



Legal Aid
Agency

Providing access to justice through working with others
to achieve excellence in the delivery of legal aid

Working with the Legal Aid Agency (LAA)

Helpful guidance for civil providers

April 2025: V1.8



Contents

Welcome and introduction:.....2

Controlled work and administration:3

Getting started for providers and advocates:4

Means.....5

Merits6

Exceptional and complex cases (ECCT).....7

Exceptional case funding (ECF):.....8

High cost family (HCF):10

Civil billing for providers:12

Civil billing for counsel:16

Additional guidance and helpful information:.....18

Welcome and introduction:

Welcome! Thank you for joining the team and working alongside the legal aid agency (LAA) in supporting our most vulnerable clients and ensuring they receive access to justice.

This guide will provide you with a wide range of guidance. There are links to guidance for you regarding controlled work and administration (CWA).

It will provide you with guidance on how to submit applications on CCMS (client & cost management system). This is the system we use for submitting applications, managing cases, submitting bills and closing cases.

At the end of the document there is information on how to contact the agency, along with general additional guidance.

We hope this enables you to submit your applications right first time. If you find there is other information you would find useful, please do not hesitate to contact us:

LAAHelpUsSayYes@justice.gov.uk

We look forward to working with you!

Controlled work and administration:

Controlled work and administration (CWA) is the application which providers report information regarding controlled work. The application is accessed through the LAA online portal: [LAA Online Portal \(legalservices.gov.uk\)](https://legalservices.gov.uk)

The following links will provide you with useful guidance:

- How to use the contracted work and administration (CWA) functions when submitting controlled legal aid work: [CWA quick guides - GOV.UK](#)
- How to submit a legal aid claim CWA: [CWA detailed user guides - GOV.UK](#)
- Guidance of reporting codes to be used in each category of controlled work: [CWA codes guidance - GOV.UK](#)
- CWA Bulk upload: Additional information:
 - The CWA Bulk Load spreadsheet provides an alternative and more efficient way to upload your case outcomes, rather than entering them line-by-line directly into CWA.
 - If you do not have a compatible case management system that produces a file to bulk load, you can input them onto the spreadsheet and then create a .csv file. You can enter civil (legal help), criminal (crime lower), and/or mediation data for the same office account number on the same spreadsheet; there are different sections for each category of law.
 - If you only have new matter starts to report, and no completed controlled work to submit, please enter the new matter starts directly into CWA via a nil submission. It is not possible to bulk load a file without outcome data.
 - [Online support – Legal Aid Learning](#)

Getting started for providers and advocates:

The following links will assist you with getting started on CCMS:

Providers:

- [User roles and responsibilities – Legal Aid Learning \(justice.gov.uk\)](#)

Advocates:

- [CCMS Advocate: Getting Started – Legal Aid Learning \(justice.gov.uk\)](#)

How to search for a case:

- [Searching for CCMS Cases – Legal Aid Learning \(justice.gov.uk\)](#)

Additional general guidance:

- Managing Notifications: [CCMS provider: actions, notifications and documents – Managing Notifications – Legal Aid Learning \(justice.gov.uk\)](#)
- Billing Document Request: [CCMS provider: actions, notifications and documents – Billing Document Request – Legal Aid Learning \(justice.gov.uk\)](#)
- Submitting Electronic Evidence: [CCMS provider: actions, notifications and documents – Submitting Electronic Evidence – Legal Aid Learning \(justice.gov.uk\)](#)
- How to break down large document bundles: [CCMS Provider: How to break down large document bundles – Legal Aid Learning \(justice.gov.uk\)](#)
- Uploading large bundles: [Uploading Large Bundles – Legal Aid Learning \(justice.gov.uk\)](#)
- Submitting Evidence by Post: [CCMS provider: actions, notifications and documents – Submitting Evidence by Post – Legal Aid Learning \(justice.gov.uk\)](#)
- Adding Members to Secure File Exchange: [Guidance for new external users – Legal Aid Learning \(justice.gov.uk\)](#)
- Submitting Documents using Secure File Exchange: [Submitting documents using Secure File Exchange – Legal Aid Learning \(justice.gov.uk\)](#)
- Submit A Case Enquiry: [CCMS Provider: Submit a Case Query – Legal Aid Learning \(justice.gov.uk\)](#)
- CCMS Provider: Uploading Documentation alongside Case Specific Requests and General Enquiries: [CCMS Provider: Uploading Documentation alongside Case Specific Requests and General Enquiries – Legal Aid Learning \(justice.gov.uk\)](#)

