

Annual Report for 2019

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Document author:	Martin Ward and Sue Brown

Key purpose of paper:	Report of Claims Portal status and activities in 2019
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1. Aims/Purpose

Claims Portal Limited is the organisation responsible for setting the Strategy, Finance and Governance of the Claims Portal. It also considers and approves changes to the Portal to improve its overall performance and functionality as well as new developments as a result of changes to judicial procedures.

2. Objectives

The use of the Claims Portal for submission of personal injury claims where damages are anticipated to be between £1,000 and £25,000 is mandated under the Civil Procedure Rules in the Pre-Action Protocol for Low Value Personal Injury Claims in Road Traffic Accidents and the Pre-Action Protocol for Low Value Personal Injury (Employers' Liability and Public Liability) Claims.

The Company's objective and purpose is to develop, manage and administer through a claim routing portal or other mechanisms a claims process ("the Process") giving effect to the Pre-Action Protocol for Low Value Personal Injury Claims in Road Traffic Accidents and the Pre-Action Protocol for Low Value Personal Injury (Employers' Liability and Public Liability) Claims and related Rules, as may be amended from time to time established or to be established by Parliament through the Ministry of Justice and to do so in accordance with those protocols and rules of the court. The Company will deliver the process to users and undertake such activities as are consequential to the management and administration of the process including all residual functions of a Project Steering Group established to oversee the development of the portal.

The service is available for use by lawyers authorised to conduct litigation in England and Wales, litigants in person and compensators. The terms under which access is granted and governed are regulated by requiring Users to sign a Portal User Agreement and adhere to its terms.

The role of the Claims Portal Limited Board is to ensure that the Portal facilitates implementation of the processes set out in these Protocols.

The objectives of the Portal include delivery of the following benefits:

- Transfer of information between parties in a more secure and efficient way
- Quicker and easier communication of decisions
- Reduced cost of communication
- By including some basic validation checks, the Portal helps to avoid inconsistent, incomplete or incorrect information being exchanged
- Meeting of published service level agreements (SLAs)
- Full availability of the service within the published availability times
- Access via application to application (A2A) and as a web service
- Provision of schemas for developers of A2A systems
- Provision of monthly management information
- Provision of a user helpdesk

3. Governance and Structure

Claims Portal Limited is a not-for-profit company. The Board is made up of 12 non-executive directors, representing their stakeholders, plus an independent, neutral (non-voting) chair.

3.1. Independent Chair

The independent chair appointed by the Board is Tim Wallis.

3.2. Board members

The Board members are appointed by the following organisations:

- APIL (Association of Personal Injury Lawyers)
- MASS (Motor Accident Solicitors Society)
- TUC (Trade Union Congress)
- The Law Society of England and Wales
- ABI (Association of British Insurers)

MIB MSL are responsible for providing a managed service to the CPL Board, including; -

- Management of the agreed SLAs with our technology partner
- Production of Management Information
- Project and change management
- Management of user accounts
- Procurement
- Accounting and financial management
- Communications
- Service delivery
- User audits
- Risk Management services
- Data Protection and Information Security advice
- Maintenance the CPL website
- Management of calls to the Helpdesk

4. Finance

During the period from 01 January 2019 to 31 December 2019 Claims Portal Limited's income and expenditure was as follows:

Income	- £1,941,059
Expenditure	- £1,941,059

5. Claims Portal website

CPL maintains a website at www.claimsportal.org. The website contains user guides, reference documents and News and Announcements relating to the Portal.

CPL’s Data Retention and Privacy Policies are published on the website.

During 2019, work continued to improve the search functionality and presentation of information on the website in order to make it easier for Portal users to find the information they need, and to reduce the requirement to contact the Helpdesk.

6. Development work

CPL anticipated that in accordance with Ministry of Justice plans, a new service would be launched to deal with RTA claims valued at less than £5,000, and in anticipation that users would have to do IT development work in relation to the new service, CPL decided not to do any development work that would involve a major release and require development by users to their A2A connection with the Portal. Accordingly, development work in 2019 was limited to work to the administration console and web interface.

7. Engagement

CPL held a Town Hall style event in Manchester on 22 October 2019 for Portal Administrators, giving Administrators the opportunity to learn how to manage the Portal more effectively, ask questions and provide feedback. Approximately 70 administrators attended the event.

