	37

The Caseworker View:



“If we’re doing an assessment on the file, it’s really helpful if the provider can lay it out as explained on our model file submission page. By doing that it makes information easier to find – if we can find the evidence first time, then we can pay the claim first time, and that means both us and the solicitor can avoid having to deal with an appeal.”

The Caseworker View:



“If you’re not sure on what evidence should be included in any disbursement voucher, you can refer to the Escape Cases Electronic Handbook for advice on what information we require.”

Guidance, Hints & Tips



- ❖ For guidance on the contractual process of a referral to the ICA, please refer to [Chapters 6.71 – 6.81 of the Standard Civil Contract](#)
- ❖ The format of your file of papers can impact how easily accessible information is for caseworkers. Make sure your file is in chronological order and contains all correspondence, orders and attendance notes: <https://www.gov.uk/guidance/model-file-submissions-for-civil-billing>
- ❖ For the Escaped Cases Appeal Pro Forma, please refer to the [Escape Cases Claim Forms](#)

Data Note:



- ❖ For an explanation of terms, column headers, and how dates are calculated, please refer to [Appendix 5: Escaped Cases Terms](#)

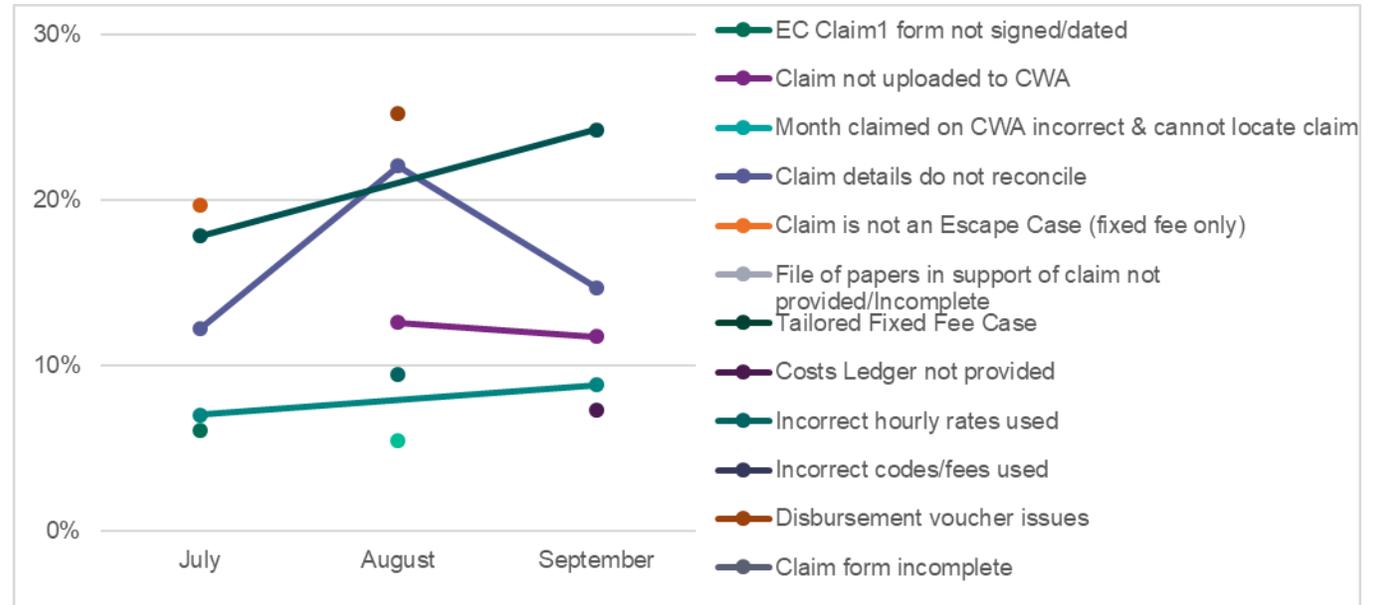
Section 5: Escaped Cases Bill Rejects

Contains data on rejected bills for Civil Escaped
Cases & Legal Help claims



Escaped Cases: 3-Month Breakdown of Bill Reject Reasons – Overall

July		
	No. of Rejects	Reject %
File of papers in support of claim not provided	42	20%
Disbursement voucher missing or unacceptable	38	18%
Claim details do not reconcile	26	12%
Miscellaneous/other	15	7%
EC Claim1 form not signed/dated	13	6%
August		
	No. of Rejects	Reject %
Disbursement voucher issues	32	25%
Claim details do not reconcile	28	22%
Claim not uploaded to CWA	16	13%
Incorrect hourly rates used	12	9%
Costs ledger – insufficient info	7	6%
September		
	No. of Rejects	Reject %
Disbursement voucher missing or unacceptable	33	24%
Claim details do not reconcile	20	15%
Claim not uploaded to CWA	16	12%
Miscellaneous/other	12	9%
Costs Ledger not provided	10	7%



