



Provider Activity Report (PAR) - overview

PAR is a collection of key information about your performance under your contract/s.

It brings together a variety of data from your returns to the LAA, which illustrates how you are performing against contractual requirements and other areas of interest. The Firm Overview report contains data for each of your contracted offices.

How to review your Firm Overview report

The report shows the date that the information in the report is accurate to - any claims or amendments made after this date will not be reflected. It also includes details of the time periods that have been used for each indicator.

If you have any queries or would like to discuss your report further, please contact your Contract Manager. However, please note that your Contract Manager will share further details of individual claims and breakdowns of data if there is a concern regarding performance. If there are not concerns, we will be unable to provide regular breakdowns of the underlying claims data and would refer you back to your returns to the LAA as this is the information PAR is based on.

Current Contract Status: Civil & Crime

Sets out the status of contracts held with the LAA.

Fund Take: Civil

Value of claims authorised, Legal Help and Certificated for 2016/17 and projected value for 2017/18* (updated quarterly using published Legal Aid Statistics). Percentage change shows % increase (or decrease) in projected 17/18 fund take compared with 16/17.

*using a 'straightline' projection: Q1 actual value x 4 = projected full year value, Q1+Q2 actual x 2 = projected full year value.

Claim 1 Rejects: Civil

Claim 1 reject rate Year To Date (YTD) and current month (total rejects versus total Claim 1s (Bills) submitted).

Contract Sanctions: Civil & Crime

Number of Contract Sanctions and Contract Notices issued since April 2015.

Reconciliation Standard Monthly Payment (SMP): Civil & Crime

If paid via SMP, the balance owed when the latest claim and payment are aligned.

If the percentage is greater than 100% it indicates an underpayment whereas if the percentage is less than 100% it indicates an overpayment.

Reconciliation Variable Monthly Payment (VMP): Civil & Crime

If paid by VMP, the balance owed outside of the current VMP arrangements.

UPOA (Unrecouped Payments on Account): Civil

Total value of payments on account made.

Total value of solicitor UPOA excludes POAs made directly to Counsel. This value is then shown as a percentage against the projected certificated fund take for the current year, demonstrating the proportion of POAs that have already been made versus the annual claim value.

The percentage of solicitor POAs on cases where no activity has been recorded in the last 2 years is also shown, along with the percentage of POAs on cases that have been reported to us as dead but no final claim has yet been received.

(Nb. These 2 measures are not mutually exclusive – a case can be dead **and** have had no activity on it for 2 years or more. In these cases, the POA will be counted in both the '2 year' and 'dead' measure)

CPIs (Contractual Performance Indicators): Civil

Latest Peer Review result and date. A rating of 4 or 5 will have a RAG rating of 'Red'.

Assessment Reductions on Claim 1 assessed bills. Total value allowed versus total value claimed determines the assessment reduction.

Measured by category in accordance with KPI (Standard Civil Contract 2013 specification 2.59 KPI 2). RAG rating will be red if the percentage exceeds 15%.

Fund Take: Crime

Value of claims authorised, Crime Lower & Higher, 2016/17 and projected value for 2017/18* (updated quarterly using published Legal Aid Statistics). Percentage change shows projected % increase (or decrease) in 17/18 fund take compared with 16/17.

*using a 'straightline' projection: Q1 actual value x 4 = projected full year value, Q1+Q2 actual x 2 = projected full year value.

CPIs (Contractual Performance Indicators): Crime

Total number of CRM7s assessed and number where costs were assessed down.

The assessment reduction percentage is calculated using total costs requested versus total costs allowed (Criminal Contract 2017 specification 2.65, KPI 1).

Duty Solicitor Call Centre (DSCC) Virtual Court acceptance rate. Ensure your Duty Solicitors accept a minimum of 90% of the calls you receive to attend a Virtual Court hearing (Criminal Contract 2017 specification 2.65, KPI 3).

Case Conclusion rate: cases reported as transferred prior to completion compared with total cases reported (Criminal Contract 2017 specification 2.65, KPI 4).

CRM7s Non-Standard Fees: Crime

Total number of CRM7s claims and the total value authorised.

Duty Solicitor Call Centre (DSCC) Acceptance: Crime

Number of cases offered and accepted (rolling 3 months) and the percentage offered vs accepted (Criminal Contract 2017 specification 2.65, KPI 2).

Criminal Standard Fees: Crime

Percentage of Lower, Higher and Non-Standard fees claimed and the total volume of Standard / Non-Standard Crime Lower claims submitted.

Eforms (Rejects): Crime

Number of Eforms submitted and the number of Eforms rejected - current month and YTD.