

# Civil/crime news: LAA annual report & accounts and DLAC report

The LAA annual report and accounts for 2018 to 2019 have been published at the same time as the DLAC report for the same period.

These are the sixth such reports since the Legal Aid Agency came into being in April 2013.

The LAA and the DLAC role were both created by the LASPO Act 2012. The reports document the work carried out under these functions.

LAA Chief Executive, Shaun McNally, said: "We are continuing to make important progress on our commitment to provide more efficient legal aid services.

"We have challenging targets for our core business and the latest 'report and accounts' shows our operational successes."

Examples include:

- processing 91% of civil legal aid applications in 20 working days
- exceeding customer service and correspondence targets
- paying 99% of complete accurate bills within 20 working days

Shaun said: "We will look to build on these achievements in the coming year with the aim of reporting on an equally robust performance in 2020."

## **Further information**

[Legal Aid Agency annual report and accounts 2018 to 2019](#)

[Director of Legal Aid Casework annual report 2018 to 2019](#)