The Caseworker View:



A common theme I have noticed is disbursement vouchers for experts and interpreters that don't contain their applicable hourly rate as well as the total amount of hours worked on a case. It's difficult to judge the costs claimed without this information, so often I end up returning the claim for more information."

Data Note:



❖ Percentage figures are the total of all rejects.

Escaped Cases: 3-Month Breakdown of Bill Reject Reasons – By Category

Civil			Mental Health			Immigration		
July	No. of Rejects	Reject %		No. of Rejects	Reject %		No. of Rejects	Reject %
File of papers in support of claim not provided	21	22%	File of papers in support of claim not provided	6	33%	Disbursement voucher missing or unacceptable	18	30%
Disbursement voucher missing or unacceptable	17	18%	EC Claim1 form not signed/dated	3	17%	File of papers in support of claim not provided	15	25%
Claim details do not reconcile	15	15%	Disbursement voucher missing or unacceptable	3	17%	Claim details do not reconcile	11	18%
Miscellaneous/other	12	12%	Claim form incomplete	2	11%	Codified rates exceeded	5	8%
EC Claim1 form not signed/dated	8	8%	Incorrect codes/fee used	2	11%	Claim not uploaded to CWA	4	7%
August	No. of Rejects	Reject %		No. of Rejects	Reject %		No. of Rejects	Reject %
Disbursement voucher issues	18	24%	Claim details do not reconcile	4	67%	Disbursement voucher issues	14	30%
Claim details do not reconcile	12	16%	EC Claim1 form not signed/dated	1	17%	Claim details do not reconcile	12	26%
Claim not uploaded to CWA	10	13%	Month claimed on CWA incorrect	1	17%	Claim not uploaded to CWA	6	13%
Incorrect hourly rates used	9	12%	Claim not uploaded to CWA	0	0%	Incorrect hourly rates used	3	7%
Costs ledger – insufficient info	7	9%	Month claimed on CWA incorrect & cannot locate claim	0	0%	Costs Ledger not provided	2	4%
September	No. of Rejects	Reject %		No. of Rejects	Reject %		No. of Rejects	Reject %
Claim not uploaded to CWA	13	21%	Claim details do not reconcile	4	40%	Disbursement voucher missing or unacceptable	24	77%
Incorrect hourly rates used	10	16%	EC Claim1 form not signed/dated	1	10%	Claim details do not reconcile	7	23%
Claim details do not reconcile	9	15%	Claim is not an Escape Case (fixed fee only)	1	10%	Additional fees claimed incorrectly	6	19%
Miscellaneous/other	9	15%	Claim form incomplete	1	10%	EC Claim1 form not signed/dated	3	10%
Disbursement voucher missing or unacceptable	9	15%	Vat claimed incorrectly	1	10%	Claim not uploaded to CWA	3	10%

