



Legal Aid  
Agency

**NOTICE OF THE INTRODUCTION OF MANDATORY ELECTRONIC WORKING  
TO TAKE EFFECT FROM 1 OCTOBER 2015**

This notice will be deemed to have been received in accordance with Clause 20 of the Standard Terms.

**(1) Details of the notice and civil contracts affected**

This notice provides you with eight months notice of the introduction of Mandatory Electronic Working, which is to take effect from 1 October 2015 and applies to both civil face to face and telephone contracts<sup>1</sup>.

In summary, 'Mandatory Electronic Working' relates to the introduction of our Client and Cost Management System ("CCMS").

This notice confirms that, subject to the transitional arrangements in section 3 below, from 1 October 2015, you must only use CCMS to apply for and manage all new Licensed Work cases. This includes all subsequent requests for amendments, prior authorities, power of attorneys and billing for these new cases ("Post Certificated Work").

**(2) Approach to be taken by providers during the extended notice period of eight months**

The extended notice period of eight months provides you with a further opportunity to:

- familiarise your staff with the information that we have already published on the CCMS training website, including the quick guides and frequently asked questions;
- ensure your staff are confident in using the new system, undertaking our online training and attending our WebEx sessions where the subject matter is relevant to their role in using CCMS; and

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<sup>1</sup> In accordance with the following contractual provisions:

1. 2014 Standard Civil Contract (General Specification Paragraphs 1.10 – 1.12);
2. 2013 Standard Civil Contract (General Specification Paragraphs 1.10-1.12);
3. 2013 Standard Civil Contract (Welfare Benefits) (General Specification Paragraphs 1.10 – 1.12);
4. 2010 Standard Civil Contract (General Specification Paragraphs 1.23-1.23B); and
5. 2013 CLA Contract (Annex 1 Specification Paragraphs 7.11 – 7.13).

- voluntarily access and increase the submission of applications for new Licensed Work cases via CCMS to ensure your business is ready for the transition.

Further information about CCMS is published on the CCMS training website: <http://ccmstraining.justice.gov.uk/>

To access our CCMS online training modules, visit the LAA's training website (<http://legalaidtraining.justice.gov.uk/>) which can be accessed via the CCMS training website.

### **(3) Transitional arrangements for the introduction of Mandatory Electronic Working**

The following transitional arrangements will apply:

- a) *Any new Licensed Work (and related Post Certificated Work) paper applications:*
  - (i) *dated prior to 1 October 2015 and received by the Legal Aid Agency on or before Wednesday 7 October 2015 will be processed; and*
  - (ii) *dated prior to 1 October 2015 and received by the Legal Aid Agency on or after Thursday 8 October 2015 will not be processed and must be resubmitted using CCMS;*

*and*
- b) *In exceptional circumstances, the Legal Aid Agency may permit new Licensed Work paper applications (and related Post Certificated Work) to be submitted after 1 October 2015.*

### **(4) Potential impact of non-compliance with Mandatory Electronic Working**

Subject to the transitional arrangements set out in section 3 above, if from 1 October 2015 we receive new Licensed Work applications (or related Post Certificated Work) using paper forms instead of using CCMS, then these will be returned unprocessed and this will cause significant delays in the LAA authorising your applications.

In addition, as the use of CCMS will be a mandatory requirement under the applicable civil contracts, a failure to comply with this requirement will be deemed a breach of contract, which could result in the issue of a contract notice and/or may result in the issue of a formal sanction (which may include termination).

Should you have any queries or questions please contact us at [CCMS.team@legalaid.gsi.gov.uk](mailto:CCMS.team@legalaid.gsi.gov.uk).

**Legal Aid Agency**  
**26 January 2015**