Means

In most cases you will need to complete a financial eligibility check on your client to see if they qualify for legal aid

Regulations and guidance:

- Civil Legal Aid (Financial Resources and Payment for Services) Regulations 2013: [The Civil Legal Aid \(Financial Resources and Payment for Services\) Regulations 2013 \(legislation.gov.uk\)](#)
- Means Assessment Guidance: [Means Assessment Guidance \(publishing.service.gov.uk\)](#)
- Lord Chancellor's guidance on determining financial eligibility for controlled work: [Lord Chancellor's guide to determining financial eligibility for controlled work and family mediation September 2023 .pdf \(publishing.service.gov.uk\)](#)
- Lord Chancellor's guidance on determining financial eligibility for certificated work: [Guide to determining certificated work \(publishing.service.gov.uk\)](#)
- LAA civil legal aid eligibility keycard: [keycard 59 \(publishing.service.gov.uk\)](#)

CCMS:

- Means information: [Means assessment information – Legal Aid Learning](#)
- Means passporting applications: [Means passporting applications – Legal Aid Learning](#)
- Means Review: [Means Review – Legal Aid Learning](#)
- Means Reassessment: [Means Reassessment – Legal Aid Learning](#)
- Offer Acceptance: [Offer acceptance – Legal Aid Learning](#)

Training guidance:

- Assessing vulnerable persons: [Assessing vulnerable persons – Legal Aid Learning](#)
- Means assessment top tips: [Means assessment top tips – Legal Aid Learning](#)
- Means checklist: [Means checklist for ccms: For clients that are unable to attend the office](#)

Additional guidance:

Check if your client qualifies for legal aid (CCQ):

- [Check if your client qualifies for legal aid | GOV.UK \(check-your-client-qualifies-for-legal-aid.service.gov.uk\)](#)

Merits

You will need to consider the merits of the case including the likelihood of success and benefit to your client before you make an application on behalf of your client.

Regulations and guidance:

- Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO): [Legal Aid, Sentencing and Punishment of Offenders Act 2012 \(legislation.gov.uk\)](#)
- Civil Legal Aid (Merits Criteria) Regulations 2013: [The Civil Legal Aid \(Merits Criteria\) Regulations 2013 \(legislation.gov.uk\)](#)
- Civil Legal Aid (Procedure) Regulations 2012: [The Civil Legal Aid \(Procedure\) Regulations 2012 \(legislation.gov.uk\)](#)
- Lord Chancellor's Guidance Under Section 4 of LASPO: [LORD CHANCELLOR'S GUIDANCE UNDER SECTION 4 OF THE LEGAL AID, SENTENCING AND PUNISHMENT OF OFFENDERS ACT 2012 \(publishing.service.gov.uk\)](#)
- Evidence Requirements for Private Law Family Matters (Gateway evidence): [Evidence Requirements for Private Family Law Matters guidance version 11_March_2023_.pdf \(publishing.service.gov.uk\)](#)

CCMS:

- Creating an initial application: [Making a legal aid application – Legal Aid Learning \(justice.gov.uk\)](#)
- Linking family cases: [Linking Cases – Legal Aid Learning \(justice.gov.uk\)](#)
- Single stage emergency application: [Single stage emergency application – Legal Aid Learning \(justice.gov.uk\)](#)
- Dual stage application: [Creating a dual stage emergency application – Legal Aid Learning \(justice.gov.uk\)](#)
- Emergency non-delegated functions application: [Emergency non delegated functions applications – Legal Aid Learning \(justice.gov.uk\)](#)
- Amendments: [Managing live cases webinar – Legal Aid Learning \(justice.gov.uk\)](#)

Training guidance:

- Family applications: Statement of case checklist: [Family applications statement checklist – Legal Aid Learning \(justice.gov.uk\)](#)
- Care, secure accommodation, and deprivations of liberty operational guidance: [Care, secure accommodation, and deprivation of liberty: operational guidance – Legal Aid Learning \(justice.gov.uk\)](#)
- Housing applications statement checklist: [Housing applications statement checklist – Legal Aid Learning \(justice.gov.uk\)](#)
- Special guardianship orders provider guidance: [Special Guardianship Orders – Legal Aid Learning \(justice.gov.uk\)](#)

Exceptional and complex cases (ECCT)

The exceptional and complex team determines legal applications for high cost civil legal aid cases, high profile cases and exceptional funding (see ECF section) cases. They cover a wide range of categories of law including immigration and asylum, clinical negligence, child abuse claims, inquests involving state deaths and judicial review challenges against public departments.