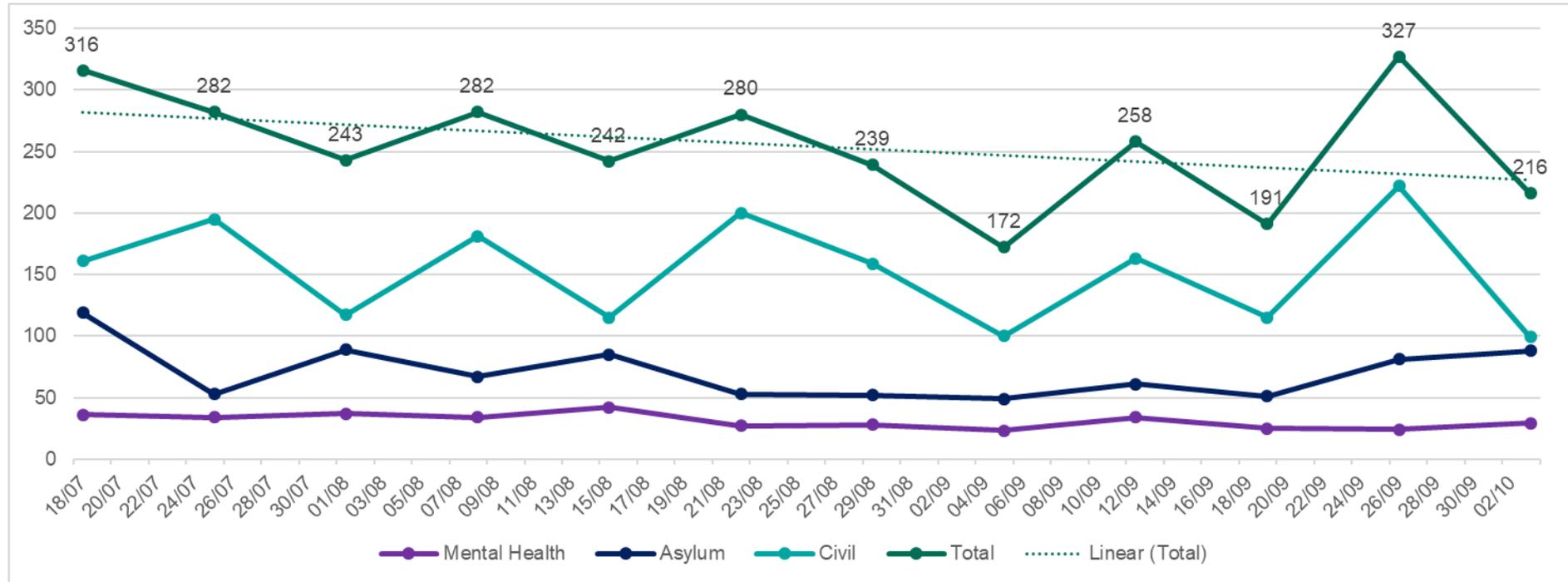
Section 6: Escaped Cases Intakes & Processing Times

Contains data on how long LAA are spending processing your Civil Escaped Cases & Legal Help claims