8. Audit

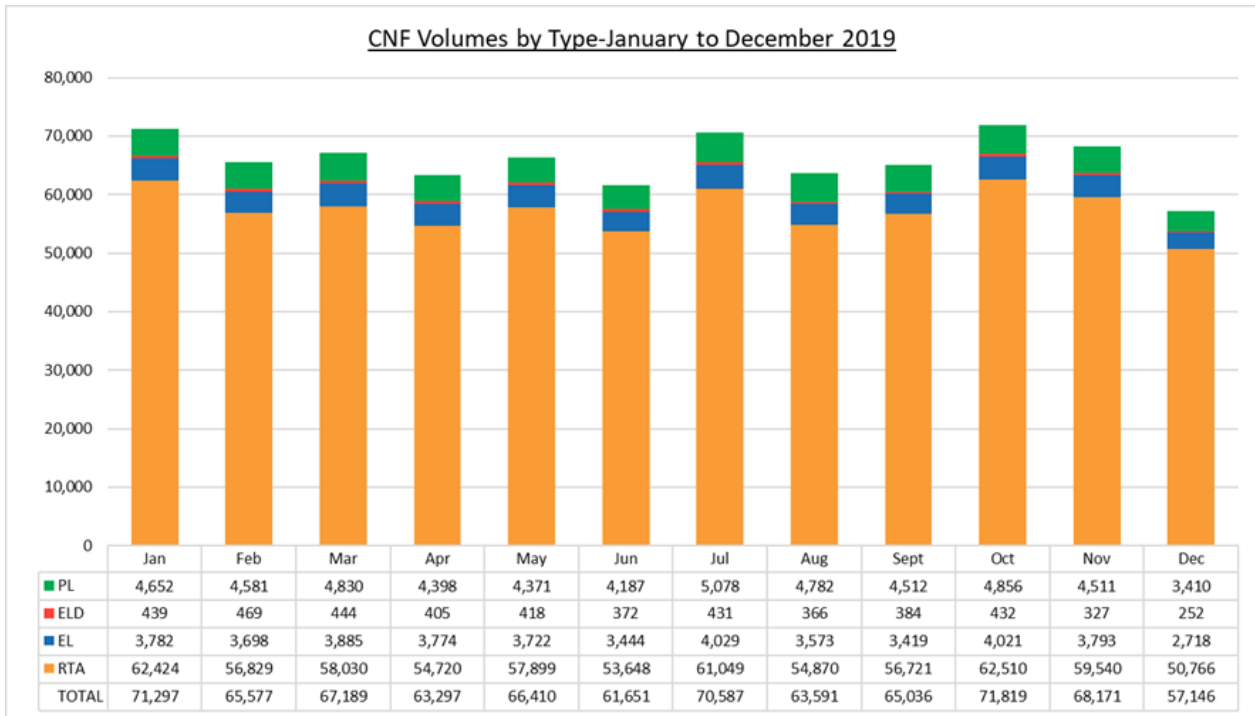
Over the course of 2019, CPL continued its programme of audits to ensure compliance with the User Agreement. Audits are carried out either by way of a visit to the user or by way of a desktop audit where the user is asked to provide information to the auditor

