

A small delegation met with David Jackson, Karl List and Mark Pavlou earlier this week and one of the topics discussed was VOA and Agent interaction with the new VT 10-week direction.

Subsequently David has issued the following note which he is happy to be circulated among the RSA membership. It should be noted David's authority is for London and other locations cannot assume the same directions. Individual issues should be addressed to the caseworker or line manager rather than David.

1. Changing VO caseworkers – I appreciate that there is some changing of caseworkers which is not always helpful but often necessary due to the listings received from VTS to ensure an even spread of work. We are investigating ways of keeping this to an absolute minimum and ensuring that both our caseworkers and the appellants are notified of changes at the earliest opportunities.
2. Lack of response to contact at 10 week stage – again, I acknowledge that there are issues in London with regard to this. Much of this will be due to the Listing policy of the VT and the lack of capacity within the system. However, I think there are other factors at play too so our proposal is – **If the appellant has made two attempts to contact the VO caseworker with no response, they e-mail the details direct to Mark Pavlou and Karl List who will address the issue at our end.**
3. Capacity – in attempt to create some head space please can the professional representatives review your outstanding appeals and if you identify any that can/should be withdrawn, **please send an e-mail with a request for the case to withdrawn to the ratinglondon@voa.gsi.gov.uk inbox.**
4. Service of documents on the VOA (Statement of Case etc) – to avoid the dreaded 'mailbox full' auto response please can you ensure that all documents are served on the ratinglondon inbox and **not** c.c.'d to the caseworker. The caseworker will be told of the receipt of the document by our centralised inbox team but as a safety net, please send the caseworker a **single line confirmation that the document has been served** (but with no attachments!)
5. Multiple Caseworkers with one hereditament/block of appeals – As mentioned at 1 above, cases are having to be allocated at case listing stage and it is not always possible to identify blocks of appeals before they are spread across a number of our caseworkers. We are encouraging our caseworkers to investigate this themselves but it would be of great assistance if the appellant, **when faced with a number of caseworker names could drop a line, again to Mark and Karl**, highlighting the fact and we will reallocate accordingly.
6. CCA – the CCA team are anxious to gather further feedback about the process and have asked local offices to identify willing participants from the professional representative community to contribute their thoughts. CBRE (Tim and Tim) have expressed their wish to be involved in this process but if there are any other members of the G7/RSA that would like to get involved can you **e-mail Sandra at sandra.m.moore@voa.gsi.gov.uk to register your interest?** The CCA team will filter the volunteers to ensure they have a full cross section of representatives from various parts of the country and company size.