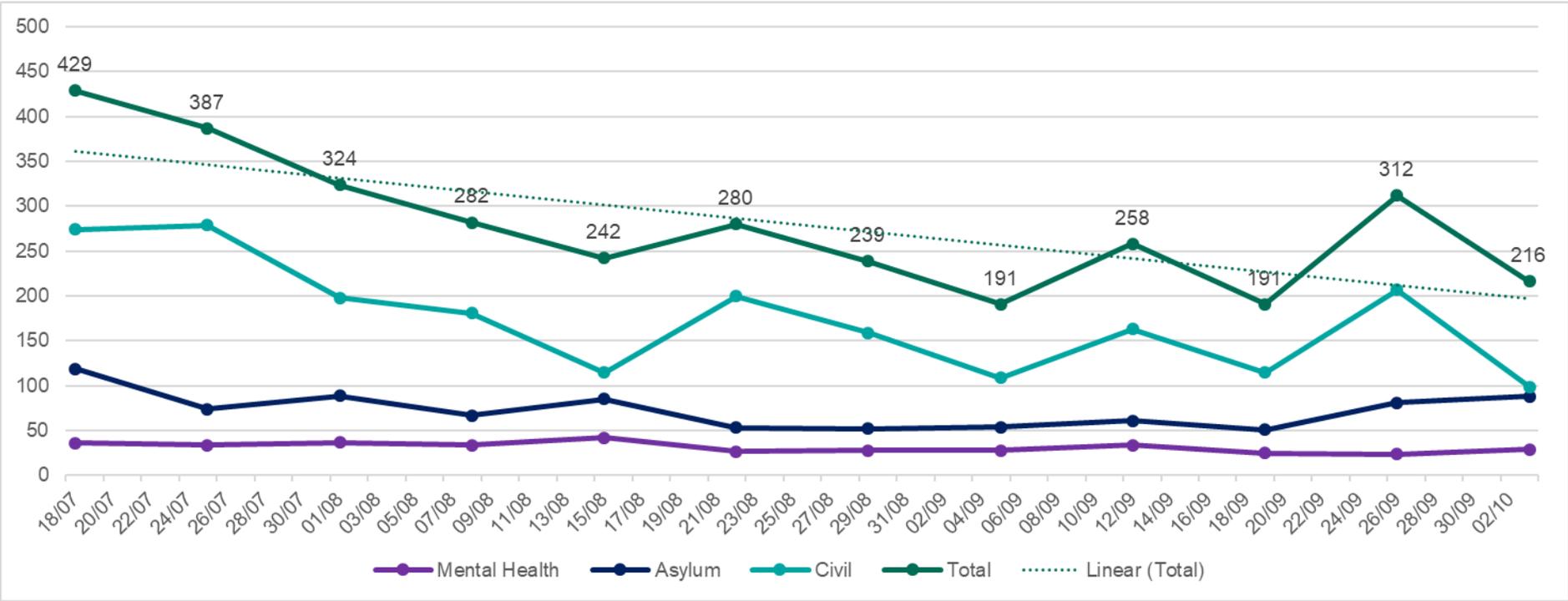
Escaped Cases: 12-Week Intakes

	18/07/2021	25/07/2021	01/08/2021	08/08/2021	15/08/2021	22/08/2021	29/08/2021	05/09/2021	12/09/2021	19/09/2021	26/09/2021	03/10/2021
Mental Health	36	34	37	34	42	27	28	23	34	25	24	29
Asylum	119	53	89	67	85	53	52	49	61	51	81	88
Civil	161	195	117	181	115	200	159	100	163	115	222	99
Total	316	282	243	282	242	280	239	172	258	191	327	216



Escaped Cases: 12 Week Work In Progress (WIP)

	18/07/2021	25/07/2021	01/08/2021	08/08/2021	15/08/2021	22/08/2021	29/08/2021	05/09/2021	12/09/2021	19/09/2021	26/09/2021	03/10/2021
Mental Health	36	34	37	34	42	27	28	28	34	25	24	29
Asylum	119	74	89	67	85	53	52	54	61	51	81	88
Civil	274	279	198	181	115	200	159	109	163	115	207	99
Total	429	387	324	282	242	280	239	191	258	191	312	216



Section 7: Caseworker Topics

Contains trends on issues being raised by caseworkers



Caseworker Topics: New Suite of eLearning Modules

This month for the Caseworker topic, we wanted to focus on our new interactive eLearning modules, which are available on the Legal Aid Learning website. Here's everything you need to know about them!

What Are The New Modules?

To make sure the training we are offering on the Legal Aid Learning website is what providers want, we have prepared a suite of 6 new interactive training modules. These modules are an upgrade from the old style picture guides for how providers should use CCMS.

We are currently working on several new modules, including 'correct completion of an electronic EC1 form' and 'how to calculate a FAS fee' and will continue to roll out new modules beyond these.

Is There Anything You Would Like to See?

We'd love to hear from you if you have any ideas for training modules that you would like to see implemented on the Legal Aid Learning website, please do let us know.

Guidance, Hints and Tips



- ❖ You can access the full Legal Aid Learning website here: [Legal Aid Learning Website](#)

What Modules Are Available?

- ❖ Reconciling counsel's fees where they are paid under FAS:
[Course: Counsel Fee Reconciliation interactive](#)
- ❖ Reporting a costs award correctly:
[Course: Cost awards interactive](#)
- ❖ Submitting an Appeal Bill correctly, including correcting an appeal we have rejected for being drafted incorrectly:
[Course: Appeal bills interactive](#)
- ❖ Breaking down an invoice correctly (covers all civil claims, including ECs and VHCC):
[Course: Getting your disbursement vouchers paid first time interactive](#)
- ❖ How to resubmit a rejected bill:
[Course: Resubmit A Rejected Bill interactive](#)
- ❖ Hourly rated billing for advocates (counsel/barristers):
[Course: Advocates Hourly Rates Billing interactive](#)

Section 8: Bi-Monthly Top Tips

A summary of the pack's top tips



Caseworker Top Tips!

It's not mandatory, but highlighting key information can help us pay your claim first time:

"I recently had a case where I had reduced a claim incorrectly, it was in relation to a drug testing fee. The evidence was listed in the bundle sent to us, but I unfortunately missed it. I had been looking for 4 words in a 104-page bundle: a small needle in a haystack! It would have been really helpful, given the size of the bundle, if the relevant bit had been highlighted. That is extra work upfront, but I wouldn't have missed it and the provider could have been paid first time. That would have saved both them and us the time we all had to spend with the appeal."

