



Legal Aid  
Agency

# 2018 Standard Civil Contract Training

## Part 3 - Useful information for new providers

2023





# The contract

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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

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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.

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:

Guides on all of the major CCMS processes can be found here -  
<https://legalaidlearning.justice.gov.uk/totara/dashboard/index.php?id=50>

Civil Representation Guidance on Proceeding Codes: Proceedings Codes and Standard Wordings for **post**-April 2013 Certificates- <https://www.gov.uk/government/publications/civil-legal-aid-application-forms-supporting-guidance>

Guidance on:

- Civil certificated billing codes
- Certificate outcomes checklist

<https://www.gov.uk/government/publications/outcome-expert-and-claiming-codes>



# CCMS training

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- You can also chat online with a CCMS trainer if support is required 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>



# Information for new providers – CWA

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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@justice.gov.uk](mailto:online-support@justice.gov.uk) or in urgent circumstances call 0300 200 2020



# Information for new providers - contact details

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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:  
[https://legalaidlearning.justice.gov.uk/pluginfile.php/1664/mod\\_resource/content/0/CCMS\\_Provider\\_Submit\\_non\\_case\\_specific\\_query\\_7738\\_v3.0.pdf](https://legalaidlearning.justice.gov.uk/pluginfile.php/1664/mod_resource/content/0/CCMS_Provider_Submit_non_case_specific_query_7738_v3.0.pdf)
- Case Specific Enquiries: <https://legalaidlearning.justice.gov.uk/mod/page/view.php?id=444>

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:

<https://labulletin.org.uk/p/4P-5T3/sign-up-form>

## **LAA news stories**

To keep up to date with LAA News stories go to:

<https://www.gov.uk/government/organisations/legal-aid-agency>

## **Payment dates**

The payment dates for Contracted Work can be found at (scroll down to “Monthly Payment Dates 2022-2023”):

[gov.uk/guidance/legal-aid-agency-payments-to-providers](https://gov.uk/guidance/legal-aid-agency-payments-to-providers)



# Information for New Providers – Useful Guidance

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- Lord Chancellors Guidance :
  - Section 4  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/672154/lord-chancellors-guidance-under-section\\_4-laspo.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672154/lord-chancellors-guidance-under-section_4-laspo.pdf)
  - Determining Eligibility for Certificate Work (Means)-  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/332853/legal-aid-guide-to-determining-eligibility-certificated-work.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/332853/legal-aid-guide-to-determining-eligibility-certificated-work.pdf)
- ECF (inquest and non-inquest) guidance:
  - Lord Chancellors Guidance (Inquests)-  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/454835/legal-aid-chancellors-guide-exceptional-funding-inquests.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/454835/legal-aid-chancellors-guide-exceptional-funding-inquests.pdf)
  - Lord Chancellors Guidance (Non- Inquests)-  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/433502/legal-aid-chancellors-guide-exceptional-funding-non-inquests.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/433502/legal-aid-chancellors-guide-exceptional-funding-non-inquests.pdf)





# Information for New Providers – Useful Resources

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- Dedicated training and support website - <https://legalaidlearning.justice.gov.uk/>
- Online Eligibility Tool to check a client's financial eligibility for civil legal aid - <https://www.gov.uk/government/news/civil-news-online-eligibility-tool-launched-for-all-providers>
- Guidance on determining financial eligibility for Controlled Work and Family Mediation - [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1176119/Lord\\_Chancellor\\_s\\_guide\\_to\\_determining\\_financial\\_eligibility\\_for\\_controlled\\_work\\_and\\_family\\_mediation\\_August\\_2023\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1176119/Lord_Chancellor_s_guide_to_determining_financial_eligibility_for_controlled_work_and_family_mediation_August_2023_.pdf)
- 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>
- Expert Witnesses in legal aid cases: <https://www.gov.uk/guidance/expert-witnesses-in-legal-aid-cases>



# Information for New Providers – Category Guidance

- Family Mediation Guidance (including how to submit a claim) - <https://www.gov.uk/guidance/legal-aid-family-mediation>
- Mental Health guidance - [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1143984/Mental\\_Health\\_Guidance\\_-\\_Contract\\_management\\_-\\_GOV.UK\\_2023.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1143984/Mental_Health_Guidance_-_Contract_management_-_GOV.UK_2023.pdf)