- Full list of categories of law: **Insert updated link when received**

CCMS:

- Associated civil work – judicial review and habeas corpus: [Associated civil work - Judicial review and habeas corpus - Application and billing guidance for providers \(justice.gov.uk\)](#)
- Associated civil work – POCA: [Associated civil work – Proceeds of Crime Act - Application and billing guidance for providers \(justice.gov.uk\)](#)
- Separated migrant children: [Separated Migrant Children: Transitional Guidance \(justice.gov.uk\)](#)
- Immigration – Upper Tribunal Proceedings: [CCMS Provider: Creating an initial application: Immigration - Upper Tribunal Proceedings \(justice.gov.uk\)](#)

Exceptional case funding (ECF):

Exceptional case funding is for any civil case that is excluded from the scope of the legal aid scheme, whether as a category of law, for advocacy in a specific court or tribunal or a particular step in the case.

To be eligible a client must satisfy the ECF test in Section 10 (2)(a) and 10(3) LASPO 2012 and qualify on ordinary financial eligibility and merits tests.

Additional information:

There are no delegated functions; all applications, including amendments or changes to the form of service, must be submitted to the LAA, using CCMS if the case is for licensed work, or to ContactECC@justice.gov.uk for controlled work.

There is no emergency process. However, you may ask that we prioritise an application.

If an application is refused, there is a right of internal review.

Applicants may submit an ECF application themselves and may come to you with a determination already in place (guidance for clients below).

ECF inquest and non-inquest guidance:

- Lord Chancellors guidance: Inquests:
[Lord Chancellors Exceptional Funding Guidance Inquests September 2023 .pdf](#)
- ECF: Provider pack: [ECF Provider Pack September 2022 Amendments.pdf \(publishing.service.gov.uk\)](#)
- Inquest Funding: Provider pack:
[Inquest Funding Provider Pack September 2023.pdf \(publishing.service.gov.uk\)](#)
- Lord Chancellors guidance: Non-inquests:
[Lord Chancellor's Exceptional Funding Guidance Non-Inquests July 2023 .pdf](#)

ECF form:

[Legal aid: exceptional case funding form and guidance - GOV.UK](#)

Guidance: How to apply for exceptional case funding:

- [Legal aid: apply for exceptional case funding - GOV.UK](#)
- [Legal aid: apply for exceptional case funding - GOV.UK](#)
- [ECF Provider Pack September 2022 Amendments.pdf](#)

General guidance:

- [Exceptional Case Funding Application – Legal Aid Learning](#)

- [Exceptional Case Funding Merits Applications – Legal Aid Learning](#)
- ECF forms and guidance: [Legal aid: exceptional case funding form and guidance - GOV.UK \(www.gov.uk\)](#)
- ECF fact sheet: [Exceptional Cases Funding: Fact Sheet – Legal Aid Learning](#)

High cost family

The high cost family (HCF) team manage all family cases over £25,000 through case planning and ongoing negotiations. The team processes some of the most complex and costly applications the LAA receives. Once costs are agreed on a case plan, providers can bill up to this amount, based on the decisions made by a case manager. As each certificate has a high value, the team actively participate in provider, counsel and cost lawyer engagement and improvement.

#HelpUsSayYes webinars:

- LAA YouTube channel [Civil legal aid content](#)

General HCF Guidance:

- [Guidance on authorities and legal aid for cases in courts outside England and Wales.](#)
- [Family overview pack](#) (PDF, 404 KB, 12 pages).
- [Trainer led CCMS modules booking.](#)

Single counsel care case fee scheme (CCFS) cases guidance and forms:

- [CCFS Information Pack \(June 2019\)](#) (PDF, 750 KB, 25 pages).
- [CCFS Process flow charts](#) (PDF, 278 KB, 6 pages)
- [CCFS Form \(June 2019\)](#) (MS Word Document, 145 KB)
- [CCFS Form: completed example](#) (PDF, 394 KB, 13 pages)
- [HCF Calculator](#) (MS Excel Spreadsheet, 31.7 KB)
- [CCFS Contract](#) (MS Word Document, 49.3 KB)
- [Counsel Acceptance Form](#) (MS Word Document, 21.8 KB)
- [Single Counsel Interim FAST checklist](#) (MS Word Document, 17.2 KB)
- [Single Counsel Final FAST Checklist](#) (MS Word Document, 24.8 KB)

