

## **LAA COVID-19 Contingency Update: June 2021**

Throughout the pandemic, the LAA has reviewed the need for, and effectiveness, of COVID-19 contingency measures. It's done this in line with the latest advice from the UK and Welsh Governments and in response to feedback from providers and other stakeholders.

In June, we announced various changes to, and set out intentions for, many of our contingency measures. These are summarised below:

### **1. [Crime claims \(CRM 18 and CRM 18A\)](#)**

From 1 July, providers need to revert back to sending in a copy of their file with the claim form to allow the LAA to carry out a full assessment.

The LAA will accept CRM18 claims by e-mail from this date. The file along with the claim form can be emailed to: [crime.exceptional@justice.gov.uk](mailto:crime.exceptional@justice.gov.uk)

The LAA can't accept CRM18A claims by e-mail. These claims need to be sent to LAA's Nottingham office by Royal Mail or DX for assessment. The use of Galaxkey will stop on 1 July 2021 and claims submitted this way will not be accepted.

### **2. [Civil claims](#)**

On 21 June, the current contingency process for 100% of Payments On Account (POA), relating to pre-CCMS final claims, ends. However, the LAA will retain the new digital process for submitting these claims electronically.

Similarly, from 21 June, the process used for Legal Help Escape Cases will be replaced by a new electronic process.

From 21 June, the LAA expects the standard six-month Controlled Work time limit to be met for making claims.

Finally, the LAA can now receive cheques for Civil Contribution payments if required.

### **3. [Working with ECCT](#)**

On 21 June, the contingency used for Clinical Negligence Cases and Counsel Acceptance Forms will formally become standard business practice. For Clinical Negligence, the preferred method of submission will be the Secure File Exchange.

### **4. [Provider debt collection](#)**

From 1 July, provider debt collections and proactive (in addition to routine) work to the recover unrecouped payments on account (UPOAs) will restart.

### **5. [Duty Solicitor Management](#)**

The LAA has issued guidance in advance of the deadline for CRM12s for inclusion on the October rotas. This confirms that it expects duty solicitors included on the October duty rotas to comply with the contractual duty solicitor requirements.

## **6. Other contingencies – date changes**

Following the UK Government's decision to delay Step 4 of the roadmap to 19 July at the latest, the LAA has updated its [schedule](#) of when processes will resume. This impacts:

- travel and mileage claims
- use of digital signatures
- accepting photographic and scanned evidence
- Crime Duty Solicitor requirements
- Designated Accredited Representatives in mental health cases
- Quality Mark Audit arrangements
- claims for costs of video links in prisons.

We will publish further information about these measures before 19 July.

## **7. All published information**

All measures are detailed on our COVID-19 contingency GOV.UK pages:

<https://www.gov.uk/guidance/coronavirus-covid-19-legal-aid-agency-contingency-response>

<https://www.gov.uk/guidance/schedule-of-processes-restarting-after-covid-19-contingency>