Legal Aid Agency

2024 Standard Civil Contract

Useful Information For New Providers

September 2024

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-2024

Information for New Providers- Client and Cost Management System (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.

- 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 processed 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 and Certificate Outcomes Checklist can be found here:

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

CCMS Training

- 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

Controlled Work & Administration (CWA)

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 or in urgent circumstances call 0300 200 2020

Useful Contact Details

- 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/course/view.php?id=204
  - Case Specific Enquiries:

    https://legalaidlearning.justice.gov.uk/mod/page/view.php?id=444

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:
https://www.gov.uk/guidance/legal-aid-agency-payments-to-providers

Useful Guidance

Lord Chancellors Guidance :

• Section 4 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672154/lord-chancellors-guidance-undersection_4-laspo.pdf

• Determining Eligibility for Certificate Work (Means)- https://www.gov.uk/government/uploads/system/uploads/attachment_data/f ile/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/f ile/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-noninquests.pdf

Useful Resources

- 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://www.gov.uk/guidance/funding-and-costs-assessment-for-civil-and-crime-matters
- 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-andcrime-matters
- Expert Witnesses in legal aid cases: https://www.gov.uk/guidance/expert-witnesses-in-legal-aid

Useful 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/att achment_data/file/1143984/Mental_Health_Guidance_-_Contract_management_-_GOV.UK_2023.pdf