Kings counsel (KC) / 2 Counsel CCFS cases guidance and forms:

- [CCFS KC/2 Counsel Model Information Pack \(June 2019\)](#) (PDF, 1.58 MB, 16 pages)
- [CCFS Form \(2 Counsel\)](#) (MS Word Document, 137 KB)
- [Contract](#) (MS Word Document, 48.6 KB)
- [Counsel Acceptance Form](#) (MS Word Document, 21.8 KB)
- [KC/2 Counsel Interim FAST checklist](#) (MS Word Document, 17.3 KB)
- [KC/2 Counsel Final FAST checklist](#) (MS Word Document, 24.8 KB)

Detailed (fully costed) family case plans guidance and forms:

- [Full Case Planning Information pack](#) (PDF, 812 KB, 24 pages).
- [Fully costed case plan: family HCF](#) (MS Word Document, 136 KB)
- [Fully costed case plan: family HCF - example](#) (PDF, 471 KB, 14 pages)
- [Template case plan](#) (MS Excel Spreadsheet, 153 KB)
- [High cost family correspondence hints and tips](#) (PDF, 153 KB, 6 pages)
- [Fully costed contract](#) (MS Word Document, 48.6 KB)
- [Fully costed case plan checklist](#) (MS Word Document, 113 KB)

Counsel fees guidance and forms:

- [Payments to counsel](#) (PDF, 288 KB, 5 pages).
- [Claim 5.](#)
- [FGF Calculator](#) (MS Excel Spreadsheet, 74.7 KB)
- [Guidance for Counsel - High Cost Payment on Account Scenarios](#)

Civil billing for providers:

The civil billing team are responsible for processing claims for certificated work, applying a fair assessment of the costs due to the provider under the contract, and ensuring bills are processed within the set timescales.

General:

- Electronic handbook: [Civil Finance Electronic Handbook \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)
- Managing Notifications: [CCMS provider: actions, notifications and documents – Managing Notifications – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/actions-notifications-and-documents-managing-notifications)
- Billing Document Request: [CCMS provider: actions, notifications and documents – Billing Document Request – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/actions-notifications-and-documents-billing-document-request)
- Submitting Electronic Evidence: [CCMS provider: actions, notifications and documents – Submitting Electronic Evidence – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/actions-notifications-and-documents-submitting-electronic-evidence)
- How to break down large document bundles: [CCMS Provider: How to break down large document bundles – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/how-to-break-down-large-document-bundles)
- Uploading large bundles: [Uploading Large Bundles – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/uploading-large-bundles)
- Submitting Evidence by Post: [CCMS provider: actions, notifications and documents – Submitting Evidence by Post – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/actions-notifications-and-documents-submitting-evidence-by-post)
- Adding Members to Secure File Exchange: [Guidance for new external users – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/guidance-for-new-external-users)
- Submitting Documents using Secure File Exchange: [Submitting documents using Secure File Exchange – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/submitting-documents-using-secure-file-exchange)
- Submit A Case Enquiry: [CCMS Provider: Submit a Case Query – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/submit-a-case-query)
- CCMS Provider: Uploading Documentation alongside Case Specific Requests and General Enquiries: [CCMS Provider: Uploading Documentation alongside Case Specific Requests and General Enquiries – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/uploading-documentation-alongside-case-specific-requests-and-general-enquiries)

Bulk Upload:

- Bulk Claim Upload: [Bulk Claim Upload – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/bulk-claim-upload)
- CCMS Bulk Upload Solving Issues: [Bulk Claim Upload – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/bulk-claim-upload)
- Changing XML File References: [Changing XML File References – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/changing-xml-file-references)

Payments on account (POA):

- Profit Costs: [Payments on account of profit costs – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/payments-on-account-of-profit-costs)
- Claiming disbursements on account: [Claiming disbursements on account – Legal Aid Learning \(justice.gov.uk\)](https://www.justice.gov.uk/legal-aid/ccms-provider/claiming-disbursements-on-account)

- 100% Payments on Account: [100% Payments on account – Legal Aid Learning \(justice.gov.uk\)](#)
- Recouping Payments on Account: [Recouping payments on account – Legal Aid Learning \(justice.gov.uk\)](#)

Assigning and allocating counsel:

- CCMS Provider: Managing live cases Assigning counsel: [Allocate Costs to Counsel – Legal Aid Learning \(justice.gov.uk\)](#)
- CCMS Provider: Managing live cases Allocate Costs to Counsel: [Allocate Costs to Counsel – Legal Aid Learning \(justice.gov.uk\)](#)

