



CLA action plan for Government to address BPS issues

Immediate actions required from Defra and the Rural Payments Agency (RPA):

1. Individually contact all claimants who have been subject to mapping changes, giving them an appropriate chance to respond before any changes are finalised;
2. Individually contact all farmers who have not yet received payment to explain why not;
3. Offer face-to-face meetings with claimants where it would speed up a resolution of outstanding issues;
4. Reintroduce directly accessible whole case workers to help support claimants and ensure that their claims are being treated as a priority.

Longer term actions:

- The RPA must confirm that 2016 claimants will not be penalised as a result of unresolved problems with 2015 claims.
- Government must put in place a specific review of the handling of claims in respect of commons which have proved particularly difficult.

Commitments the RPA must make:

Underpinning this specific action plan, the RPA should make the following commitments:

- The RPA must undertake to resolve all disputes arising from IT or human error in the 2015 claims process outside the formal appeals process.
- All bridging payments must be converted to accurate full payments by 28 June.
- If any payments remain outstanding after 28 June, claimants must receive an interest payment commensurate to the financial difficulties caused by the delays.