

## Resolution working for you – LAA cyber incident

Members report that CCMS has been broadly stable since it was restored in mid-December. Working through the backlog of applications, amendments and bills is the main challenge facing the LAA and practitioners.

Members of Resolution's Legal Aid Committee represented members at a meeting with the LAA in late January to put forward concerns:

- The LAA is slow to process anything not straightforward, eg means and merits assessments very slow, prior authority applications, amendments and transfer requests. Note: current processing dates are available [on the LAA's website](#).
- The upload and download process is very cumbersome and time consuming now that you have to use a two stage process.
- Members felt the lack of the 'you have notifications emails' and struggled with the sheer volume of notifications.
- Care certificates were not being discharged unless chased.
- Outcome codes are taking time to process.
- Counsel's fee allocation is much slower than it used to be.
- Final bills are taking a long time to process.
- The high cost team are very slow.
- Everything takes that little bit longer which all adds up.

### Tips from the Legal Aid Committee

- Double check that substantive certificates are back-dated to the date of any emergency certificate.
- Be alert to the substantial changes made to the codes for legal help private law.

### Submitting civil claims

Committee members advise submitting the outcome code as soon as possible on completion of a case and prior to billing the file, in order to reduce delay.

Elspeth Thomson, co-chair of the Legal Aid Committee, has provided suggested text which she has sent to the LAA to inform their guidance on submitting outcome codes. She has kindly agreed that we can share it with members, below:

### Explanation of what needs to happen for a civil claim to be 'submitted'

To submit a claim for civil representation work through the Client and Cost Management System (CCMS), you must first complete and submit the Case Outcome. The process is as follows:

1. Once work is complete, record and submit the case outcome. This is a two-stage process:
  - a) enter and submit the Case Outcome in CCMS; and

- b) wait for the CCMS notification inviting you to upload supporting evidence (for example, the final order). You must upload the required evidence in response to that notification.
- 2. The LAA will only treat the Case Outcome as submitted once the supporting evidence has been uploaded
- 3. Once the supporting evidence has been uploaded, the CCMS status will change to “Outcome Submitted”.
- 4. When the case reaches Outcome Submitted status, CCMS will allow you to create and submit the Final Bill. However, the Final Bill will not be processed until the Case Outcome has itself been processed.
- 5. The LAA will only treat the Final Bill as submitted when:
  - a) the Case Outcome has been processed and the case shows as Outcome Complete; and
  - b) all supporting evidence required for the claim has been uploaded; and
  - c) any counsel claims prompted by CCMS have been submitted.

Where the Case Outcome and Final Bill are submitted close together, there may be a delay between the date you press submit and the date the claim is recorded as received for assessment. This is due to the need for the Case Outcome to be processed first.

*More information*

[Recording Outcomes and Discharge – Legal Aid Learning](#)

[Provider Billing with Counsel – Legal Aid Learning](#)

*Why can't the LAA process the outcome and final bill together?*

The Case Outcome and the Final Bill are separate pieces of work and must be processed independently. This is because different decision-makers are responsible for different elements:

- One caseworker must determine whether the client owes money to the LAA.
- A different caseworker must assess and authorise payment of the provider's claim.

This separation is required every time a certificate is discharged, including for non-means/non-merits certificates.

*When to chase the LAA:*

You will know the Case Outcome has been processed when the registered fee earner receives a notification letter stating:

*“If you have submitted all outcomes for all proceedings, please submit your claim for costs for assessment.”*

If you have not received this letter, the Case Outcome is not yet complete and the claim has not been released for processing.

Please do not chase the LAA for bill status unless the case shows as Outcome Complete.

**Managing Notifications:**

Further guidance on managing notifications, including how to set up cross-office access, is available on the Legal Aid Learning website. Cross-office access allows users to see notifications for cases they are not assigned to and cases can be re-assigned when needed. [Re-assigning historic and in-flight case work in CCMS – Legal Aid Learning](#)