High cost cases:

- High cost case plans: Family high cost case: Case plan process and billing for event model cases: [Family High Cost Case - Case Plan Process & Billing for Event Model Cases: Notify the LAA that a case is high cost, and submit your high cost bill \(justice.gov.uk\)](#)
- Family very high cost cases: #HelpUsSayYes webinar, supporting slides and Q&A: [Ministry of Justice: Recorded webinars: Family very high cost cases: help us say yes](#)
- High cost family: Care case fee scheme and hourly rates case planning webinars, supporting slides and Q&A: [Ministry of Justice: Recorded webinars: High Cost Family: Care Case Fee Scheme](#)
- High cost family: Transfer of high cost cases webinar, supporting slides and Q&A: [Ministry of Justice: Recorded webinars: High cost family: Transfer of high cost cases](#)
- High Cost Family: Exceptional cases webinar, supporting slides and Q&A: [Ministry of Justice: Recorded webinars: High Cost Family: Exceptional Cases](#)

Interim bills:

- Submit an LAA assessed bill: [Submit an LAA assessed Bill – Legal Aid Learning \(justice.gov.uk\)](#)
- Billing on transfer of provider: [Provider Billing After a Transfer of Provider – Legal Aid Learning \(justice.gov.uk\)](#)

Costs undertaking:

- Providing a costs undertaking: [Providing a Costs Undertaking – Legal Aid Learning \(justice.gov.uk\)](#)

Outcomes, costs awards and the statutory charge:

- Recording Outcomes and discharge: [Recording Outcomes and Discharge – Legal Aid Learning \(justice.gov.uk\)](#)
- Outcomes, Partial Claim and Other Party Liability quick guide: [Outcomes, Partial Claim and Other Party Liability – Legal Aid Learning \(justice.gov.uk\)](#)

- Reporting Outcomes/Discharge with a Cost or Damages Award: [CCMS Provider: Reporting Outcomes/Discharge with a Cost or Damages Award – Legal Aid Learning \(justice.gov.uk\)](#)
- Cost Awards Interactive: [Claiming costs – Legal Aid Learning \(justice.gov.uk\)](#)
- Recording Information / Evidential Requirements: [Recording Information/Evidential Requirements – Legal Aid Learning \(justice.gov.uk\)](#)
- Reporting the Statutory Charge: [Reporting the Statutory Charge – Legal Aid Learning \(justice.gov.uk\)](#)

Reconciling counsel fees:

- Counsel Fee reconciliation Interactive: [Provider Billing With Counsel – Legal Aid Learning \(justice.gov.uk\)](#)

Final bills:

General billing issues:

- Provider Billing with Counsel: [Provider Billing With Counsel – Legal Aid Learning \(justice.gov.uk\)](#)
- File Evidence Guidance: [CCMS Provider: File Evidence Guidance – Common Issues on Assessment – Legal Aid Learning \(justice.gov.uk\)](#)
- Line by line bill performance issues: [Line-By-Line Bill Performance Issues – Legal Aid Learning \(justice.gov.uk\)](#)
- Civil Claim Tips: [Civil legal aid claims 'Right first time' tips – Legal Aid Learning \(justice.gov.uk\)](#)
- Getting your disbursement vouchers paid first time – interactive: [Civil billing: Getting your claims evidenced and paid – Legal Aid Learning \(justice.gov.uk\)](#)
- Avoiding Secondary Billing Requests quick guide: [Avoiding Secondary Billing Requests – Legal Aid Learning \(justice.gov.uk\)](#)
- Civil Billing: Top 10 Reject Reasons and How to Avoid Them webinar, supporting slides and Q&A: [Civil billing: Top 10 reject reasons and how to avoid – Legal Aid Learning \(justice.gov.uk\)](#)
- Electronic submissions of paper bills:

Court assessed and voluntary assessed bills:

- Court Assessed Bills: [Court Assessed Bills – Legal Aid Learning \(justice.gov.uk\)](#)
- LAA Assessed Bills (including Voluntary Assess): [Submit an LAA assessed Bill – Legal Aid Learning \(justice.gov.uk\)](#)

Family bills:

