

CDS Direct 31st October 2006



CDS Direct Open Day

- Purpose of today
- Overview of pilot
- Findings
- Lord Carter
- Tender assumptions
- Future contracts
- Timelines
- Questions



Why are we here?

- To describe the potential future tender of the CDS Direct Service



What is CDS Direct?

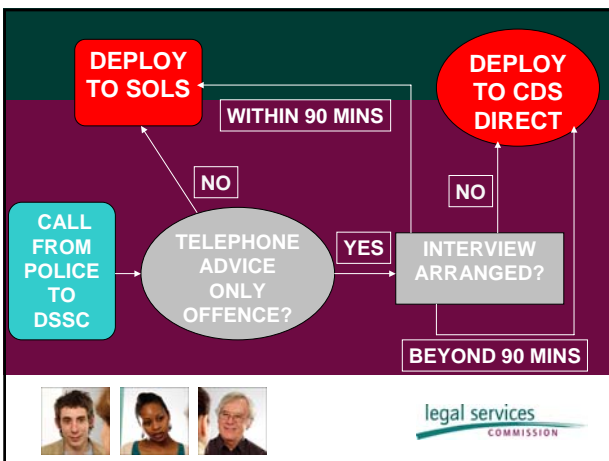
- Telephone advice only (GCC Part B, 3.7)
- 1st Anniversary today
- Employed qualified staff



Benefits

- Improve speed of client contact
- Reduce unnecessary callouts
- Increase value for money





Findings

- 95% of calls within 15 minutes
- 99% of calls within 30 minutes
- Estimated annual cost savings £5.6M



Lord Carter

"All requests for advice at the police station should go through the duty solicitor call centre. CDS Direct will also be rolled out subject to a review of the evaluation evidence."



Tender assumptions

- 24/7/365 service
- 17,000-19,000 cases per month
- No minimum or maximum bid size
- DSCC will allocate cases
- Advisers deal as now
- Translators



Your advisers

- Mix of duty solicitors, solicitors with PSQ, accredited reps or probationary reps
- Advisers:
 - (a) assessed as being competent by you
 - (b) specially trained by you
- Supervising Solicitor
- Waiver

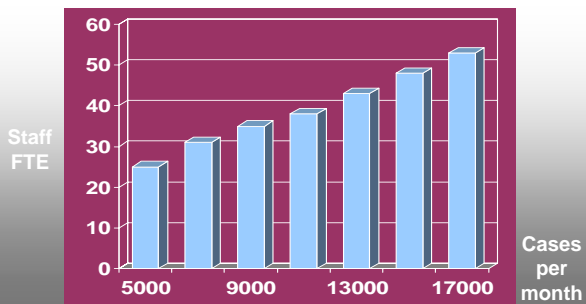


Current staffing levels

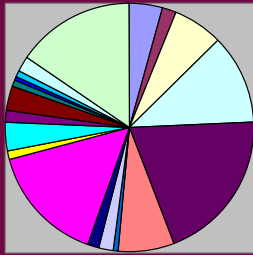
SHIFTS	TIMES	MON	TUE	WED	THUR	FRI	SAT	SUN
Day Shift	0700 - 1900	4	4	4	4	4	4	4
Day Shift (keytime)	0700 - 1500	1	1	1	1	1	2	2
Night Shift	1900 - 0700	5	5	5	5	6	6	5
Total Staff Per Day		10	10	10	10	11	11	11
Average Case Vol. Per Day		203	199	204	202	223	266	272



Future staffing levels



Case Mix



- Disorderly Conduct
- Drink/Drugs Driving
- Drunk & Disorderly
- Immigration
- Warrant



Tender-assumptions

- Cost of telecoms link
- Pilot software
- Staff location
- Quality of advice
- Fixed price or hourly rate?



Contracts and targets

- Target that 90% of calls attempted within 15 minutes
- Target that 98% of calls attempted within 30 minutes
- Peer Review status 1 or 2 achieved within 6 months



Contracts and targets

- To work cooperatively with LSC and DSCC
- Police concern cases
- Contract length – 3 and 5 year bids



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Time Lines

- Expression of Interest 1 December 2006
- Short listing for the EOI by end January
- ITT published on LSC website 1 Feb 2007
- ITT close mid April 2007
- Site visits/interviews mid May 2007
- Contracts signed end May 2007-phasing in June-October 2007



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- Questions after today?
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