2018 Standard Civil Contract Training

Part 3 - Useful information for new providers
The contract

You should be familiar with all of the contract documents. The contract documents can be found here:

https://www.gov.uk/government/publications/standard-civil-contract-2018
Information for New Providers – CCMS

The Client and Cost Management System (CCMS) is an online system for civil and family legal aid providers and others assigned to work on their cases, e.g. advocates, clerks and costs lawyers. This is the primary way that the LAA communicates with providers.

It covers the whole process for certificated civil and family legal aid work, from submitting legal aid applications to paying bills. The following links will be useful in terms of using the system and applying for certificated work:

- CCMS dedicated website that covers all of the major processes: [http://ccmstraining.justice.gov.uk/](http://ccmstraining.justice.gov.uk/)


  Guidance on:
  - Civil certificated billing codes
  - Certificate outcomes checklist
CCMS training

- You can also chat online with a CCMS trainer if you require support using CCMS.

- The LAA offer online training courses with a CCMS trainer covering the following topics:
  - Amending cases and clients
  - Assigning counsel
  - Emergency applications
  - High Cost Cases (Non Family)
  - Housing
  - Introduction to using CCMS
  - Managing actions and notifications/Uploading and sending electronic evidence
  - Means and merits assessments
  - Provider billing
  - Special children's act including linking cases
  - Submitting outcomes and discharging a certificate
  - Very High Cost Cases (Family)

- Courses are published monthly and can be booked here: https://www.eventbrite.co.uk/o/legal-aid-agency-6102545875
Controlled Work and Administration (CWA) is the application within LAA Online through which providers report information regarding Controlled Work. The following links provide useful guidance on how to use this tool:

- Guidance on how to use the Contracted Work and Administration (CWA) functions when submitting controlled work legal aid claims are available on Gov.UK: https://www.gov.uk/government/publications/cwa-quick-guides

- Detailed guidance and information on how to submit a legal aid claim CWA on LAA online is available on GOV. UK - https://www.gov.uk/government/publications/cwa-detailed-user-guides

- Guidance for reporting Controlled Work and Controlled Work Matters sets out the reporting codes to be used for each category of Controlled Work https://www.gov.uk/government/publications/cwa-codes-guidance

- For support when LAA systems don’t appear to be working please contact Online Support on Online-Support@legalaid.gsi.gov.uk or in urgent circumstances call 0300 200 2020
Your contract manager will be your key point of contact with the Legal Aid Agency (LAA)

Queries regarding casework can be submitted via CCMS.

- **General Enquiries:**

- **Case Specific Enquiries:**

For urgent casework matters only you can call 0300 200 2020. General queries should be submitted via CCMS or the relevant guidance followed online.
Information for new providers - updates

LAA e-alerts
To sign up for LAA e-alerts which are regularly sent out please go to:
lsupdate.org.uk/sign-up/4P-WQ9-F49T4PQVB9/sign_up_form.aspx

LAA news stories
To keep up to date with LAA News stories go to:
gov.uk/government/latest?departments%5B%5D=legal-aid-agency

Payment dates
The payment dates for Contracted Work (SMPs) can be found at (scroll down to “Monthly Payment Dates 2018”):
gov.uk/guidance/legal-aid-agency-payments-to-providers
Information for New Providers – Useful Guidance

• Lord Chancellors Guidance:
  • Section 4
    [link to Section 4 LASPO guidance]
  • Determining Eligibility (Means):
    [link to Determining Eligibility guide]
  • Exceptional Case Funding (inquest and non-inquest) guidance:
    • Lord Chancellors Guidance (Inquests):
      [link to Exceptional Funding inquests guidance]
    • Lord Chancellors Guidance (Non-Inquests):
      [link to Exceptional Funding non-inquests guidance]
Information for New Providers – Useful Guidance

- Cost assessment guidance: An amended version of this guidance will be available on the following web page: https://www.gov.uk/guidance/funding-and-costs-assessment-for-civil-and-crime-matters