- Claiming where there is a continuation of a fixed fee quick guide: [Claiming Where There is a Continuation of a Fixed Fee – Legal Aid Learning \(justice.gov.uk\)](#)
- CCMS Supporting Documentation: [CCMS Provider: Supporting Documentation – Legal Aid Learning \(justice.gov.uk\)](#)
- Civil Family Fixed Fee Bills webinar, supporting slides and Q&A: [Civil family billing: getting your family fixed fee bills right first time – Legal Aid Learning \(justice.gov.uk\)](#)

Non-family bills:

- Non-Family Bills: [Non family bills – Legal Aid Learning \(justice.gov.uk\)](#)
- Civil Billing: Non-Family Billing webinar, supporting slides and Q&A: [Non family billing webinar – Legal Aid Learning \(justice.gov.uk\)](#)

Specialist bills:

- Inquest Billing: [Inquest billing – Legal Aid Learning \(justice.gov.uk\)](#)
- Submitting a Claim in an immigration and Asylum Upper Tribunal Appeal quick guide: [Submitting a claim in an Immigration and Asylum Upper Tribunal Appeal – Legal Aid Learning \(justice.gov.uk\)](#)
- High Costs Billing Quick Guide: [High Cost Billing – Legal Aid Learning \(justice.gov.uk\)](#)
- High Cost Cases Billing Webinar, supporting slides and Q&A: [Civil billing: high cost billing webinar – Legal Aid Learning \(justice.gov.uk\)](#)
- Mental Health Cases: Controlled Work & Licensed Applications & Claims webinar, supporting slides and Q&A: [Mental health: getting your claims paid first time – Legal Aid Learning \(justice.gov.uk\)](#)

Nil bills:

- Submit a Nil Bill: [Submit a nil bill – Legal Aid Learning \(justice.gov.uk\)](#)

Rejected bills:

- Resubmit a rejected bill - interactive module: [Resubmitting a rejected bill – Legal Aid Learning](#)

Adjustment bills:

- Adjustment Bills: [Adjustment bills – Legal Aid Learning \(justice.gov.uk\)](#)

Appeals:

- Appeal Bills: [Appeal bills – Legal Aid Learning \(justice.gov.uk\)](#)
- Appeal Bill Enhancements: [Appeal bill enhancements – Legal Aid Learning \(justice.gov.uk\)](#)
- Appeal Bills Interactive:
- Civil Billing and Escape Cases Appeals webinar, supporting slides and Q&A: [Getting your civil cost appeals right first time: certificated and escape cases – Legal Aid Learning \(justice.gov.uk\)](#)

Remittance advice:

- CCMS Provider: Remittance Advice quick guide: [CCMS Provider: Remittance Advice – Legal Aid Learning \(justice.gov.uk\)](#)

Civil billing for counsel:

The civil billing team are responsible for processing claims for certificated work, applying a fair assessment of the costs due to Counsel, and ensuring bills are processed within the set timescales.

Getting started:

- CCMS Chambers users: Introduction to CCMS: [CCMS Advocate: Getting Started – Legal Aid Learning \(justice.gov.uk\)](#)
- Guide to Chambers and Counsel access: - [Guide to Chambers and Counsel Access – Legal Aid Learning \(justice.gov.uk\)](#)
- Solicitor advocate system users: Roles and responsibilities quick guide: [Solicitor Advocate System Users: Roles and Responsibilities Guidance – Legal Aid Learning \(justice.gov.uk\)](#)
- Chambers: Registering a user and granting access to CCMS quick guide: [CCMS Chambers: Registering a user and granting access to CCMS – Legal Aid Learning \(justice.gov.uk\)](#)
- CCMS Advocate: Registering a user and granting access to CCMS quick guide: [CCMS Advocate: Registering a user and granting access to CCMS – Legal Aid Learning \(justice.gov.uk\)](#)
- Request access to case: [CCMS Advocate: Getting Started – Request Access to Case – Legal Aid Learning \(justice.gov.uk\)](#)

General:

- Electronic handbook: [Civil Finance Electronic Handbook \(publishing.service.gov.uk\)](#)
- CCMS Advocate: Submitting bills managing notifications: [CCMS Advocate: Submitting Bills – Managing Notifications – Legal Aid Learning \(justice.gov.uk\)](#)
- Advocate: Submitting electronic evidence quick guide: [CCMS Advocate: Submitting Electronic Evidence – Legal Aid Learning \(justice.gov.uk\)](#)
- Advocate: Submitting Postal Evidence quick guide: [CCMS Advocate: Submitting Postal Evidence – Legal Aid Learning \(justice.gov.uk\)](#)
- Bulk Claim Upload quick guide: [Bulk Claim Upload – Legal Aid Learning \(justice.gov.uk\)](#)
- CCMS Provider: Submitting a Non-Specific Request quick guide: [CCMS Provider: Submitting a Non-Specific Request – Legal Aid Learning \(justice.gov.uk\)](#)