We have a training module to help you draw your Appeals right first time:

"I still find myself rejecting appeals because they are not drawn properly in CCMS – the provider has just resubmitted the whole bill again. It's really helpful if they watch the 3-minute training video available online before submitting an appeal. It makes it clear what format the appeal needs to come to us in, which lets us deal with more appeals first time"

When claiming travel costs, let us know where you've travelled to and from:

"I'd like to reiterate that when solicitors are claiming mileage to court, they must specify which court they travel to. Otherwise we have to go on other evidence available, which may lead to us reducing what might be legitimate travel costs. This would reduce potentially the number of provisional assessments."

Don't forget to upload your vouchers on any VHCC claim:

- "I've seen a large increase in relation to challenges relating to the requirement for VHCC cases to submit disbursement vouchers. This was published in a news article in June. Having the disbursement voucher helps us pay your claim the first time you submit it. Just making that one last check before submitting could be the difference between paying and rejecting"

Check your hourly rates on EC submissions before sending to us:

"Please make sure to check the hourly rates claimed in housing and family cases before submitting your claim. This will help make sure they reflect the correct level of service: where it's right first time, it means we can get the bill paid quicker, which is good for the provider as well as less work for us."

Guidance Links

For getting your disbursements right, refer to:

- [Chapter 10.2 of the Civil Finance Electronic Handbook](#) for what evidence we need.
- [Appendix 7 of the Civil Finance Electronic Handbook](#) for example template invoices with what breakdown we need.

For evidential requirements for remote hearings, please refer to:

- [Remote Family Hearings Guidance](#) for guidance on what we can accept in place of an Advocates Attendance Form.

For information on satisfactory means evidence for your Escaped Cases, please refer to:

- [Guide to Determining Financial Eligibility for Controlled Work](#)

For justifying a claim for enhancement of your hourly rates, refer to:

- [Chapter 3 of the Civil Finance Electronic Handbook](#) for the two-stage test and examples of what would meet the criteria

For guidance on reporting the Statutory Charge to us, refer to:

- [Chapter 22 of the Civil Finance Electronic Handbook](#) for guidance on what information we require.

Section 9: A Spotlight On...

A spotlight on individual teams in LAA



A Spotlight on LAA's High Cost Billing Team

This month, for the Spotlight feature, we wanted to share information on our team of high cost bill payers. Here's everything that you need to know about them!

Who We Are:

We are the High Cost Billing team, we're based in South Tyneside and managed by Karen Thompson and overseen by Steve Starkey and Antony Evans.

The high cost billing team deal with all high costs cases where the costs are above £25,000 and a contract is in place. We deal with family, non-family, high profile and inquest cases. Each contract and case are different. We work closely with the high cost case planners and managers to ensure the claims are paid in line with the agreed contracts.

We deal with all billing e-mails and queries in South Tyneside relating to this area of work and there are 16 members of the team dealing with high cost claims. Each member of the team has their own unique qualities and experiences which make a great diverse and exciting team to be a part of.

Contact Us:



If you have questions on a high cost bill, you can contact us in CCMS using a 'Billing Enquiry'; alternatively, for an older, paper-based case, you can email us at ContactCivil@justice.gov.uk.

What Are Our Recent Successes:

- ❖ Created a screening process for counsel claims when submitted to us, which helps us ensure payments are not delayed and provides a better and more joined up service in the payment process.
- ❖ Working closely with our case planning team to ensure the processes are streamlined, removing any duplication and a reduction in backlogs
- ❖ Created specific reject reasons in CCMS which for high costs claims so we can monitor why high cost claims are rejected and support providers to get paid on first submission
- ❖ Creating an action group within the team to drive change forward and improve internal processes which will improve the service to providers.

The Caseworker View:



"The most common reason I reject a high cost claim is because it's been submitted without the disbursement vouchers. I'd like to remind providers that we have asked they are uploaded with all high costs claims since July"

Section 10: Appendices

Contains explanations of key terms and how data is reported.



