

Resolution working for you – Civil Contract Consultative Group (CCCG)

Resolution was represented at the most recent meeting on 19 March.

Billing

The LAA have been able to throughput bills at a much higher rate, currently taking 15-18 days to process. They have 20 new caseworkers and are recruiting 20 more. This may explain why some practitioners are finding more LAA errors in bill assessment and having to get them corrected, which is time consuming.

The LAA apologised for this and explained it takes about 6 months to train someone fully to assess bills. They have quality control, but it doesn't pick up everything. However, quality control shows they are going in the right direction.

If you have any examples of errors, please let us have them by email: legalaid@resolution.org.uk and we will pass them on.

The LAA said that despite the higher volumes, appeals are down. The LAPG representative pointed out that if it's a small reduction on a large bill, people often make a commercial decision not to appeal. It was suggested that the rejects/reductions bills issues could be picked up by PET. This was agreed.

The LAA encouraged people to [use the fixer service](#) as if the LAA doesn't know about the errors, they can't do anything about them. Claim fixer will correct LAA errors and prioritise payment of your bill.

The LAA's system for paying legacy system paper-based cases is now up and running. Although no new cases were put on CIS after 2016, there are still around 1500 cases to be billed.

[Information on billing these is here.](#)

Contract Management

The LAA will be starting normal Contract Manager visits from May. This will be spread throughout the year. Peer reviews have re-started.

The LAA are aware that audits create unbillable work (from the LAPG member survey) and want to see how they can reduce this. In particular, they are looking at contract notices and follow ups, how they can make asking for files less onerous. Also reviewing how many files they need.

They are also looking at the central documents they need such as accreditations. They hope to finalise a new approach by early May.