







Top Ten Tips for CCMS Bill Submission

- 3) A short time after the final bill is paid, the case is closed and you will no longer be access to the case on CCMS. If for some reason you do need access to the case, you must to submit a 'reopen closed case in PUI' general request.

Support

Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Alternatively you can 'Submit Case Query' within a case.

Technical Support: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Email: online-support@legaid.gsi.gov.uk

For non case related queries please create a general request.

[Create General Request](#)

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- 4) Online Support are available for technical queries not covered by the Quick or Advanced Guides, particularly when CCMS is not acting in the way it should be in line with those guides:
<http://ccmstraining.justice.gov.uk/contact-use/who-to-contact>
- 5) You can now live chat with the support team to solve any issues where CCMS is not acting the way it should:
<https://ccmstraining.justice.gov.uk/online-support>

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- 6) When CCMS' Claim upload function is used, but the claim is rejected then the claim upload reject reports should clearly state the reason for the rejection. Please carefully consider the report and each error flagged in the document.

Common themes are:

- High Cost rules not enabled with the 'high cost restriction'
- Claiming an interim bill without an 'interim bill restriction'
- Outcome not completed

Where you need to submit a query regarding a Claim Upload rejection, then where possible, these should include the XML file for investigation.

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7) Please ensure that you allocate counsel sufficient costs to claim. If they claim more than their costs limit, we will have to return their claim, which will delay our ability to process your claim. You can check the allocation to counsel on the **Case Statement of Account** screen:

Certificate Cost Limitation	£ 8,221.41	£ 778.59	£ 9,000.00
Total Counsel Cost Ceiling		£ 778.59*	£ 778.59
Current Undertaking	£ 0.00	£ 0.00	£ 0.00
Bills Authorised	£ 0.00	£ 216.81	£ 216.81
Bills Submitted but not Authorised	£ 2,704.71	£ 0.00	£ 2,704.71
Payments on Account Recouped	£ 0.00	£ 0.00	£ 0.00
Payments on Account Authorised	£ 0.00	£ 0.00	£ 0.00
Payments on Account Submitted but not Authorised	£ 0.00	£ 0.00	£ 0.00
Cost Limitation Remaining	£ 8,221.41	£ 561.78	£ 8,783.19
Counsel Cost Ceiling Remaining		£ 561.78	£ 561.78

This is the total cost allocated to counsel

This is the total claimed by counsel

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8) Where a case transfers to a new firm, CCMS' default is to expect one bill from the provider covering both sets of costs.

If you want to bill separately, please contact LAA in advance of billing and ask for an 'Interim Bill' and the reasons why. We can then amend the rules in CCMS to allow an interim bill.

We have published a new Advanced Guide covering issues for claiming where there is a transfer of provider:

<https://ccmstraining.justice.gov.uk/Quick-guides/Quickguides/closing-cases-and-submitting-bills-1>

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9) Outcomes that need to be redone, for example, Statutory Charge or Inter Partes information missed off, should be requested to be 'cleared' and submitted afresh. This can be done by a Case or Billing Enquiry.

Where a second Outcome is submitted without the original being cleared, LAA will only receive a blank Outcome that will not contain the required amended information. This will cause delays as LAA will have to clear the original Outcome and then reject the second Outcome to be resubmitted.

You can follow the Advanced Guide here:

http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0018/8037/Outcomes-QG_v1.0-002.pdf

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10) Our regulations on the Statutory Charge have not changed, the same information is required (e.g. what was sought at the outset of the case).

Whilst the Admin1 form is not a requirement for CCMS, if you are more comfortable with the form, then that can be completed and uploaded to the Outcome document request.

CIV ADMIN1 Form is still available here:
<https://www.gov.uk/government/publications/civ-admin1-claim-for-preservationrecovery-under-statutory-charge>

POAs: The Basics

- CCMS is programmed with Contractual rules on when you can and cannot claim a profit costs POA. You will not be able to submit a POA outside these rules.
 - You can have 2 profit costs POAs within a 12 month period, starting from 3 months after issue
 - Disbursements can be claimed as and when required
- Enter 100% of the costs in CCMS as a lump figure, it will calculate the 75% payable for you. The breakdown should be provided as part of the Running Record of Costs uploaded.
- Don't forget that you can claim time for drafting a POA in CCMS. The Cost Assessment Guidance recommends 12 minutes for routine claims.

POAs: Other Issues

Payment of a POA is not an assessment or guarantee of final payment. LAA will only make basic checks on costs limits and rates claimed. The correct point of assessment is at the conclusion of proceedings, so we can account for any costs/damages awards or inter partes issues.

Where a case transfers to a new firm then a POA cannot be submitted by the first firm post transfer. Any POAs for disbursements not claimed should be claimed by the second firm on the first firm's behalf (though this will need balancing out at the end of the case).

Notifications for documents will go to the user who submitted, we cannot re-direct to another user.

Civil Bill Rejects: KPI and Non-KPI

KPI Reject

A rejected claim that has been caused by the fault of the solicitor and therefore is recorded against their 'Key Performance Indicators' (KPI). Examples include claiming fixed fees out of scope of the legal aid certificate or not responding to requests for information from LAA.

