

# Operational Update

## - Civil and Crime -

## Operational Update - Civil -

- Work volumes increased by 10% on Legal/Meanings and 20% in civil billing between Aug 10 and Mar 11
- Enhancement of means assessment
- Tighter quality control of app & bill processing
- Rejection of at least 30% of applications and 25% of bills – further information required
- 12800 calls made to our contact centres last week – an increase of 32% in 2 months
- Performance against KPIs

## Helping us to help you

- ✓ Staff recruited to Legal/Means & Finance casework
- ✓ Teams driving greater consistency
- ✓ Reorganisation of where work is processed
- ✓ Timely communications to your firms
- *Check your forms against our e-alerts & guidance*
- *Don't always send your file (esp Claim1A bills)*
- *Check our oldest dates*
- *Before phoning – is the answer already available?  
are you calling the correct line?*

# Operational Update - Crime –

- Litigator Fee Delays
  - 10% of claims directly affected
  - Impact on other 90%
  - Have to be certain about means test
- Action
  - Working closely with HMCTS – increasing performance
  - Alternative approaches
  - Additional resources

# Operational Update - Crime -

- Helping us to help you
  - Avoiding rework
    - Errors on Legal Aid Applications
    - Errors on Claims
  - Follow up queries
    - Phone calls
    - Bill chasers

# Questions ?