Civil Bill Rejects Position, September 2019

Introduction:

- In August 2019 operational procedure was amended to change the way Civil Bills are returned to providers, focusing more on non-KPI rejects than existing document requests

Comparison after 1 Month of the New Process:

- Civil Billing returned work position April 2019 and August 2019 (CCMS only):

	April 2019		August 2019	
	Volume	**%**	**Volume**	**%**
Bills Processed	8,725	-	10,597	-
Bills KPI rejected	243	2.8%	326	3.1% ⬆
Bills Non-KPI rejected	912	10.5%	1,931	18.9% ⬆
Bills Document Requested	2,949	33.8%	933	8.8% ⬇
Overall Return Rate	**4,104**	**47.03%**	**3,190**	**30.8%** ⬇

- Top Ten Reasons for Returning Solicitor Claims (August 2019, CCMS only):

Reject Name	Volume	%
This is a non-KPI reject for Disbursement Voucher missing or incomplete	1,134	45%
At Provider Request - Non-KPI reject	215	9%
This is a non -KPI reject for Document Request not responded to	99	4%
FAS - Incorrect Hearing Unit/Fee Claimed	68	3%
This is a non-KPI reject for the claim submitted prematurely without the corresponding claim from the solicitor or counsel	51	2%
This is a non-KPI reject for counsel's fees under FAS not reconciling	45	2%
Out of Scope work claimed	44	2%

This is a non-KPI reject for Advocates Attendance Form missing or incomplete	42	2%
Work that cannot be claimed included	40	2%
This is a non-KPI reject for Court Order not present for Advocates Attendance Form	35	1%

Targeting Firms:

- The August 2019 Position if the Worst 100 firms were reduced to a 15% or better return rate (CCMS only):

Additional Bills Paid First Time	405

- This would make August's total returned work figures look like:

Total Processed	Impacted on Returned Volume	Impacted on Returned %
10,597	(3,190 less 405) = 2,785	26.28%

Summary:

- Early progress is very positive. The new process has given us a clear operational position and allowed a reduction in the amount of work being returned. This means **69.2% of bills are now paid at first pass**. This was previously as low as 48%.

- KPI rejects remain well within organisational targets.

- Missing disbursement vouchers continue to be a significant driver of returned work – this is only identifiable through the new operational process.