Appendix 1: General Terms & Glossary

Glossary	Icon Guide	
<p>❖ CIS (Corporate Information System) LAA's database for paper-based claims</p>		<p>Electronic Assistance Hints and tips to help you use this document electronically</p>
<p>❖ CCMS (Client and Cost Management System) LAA's online database</p>		<p>Printing Assistance Guidance to help you if you want to print the document</p>
<p>❖ KPI (Key Performance Indicator) A contract-based performance measure used to monitor the performance of firms</p>		<p>Data Note Notes on how the data is collected, what the data is displaying and what the column headings mean</p>
		<p>The Caseworker View Quotes directly from our caseworkers to help you help us say yes to your claim first time</p>
		<p>Guidance, Hints & Tips Links to LAA's guidance, all publicly available for you to access</p>

Appendix 2: Appeals Explanation

Appeal Decisions:

- ❖ **ICA**
Independent Costs Assessor
- ❖ **Reject**
Appeal was not processable and returned to provider. These are not monitored under any KPI.
- ❖ **Grant**
Appeal was overturned on internal review by a caseworker.
- ❖ **Refuse**
ICA has considered the appeal and upheld LAA's assessment.
- ❖ **Reinstate**
ICA has considered the appeal and overturned LAA's assessment in full or in part.

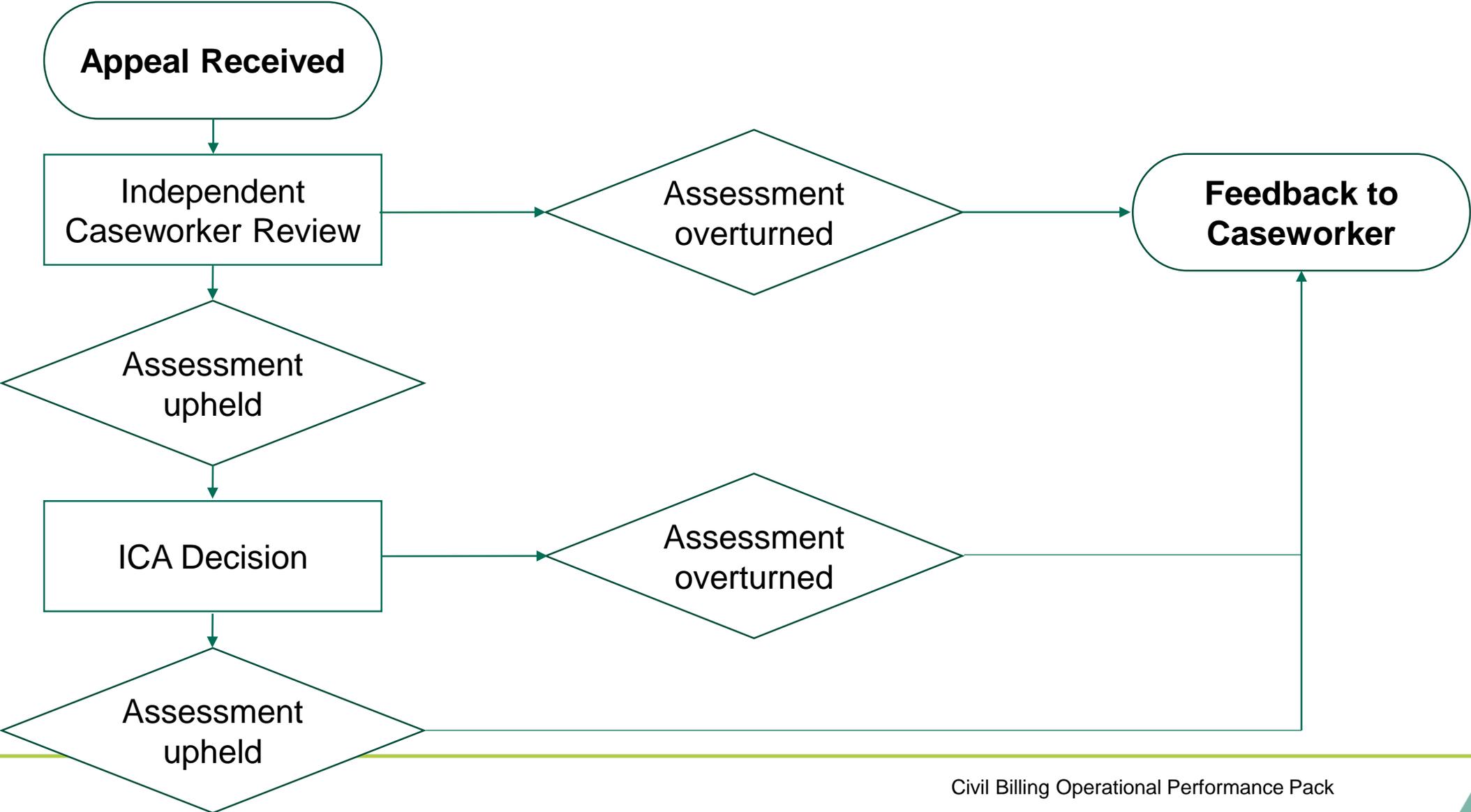
Caseworker Review Decisions:

- ❖ **Discretionary Allowance**
A small amount that is not worth the cost of sending to an ICA. For example, an appeal for a total of 2 hours 30 minutes, of which most is granted on internal review, but 6 minutes remains under dispute. The costs of sending to the ICA outweigh the cost of granting.
- ❖ **Evidence Supplied on Review**
General evidence supplied that does not fit in to one of the specific categories.
- ❖ **LAA Error**
LAA accepts the assessment is incorrect, but beyond the control of the caseworker.

Appeal Time Taken Data:

- ❖ Appeals data is in respect of appeals concluded in that month.
- ❖ **Average Time Taken to Appeal:**
The average time taken by the provider or counsel to submit the appeal, from the date LAA conducted the assessment to the date LAA received the appeal.
- ❖ **Time To Process:**
The 1st Stage caseworker review relates to time taken from receipt of the appeal to initial caseworker review.
- ❖ **Time Out With An ICA:**
Returned from ICA relates to the average amount of days taken for an appeal decision to be received back from the ICA.
- ❖ **Average Time Taken:**
The average time take by the ICA from the date LAA sends the appeal to the ICA for a decision until the ICA returns the decision to LAA for actioning.
- ❖ **Average End to End:**
Overall time taken is calculated from date of receipt to the date the provider was notified of the decision.
- ❖ **Longest Overall Time Taken:**
The single longest appeal LAA dealt with in that month, calculated from date of receipt to the date the provider was notified of the decision.

Appendix 2: Civil Cost Appeal Feedback Process



Appendix 3: Rejects & Civil Claim Fix Terms Explanation

As of April 2021, LAA no longer distinguishes between KPI and non-KPI rejects. This is to help an open and honest conversation with providers on how we are really performing on civil bill rejects and drive the real reject rate down further.

LAA now distinguishes between a reject or a document request and formally reports on the former only.

❖ **Reject**

A rejected claim that has been formally returned to the provider for amendment, for missing information to be provided or further information to help process the claim. Applies to claims made via CCMS and on paper forms also.

❖ **Document Request**

A specific request for more information made by a caseworker in a limited number of circumstances. Applies to CCMS claims only.

For specific examples of each type of reject, please refer to [Chapter 16.1 of the Civil Finance Electronic Handbook](#)

Civil Claim Fix Categories:

❖ **Caseworker Error**

The caseworker decision to reject was incorrect.

❖ **Provider Error**

The caseworker decision to reject was correct.

❖ **LAA Error**

LAA accepts the reject is incorrect, but beyond the control of the caseworker.

❖ **Inconclusive**

Fault for the reject cannot be found on either side.

