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|  | FOI/86002 |  | November 2013 |

**Freedom of Information Request**

You asked for the following information from the Ministry of Justice (MoJ):

1. **The total budget allocated by the Legal Aid Agency for the Client and Cost Management System (CCMS) in each of the financial years 2011-2; 2012-3; 2013-4.**
2. **A breakdown of the budget by category.**
3. **Total spend to date by the Legal Aid Agency for the Client and Cost Management System (CCMS) in each of the financial years 2011-2; 2012-3; 2013-4.**
4. **A breakdown of spending by category.**
5. **A breakdown of approved criteria against which the project’s success is measured (including information on when these criteria were approved and by who), including key milestone dates.**
6. **A breakdown of how the project is performing against agreed criteria and milestones.**

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

I can confirm that the department holds information that you have asked for, and I am pleased to provide this to you.

1. The total budget allocated by the Legal Aid Agency for the Client and Cost Management System (CCMS):

2011/12 – £13.357m;

2012/13 - £15.066m; and

2013/14 – £10.040m.

1. A breakdown of the budget by category is attached at Annex A.
2. The total spend to date by the Legal Aid Agency for the Client and Cost Management System (CCMS):

2011/12 - £12.045m;

2012/13 - £15.174m; and

2013/14 – £4.522m.

1. A breakdown of spend by category is attached at Annex B.
2. The extent to which the programme is being delivered successfully will be judged against the following success criteria:
3. A programme that assists in enabling the civil case management team to live within their reduced budgets
4. The introduction of a new civil case management system which enables functionality to be suppressed on the old system
5. The introduction of a Oracle based general ledger for fund spend
6. Acceptance by, and participation from, the provider community
7. A programme that is endorsed by the LAA Board
8. A programme that is in line with, and/or enables Executive Agency transition objectives
9. A reduced level of errors in respect of civil certificated work, as identified by the NAO in their report on the LAA’s 2009/10 accounts

These criteria were approved by the (then) Legal Service Commission’s programme board in February 2011. This has since been ratified in the updated Business Case in 2013, which has been approved by the Legal Aid Agency, Ministry of Justice and The Cabinet Office.

1. The information detailing key milestones for the Programme and progress against them is at Annex C.

In terms of performance against the success criteria detailed above, two have already been met by the Programme. The LSC transitioned to an Executive Agency on 1 April 2013 and delivery of the Oracle based general ledger for fund spend was implemented in October 2012. The implementation of the general ledger was an enabler of the transition to Executive Agency Status.

There are now over 2,300 cases live on the system as part of the pilot. Planning for implementation is well advanced within the Agency, helping civil case management teams to plan their workload and, once live, increase their efficiency. We will continue to monitor performance against these criteria; however, we will not complete our evaluation of them until the implementation is complete.

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| **Annex A – Breakdown of Budget by Category** |  |  |  |
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| **In £000's** |  |  |  |
| **IDP Risk-Adjusted Programme Costs (£000's) - Activity** | **FY 11/12** | **FY 12/13** | **FY 13/14** |
|
| Staff Salaries | £1,805 | £1,972 | £1,461 |
| Agency & Contract Staff | £2,152 | £2,705 | £2,000 |
| Travel & Training | £265 | £336 | £164 |
| IT Services (e.g. Consultancy Hardware, Software & Development) | £9,112 | £9,966 | £6,285 |
| Service Costs | £0 | £0 | £0 |
| Conferences & Events & Publications | £23 | £87 | £130 |
| Other Costs | £0 | £0 | £0 |
| **TOTAL PROGRAMME COSTS** | **£13,357** | **£15,066** | **£10,040** |
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| **Annex B - Breakdown of Spend to Date by category** |  |  |  |
| **In £000's** |  |  |  |
| **IDP Risk-Adjusted Programme Costs (£000's) - Activity** | **FY 11/12** | **FY 12/13** | **YTD 13/14** |
|
| Staff Salaries | £2,198 | £1,846 | £726 |
| Agency & Contract Staff | £2,976 | £3,244 | £1,053 |
| Travel & Training | £203 | £391 | £146 |
| IT Services (e.g. Consultancy H/ware, S/ware & Development) | £6,661 | £9,656 | £2,557 |
| Service Costs | £0 | £0 | £0 |
| Conferences & Events & Publications | £8 | £38 | £40 |
| Other Costs | £0 | £0 | £0 |
| **TOTAL PROGRAMME COSTS** | **£12,045** | **£15,174** | **£4,522** |

**Annex C – Key Milestones**