Payments on account (POA):

- CCMS advocate: Submit POA quick guide: [CCMS Advocate: Submit POA – Legal Aid Learning \(justice.gov.uk\)](#)

Counsel family advocacy scheme (FAS):

- Calculate a FAS fee (advocates) interactive module: [CCMS Advocate: Submit FAS/FGF Claim – Legal Aid Learning \(justice.gov.uk\)](#)

- CCMS Advocate: Submit FAS / FGF claim quick guide: [CCMS Advocate: Submit FAS/FGF Claim – Legal Aid Learning \(justice.gov.uk\)](#)
- The family advocacy scheme webinar, supporting slides and Q&A: [Family Advocacy Scheme frequently asked questions – Legal Aid Learning \(justice.gov.uk\)](#)

Counsel hourly rates bill:

- Advocates hourly rates billing interactive module: [CCMS Counsel Billing – Advanced Guide – Legal Aid Learning \(justice.gov.uk\)](#)

Remittance advice:

- Advocate: Remittance Advice Quick Guide: [CCMS Advocate: Remittance Advice – Legal Aid Learning \(justice.gov.uk\)](#)

Additional guidance and helpful information:

This section provides you with additional links to guidance and further information, including how to contact the agency, how to register for trainer led on-line CCMS modules, how to contact us if you feel we have made a mistake with your application, amendment or means assessment on CCMS, or rejected your bill incorrectly:

Legal aid on GOV.UK:

- [Legal Aid Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

LAA training and support website:

The training and support website is the home for LAA training resources that will support solicitors, advocates and costs drafts persons through the civil and criminal legal aid process, from making applications to billing:

- Training website: [Ministry of Justice](https://www.ministryofjustice.gov.uk)
- We run civil trainer-led online events to help you get started on CCMS. You can book these via [Eventbrite](https://www.eventbrite.co.uk)

Civil regulatory framework:

- Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO): [Legal Aid, Sentencing and Punishment of Offenders Act 2012](https://www.legislation.gov.uk/ukpga/2012/31/contents/enacted)
- Civil Legal Aid (Merits Criteria) Regulations 2013: [The Civil Legal Aid \(Merits Criteria\) Regulations 2013](https://www.legislation.gov.uk/uksi/2013/1766/contents/made)
- Civil Legal Aid (Procedure) Regulations 2012: [The Civil Legal Aid \(Procedure\) Regulations 2012](https://www.legislation.gov.uk/uksi/2012/1766/contents/made)
- Civil Legal Aid (Financial Resources and Payment for Services) Regulations: [The Civil Legal Aid \(Financial Resources and Payment for Services\) Regulations 2013](https://www.legislation.gov.uk/uksi/2013/1766/contents/made)
- Civil Legal Aid (Remuneration) Regulations 2013: [The Civil Legal Aid \(Remuneration\) Regulations 2013](https://www.legislation.gov.uk/uksi/2013/1766/contents/made)
- Cost Assessment Guidance: [Legal aid guidance - GOV.UK](https://www.gov.uk)

Cost assessment guidance:

- [2024 cost assessment guidance \(September 2024\)](https://www.gov.uk)

Civil contract information:

- [Standard civil contract 2024 - GOV.UK](https://www.gov.uk)
- [2024 standard civil contract specification \(general provisions 1-6\)](https://www.gov.uk)

- [2024 standard civil contract category specific rules family \(section 7\)](#)

Payment dates:

- Payment dates for contracted work: [Legal Aid Agency payments to providers - GOV.UK](#)

LAA news stories:

- To keep up to date: [Legal Aid Agency - GOV.UK](#)

LAA e-alerts:

- To sign up for the legal aid bulletin: [labulletin.org.uk/p/4P-5T3/sign-up-form](#)

Controlled work and family mediation:

- [Lord Chancellor's guidance on determining financial eligibility for Controlled Work and Family Mediation November 2024 .pdf](#)

Expert witness guidance:

- [Guidance on the Remuneration of Expert Witnessesv7.docx \(publishing.service.gov.uk\)](#)

Family mediation guidance (including how to submit a claim):

- [Legal aid: family mediation - GOV.UK](#)

Mental Health guidance:

- [Mental Health Guidance](#)

Check if your client qualifies for legal aid (CCQ):