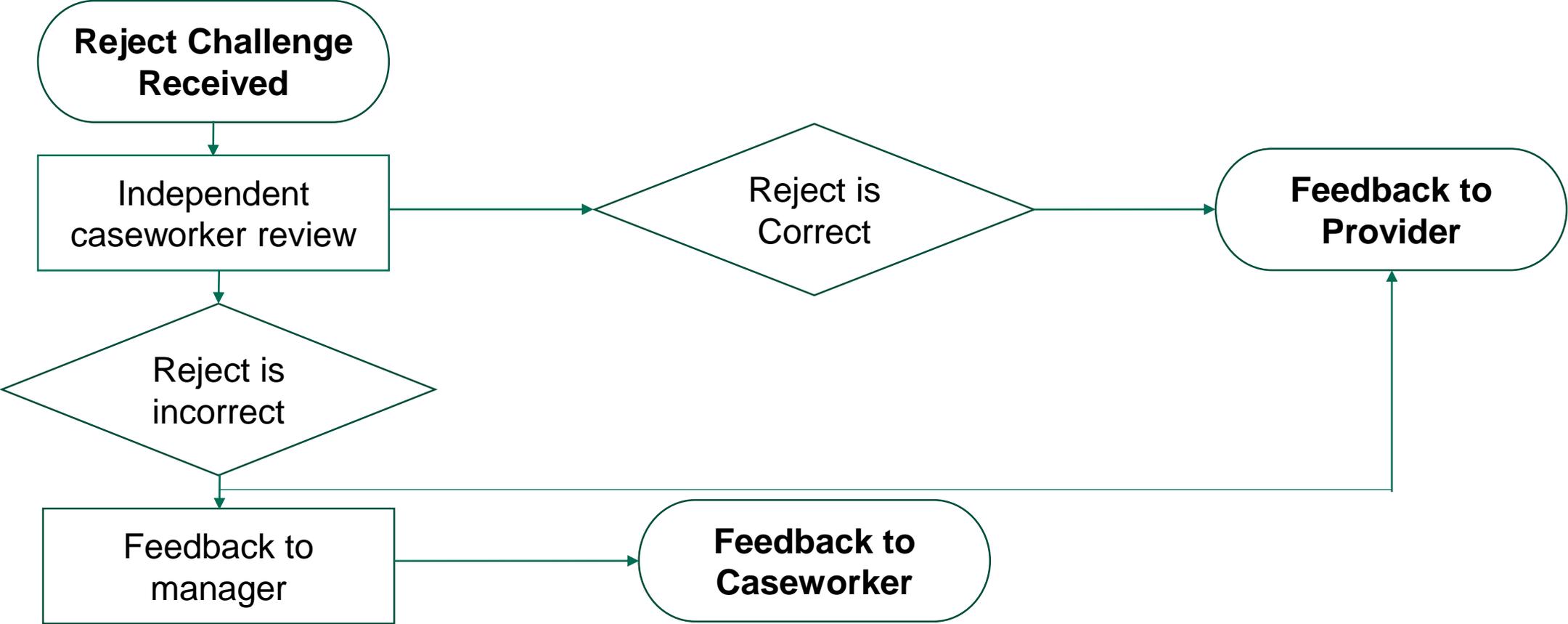
❖ **Provider Query**

A query submitted by a provider, not a challenge to a reject.

❖ **Internal Referral**

A referral to remove a rejection following internal quality control. Applies to paper claims only.

Appendix 3: Civil Claim Fix Feedback Process



Appendix 4: Processing Explanations

Processing Time Explanations:

- ❖ The time taken is calculated from the day after the bill becomes assessable until the final decision is made: this means the date that the money is either paid in to the provider or counsel's account or the day the claim is rejected.
- ❖ This means the day the bill comes available for processing counts as day 0. Time the claim is with the provider or counsel, for example, whilst awaiting documents to be uploaded or the Outcome to be completed, is excluded.

For live updates, please refer to [Civil Processing Dates](#)

KPI Targets

- ❖ 'Local target' is a processing target (rather than a payment target).
- ❖ 'KPI target' is to **pay 90% of complete and accurate bills** within 20 working days.

Appendix 5: Escaped Cases Terms

Initial Decisions Made

❖ **Allowed as Claimed**

A claim that has been assessed as drawn by the provider.

❖ **Reduced but Escaped**

A claim that has been reduced, but still passes the escaped threshold.

❖ **Reduced to Fixed Fee**

A claim that has been reduced to the applicable fixed fee.

❖ **Nil Assessed**

A claim that has been assessed to nil.

❖ **Rejected**

A claim that has been returned to the provider without being paid.

Appeal Time Taken Data:

❖ Appeals data is in respect of appeals concluded in that month.

❖ **Average Time Taken to Appeal:**

The average time taken by the provider or counsel to submit the appeal, from the date LAA conducted the assessment to the date LAA received the appeal.

❖ **Time To Process:**

The 1st Stage caseworker review relates to time taken from receipt of the appeal to initial caseworker review.

❖ **Time Out With An ICA:**

Returned from ICA relates to the average amount of days taken for an appeal decision to be received back from the ICA.

❖ **Average Time Taken:**

The average time take by the ICA from the date LAA sends the appeal to the ICA for a decision until the ICA returns the decision to LAA for actioning.

❖ **Average End to End:**

Overall time taken is calculated from date of receipt to the date the provider was notified of the decision.

❖ **Longest Overall Time Taken:**

The single longest appeal LAA dealt with in that month, calculated from date of receipt to the date the provider was notified of the decision.



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