9. Our Suppliers

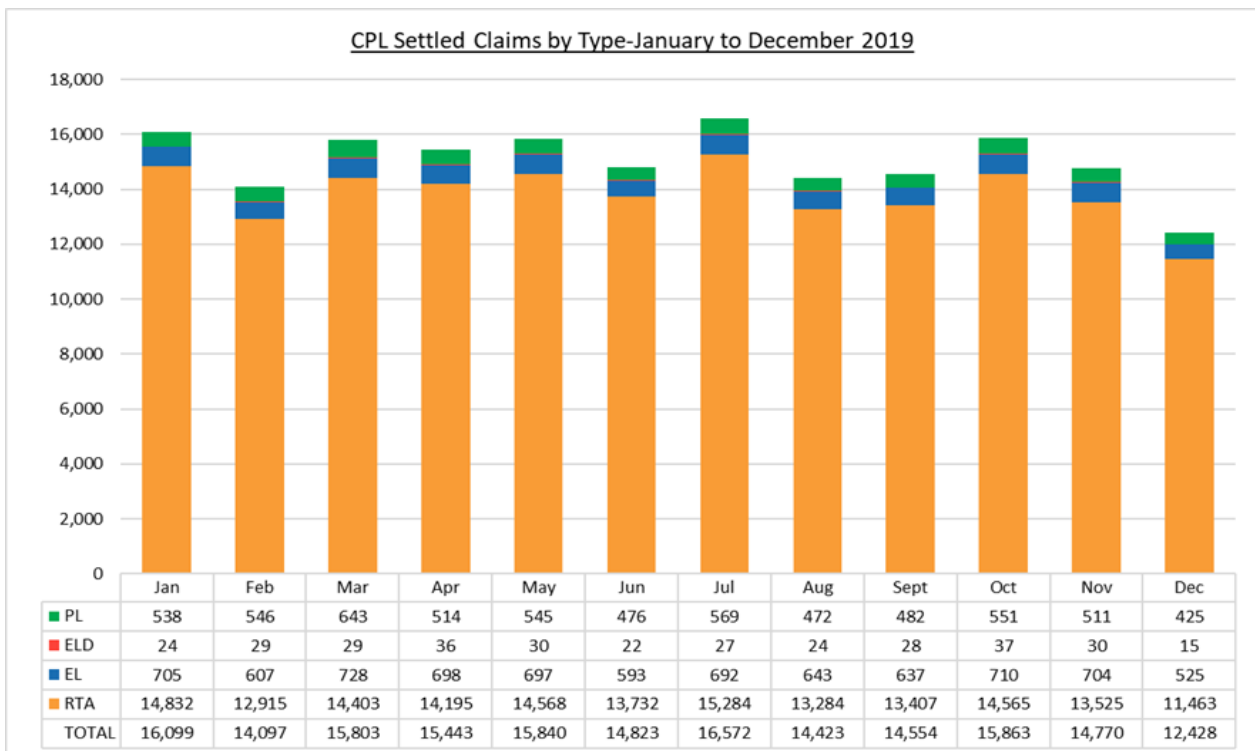
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|----------------------------------|---------------------------------|
| • Independent Chair | Tim Wallis |
| • Designated Director | Susan Brown |
| • Designated Director | Martin Ward |
| • Management service provider: | MIB Management Services Limited |
| • Technology partner: | CRIF Decision Solutions Limited |
| • Website developer: | GrowCreate |
| • Solicitors: | Field Fisher LLP |
| • Auditors: | Smith & Williamson |
| • Broker: | Marsh Limited |
| • Secretarial services provider: | APIL |

10. Claims Portal Executive Dashboard

CNFs submitted during the period 01 January to 31 December 2019 shown below:



Settled claims during the period 01 January to 31 December 2019 shown below:



11. Service Levels

SECTION 1.1 Portal Availability		
<p>The core service hours of the Claims Portal are:</p> <p>Monday – Friday (Excluding Bank Holidays): 7am – 7pm Saturday: 8am – 2pm</p> <p>Note: The Claims Portal is available outside of these core hours but service is not guaranteed or supported.</p>		
Service Level Agreement		
Platinum	99% or above	Green
Gold	Below 99%	Green
Silver	Below 97.5%	Amber
Bronze	Below 94%	Red
Performance		
January 2019	99.9%	Green
February 2019	99.5%	Green
March 2019	99.8%	Green
April 2019	99.7%	Green
May 2019	99.8%	Green
June 2019	99.8%	Green
July 2019	99.5%	Green
August 2019	99.9%	Green
September 2019	99.8%	Green
October 2019	99.5%	Green
November 2019	99.8%	Green
December 2019	99.9%	Green

SECTION 1.2 Portal Performance / Response Time		
<p>Claims Portal response times do not take into account the time taken to transmit the response over the internet</p>		
Service Level Agreement		
Platinum	Less than or equal to 3.0 seconds in 95% of tests	Green
Gold	Less than 4.0 seconds in 95% of tests	Green
Silver	Less than or equal to 5.0 seconds in 95% of tests	Amber
Bronze	Longer than 5.0 seconds in 95% of tests	Red
Performance		
January 2019	99.4%	Green
February 2019	99.4%	Green
March 2019	99.4%	Green
April 2019	99.2%	Green
May 2019	99.4%	Green
June 2019	99.2%	Green
July 2019	99.3%	Green
August 2019	99.5%	Green
September 2019	99.7%	Green
October 2019	97.8%	Green

SECTION 1.3 Number of Registered Organisations	
Organisation Type	
Claimant Representative	4,726
Insurer / Compensator (including TPA's acting on behalf of Insurer / Compensator)	840
Total:	5,566

SECTION 1.4 Number of Users	
Organisation Type	
Claimant Representative	43,926
Insurer / Compensator	30,443
Total:	74,369

12. Behaviour committee

The role of the Portal Behaviour Committee, which is made up of claimant and insurer board members, is to assist with behavioural issues arising from the use of the Claims Portal. It provides guidance on appropriate and expected behaviour by the users of the Portal. The Behaviour Committee can be contacted via the Claims Portal website and findings are published on the website.

During 2019 the Committee received 20 complaints, of which 6 were upheld, 8 were not upheld and 6 were still outstanding as the end of the year.