

Resolution working for you – Provider Efficiency Team (PET)

Many thanks to Elspeth Thomson, co-chair of Resolution’s Legal Aid Committee, for attending a meeting of the LAA’s Provider Efficiency Team (PET) on 7 April.

Customer Services

Front line handlers deal with 2500 calls a week and answer 75% of calls within five minutes. They have extensive general knowledge of LAA systems. There may be longer hold times, as there are some newly trained staff who need to access advice and support from more experienced colleagues.

There is also a second-tier team for more complicated queries (about 20-25% of calls). There are more challenges around getting second tier support within five minutes, which they are not currently meeting due to pressures elsewhere.

There is also an online support team, some can help with technical support and others deal with complaints.

Calls to the helpline concern:

- 36% - progress chasing within published timescales. It is worth looking at the timescales bit on website [Civil processing dates - GOV.UK](#) and only ringing customer services if the LAA is outside their timescales
- 18% is for guidance which is available online
- 12% is making referral for urgent work
- 10% of callers are online support queries
- 83% of calls from solicitor and 7% from clients

Other issues raised by provider representatives:

- Interim payments for legal help work – is being looked at
- Higher costs limits (outside family work)
- Analysis of delegated functions during the data breach, with a view to considering permanent extension – there are some issues with the data
- Increase in reductions to enhancements since CCMS came back online
- Asking the LAA to stop issuing additional certificates for children
- Limiting remittance advices to one per firm
- Why do some things take four hours to “come through” on CCMS – the LAA will look into that