- [Check if your client qualifies for legal aid | GOV.UK \(check-your-client-qualifies-for-legal-aid.service.gov.uk\)](#)

Application fixer:

If you think the LAA has made a mistake with your application, amendment or means assessment on CCMS, contact the fixer service. This service is designed to help reduce appeals and save time during the initial decision-making stages of civil applications:

- **Email:** applicationfixer@justice.gov.uk

Civil claim fix:

If you think the Legal Aid Agency has incorrectly rejected your civil claim or outcome, contact the civil claim fix service. If we have made a mistake, we will offer a priority re-submission service to help you get paid quicker:

- **Email:** LAACivilClaimFix@justice.gov.uk

Additional information on:

- Application fixer, civil claim fix and high cost family fixer: [CCMS Provider: Civil fixer guidance – Legal Aid Learning](#)

CST X (formerly known as Twitter):


- [Legal Aid Agency Customer Service \(@LAAHelpTeam\) / X \(twitter.com\)](#)
- We are online from 9.30 am - 3pm for any direct messages which can include case specific queries. We reply to messages sent outside of our opening times the next business day.
- If anything is urgent, contact our customer service team.

Customer service:

- If you have an urgent issue, call: 0300 200 2020.
- If you have a pre-CCMS query, contact: ContactCivil@justice.gov.uk

Online support:

Online Support are responsible for any technical issues encountered whilst dealing with most of the systems used here at the LAA, including Apply.

- Call: 0300 200 2020 (option 3)
- Webchat: Select 'start chat' button: 
 - If the web chat function shows as being 'busy' there are no agents available, however, you can still call or email us.
- Email: Online-Support@Justice.gov.uk
 - When emailing, include as much information as possible, not limited to the following:
 - Username and account number
 - Case reference/s, for case specific issue/s
 - A screenshot of any error message
 - Which system you are using (CCMS / CWA / eForms)

Welsh language helpline:

- Call: 0300 200 2020 (callers wishing to talk to an adviser in Welsh should press the # key on their device after the prompt).

Archived documents:

- [Archive Timeline - UK Government Web Archive](#)

Core testing / peer review audit programmes and counter fraud compliance:

Audits:

You will receive at least one annual visit per year from your assigned contract manager. They will audit a sample of files across the period since your last visit / review. Your contract manager will be assessing files to ensure they are compliant against the current contract.

As a legal aid provider, you might also be audited in the following circumstances:

- If the LAA finds anomalies in your contract management information
- If the LAA identifies anomalies across the wider fund in an area of your firms' work
- As a follow-up to previous interventions

Peer Review:

Providers will receive a request for peer review at least once in the lifetime of the contract. For many new firms, this will likely be within the first 12 months of the contract commencing. The peer review team will select a random sample of closed files to be independently reviewed by a peer reviewer.

Guidance is provided regarding both the peer review process and matters the peer reviewer will likely consider during the file review: [Legal Aid Agency audits - GOV.UK \(www.gov.uk\)](https://www.gov.uk/legal-aid-agency-audits)

Core Testing:

Every month, the LAA is required to assess the level of error in payments and applications for legal aid, and report this to the national audit office (NAO) for independent validation.

This is entirely independent from the contract management assurance processes. It is carried out by the core assurance and risk management team. The files are selected at random across all files billed in a particular month.

Testing occurs across all categories and types of work, including civil higher work and crown court work, and is mandatory. Claims and applications are reviewed to identify errors and how they have arisen, whether through LAA decisions or processes or the actions of a provider or applicant.

Counter fraud:

The counter fraud and investigations (CFI) team is responsible for investigating allegations of fraud by solicitors, barristers and third-party experts carrying out legal aid work. They also investigate allegations of fraud by clients in receipt of both civil and criminal legal aid.

To report suspected fraudulent activity, email the CFI team: laacounterfraud@justice.gov.uk or contact your contract manager.

Alternatively, you can report your concerns anonymously using the 'reporting fraud form' (copy and paste link into Chrome): [Reporting Fraud | MoJFraudForm](#)

- Peer Review and Core Testing audits: [Legal Aid Agency audits - GOV.UK \(www.gov.uk\)](#)
- Supplemental summary of key assurance activities: [LAA List of Audit and Assurance Activities \(publishing.service.gov.uk\)](#)
- Counter Fraud summary and reporting: [Legal Aid Agency Counter Fraud and Investigations - GOV.UK \(www.gov.uk\)](#)



© Crown copyright 2023

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