Non-KPI Reject

A returned claim where counsel is not at fault and, therefore, does not count towards any KPI. Examples of this include where there is a technical issue in CCMS or if the solicitor contacts LAA requesting the claim is returned.

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Civil Bill Rejects: Volumes

	April 2019	September 2019	
Bills KPI Rejected	2.8%	4.6%	↑
Bills non-KPI Rejected	10.5%	18.8%	↑
Bills Document Requested	33.8%	6.7%	↓
Overall Return Rate	47.03%	30.1%	↓

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Civil Bill Rejects: Volumes (August & September 2019)

Reject Reason	%
Disbursement Voucher missing or incomplete (<i>non-KPI</i>)	43%
At Provider Request (<i>non-KPI</i>)	8%
Document Request not responded to (<i>non-KPI</i>)	3%
Solicitor claim in advance of counsel (<i>non-KPI</i>)	3%
Advocates Attendance Form missing or incomplete (<i>non-KPI</i>)	3%
FAS - Incorrect Hearing Unit/Fee Claimed	3%
Counsel's fees under FAS do not reconcile (<i>non-KPI</i>)	2%
Court Order not present for Advocates Attendance Form (<i>non-KPI</i>)	2%
Out of scope FAS claimed	2%
Out of scope work allowed by court assessment	2%

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Civil Bill Rejects: Civil Claim Fix

Any incorrect reject, KPI or non-KPI, can be referred to Civil Claim Fix

Provide details and guidance to any provider if LAA decision is correct

Feedback to caseworkers and recommend guidance updates if required

Civil Claim Fix will also consider any further information document request

They will also consider issues on rejected case outcomes

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Enhancements: The Fundamentals

The Solicitor's Job:

- The solicitor must specify the level of enhancement being claimed, drawing the assessor's attention to any key issues in the claim; and
- The solicitor must specify the level of enhancement being claimed.

The Assessor's Job:

- The assessor will:** consider the evidence in front of them against the two-stage test for enhancement and either authorise or reduce the enhancement claimed.
- The assessor will not:** allow or assume any enhancement unless it has specifically been requested by the solicitor.

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Enhancement: The Fundamentals

Current Limits on Claimable Enhancement	
Magistrates & County Courts	50%
Higher Courts	100%

There is clearly some overlap between the factors that will justify enhancement under the 'threshold test' and the factors determining the level of enhancement. In neither case can an exhaustive list of features of a case be identified that will demonstrate the presence of these factors, and each claim must be considered on its own merits.

'Exceptional' has its normal meaning of 'unusual' or 'out of the ordinary', hence more than simply above the average.

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Enhancement: Stage 1

Stage 1 is to determine if enhancement is reasonable to claim in principle. It is based on one of three criteria

- a) The work was done with exceptional competence, skill or expertise**
An example of this could be taking instructions directly from a client who is a child, seriously mentally ill or otherwise very vulnerable
- b) The work was done with exceptional speed**
This may be appropriate where the fee earner has defended an emergency injunction order at very short notice, meaning the cancellation of all other work planned in that day
- c) The case involved exceptional circumstances or complexity**
This could include a case where the opponent is seeking enforcement by way of committal and therefore is a threat to the client's liberty

Enhancement: Stage 2

Stage 2 is to determine the amount of enhancement to be allowed, and to what work it should apply. Again, it is based on three criteria

- a) The degree of responsibility accepted by the fee earner**
Has the fee earner undertaken work without recourse to counsel or otherwise identified an evidential issue that may have required an expert?
- b) The care, speed and economy with which the case was prepared**
This could be in cases where the fee earner has deftly handled the case to an otherwise swifter than expected resolution
- c) The novelty, weight and complexity of the case**
Very similar to the test at Stage 1c). An example may be a case that has involved numerous difficult witnesses.

If you would like more guidance, or examples of enhancements, please refer to the Civil Finance Electronic Handbook, Chapter 3

Appeals in CCMS: Things to Avoid

- **Submitting the whole bill again:** we will have to return this, otherwise it would mean paying the costs twice.
- **Only appeal the actual reduction:** for example, a claim for 1 hour, reduced to 25 minutes, would be an appeal bill for 35 minutes.
- **Not including any representations against LAA's assessment:** appeals are considered on the papers submitted. If no representations are uploaded, there is no basis to consider the appeal.
- **Incorrectly claiming reduced enhancement:** if you need to appeal against a reduction to enhancement only on assessment, please see the following quick guide: http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0003/7788/Appeal_Bill_Enhancements.pdf

Appeals in CCMS: Useful Hints

- Contractual rules remain the same for submission of appeals.
- No APP10 is required. Representations against assessment should be uploaded against the document request sent out by CCMS.
- Where appeal option is not appearing, please contact us as this could be a defect. It should appear whenever a Final Bill is assessed by LAA.
- Any Point of Principle of General Importance request should be submitted as a Case or Bill Enquiry. **But please note these no longer exist under the 2018 Contract.**
- An Advanced Guide for submitting an appeal was released in June 2017. Available here: http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0015/8034/Appeal-Bill-QG_v1.0.pdf

Any Questions?...



My Contact Details: Robert.Damiao@justice.gov.uk


