

Dear Legal Aid Group Member

A few updates that are worth highlighting before the festive break. The first one is particularly significant for those who use the CCMS interface to enter bills, rather than using Claim-Upload with external software.

1. **Draft claims and copy rejected claims on CCMS will be wiped after 10<sup>th</sup> January 2022**

Draft bills and copies of rejected bills for both providers and counsel on CCMS must be submitted **by 5pm on 10th January 2022** or they will be lost. CCMS is having a software update. See attached LAA sheet for more information explaining the upgrade.

2. **Paper final claims (Claim1s etc) must be submitted by end January 2022**

The LAA are asking for final claims to be submitted by end January 2022 on paper certificate cases where a 100% POA was claimed under contingency measures. The LAA have said that if this is not done by end January then there is a risk that they will recoup POAs. We assume that they will send out UPOA statements on these matters and demand immediate updates on them otherwise the POAs will be recouped, however, we are seeking clarification on this.

Submitting paper claims via email [CIS-SFE@Justice.gov.uk](mailto:CIS-SFE@Justice.gov.uk) was introduced during lockdown and has recently been made permanent this autumn and the guide for this can be found on the LAA training website and is also attached.

3. **Removal of Non-KPI Rejects**

Since April of this year, the LAA removed the distinction between KPI and non-KPI rejects. We are unaware of any specific communication about this. Although it was included in a slide-deck for the CCCG meeting in July, we only became aware of this when draft amendments to the Electronic Handbook were released to us. The LAA say they believed the old system was confusing and technical and was masking issues, like missing disbursement vouchers, as non-KPI rejects, so they wanted to simplify the system to work with providers in getting it right the first-time round. Contract managers have been having one-to-one conversations with firms to discuss reject rates, but the LAA say they are not taking a heavy-handed approach and are not going to penalise firms for missing KPI targets at this stage. They say that that through October to November they have had the lowest overall reject rate ever.

The updated Electronic Handbook still has not been released due to an error found that needs to be rectified first, so December 2020 v3.1 Handbook is still on the LAA's website.

No ACL LAG members have raised an issue about this change, so on the face of it, it does not appear to be presenting a significantly negative issue at this time. However, we will be monitoring the situation and changes that occur and liaising with other representative bodies about their position on this matter.

4. **Family High Cost Fixer Service**

A reminder that this service, launched last month, is available:

[highcostfamilyfixer@justice.gov.uk](mailto:highcostfamilyfixer@justice.gov.uk)

It is for specific matters, not general enquiries. At the Family High Cost PET (Process Efficiency Team) meeting last night we were told that the turnaround is now a week but they are working towards achieving 24-48 hours, which is faster than a complaint which is 10

days, and the service should be used before a complaint is made. Both myself and another committee member have used this service and had very positive experiences.

The LAA news article giving further explanation on the service can be found [here](#)

Kind regards

Paul Seddon  
Policy Officer  
ACL LAG Executive Committee



Association of Costs Lawyers, Herringbone House, Lion Road, Palgrave, Diss, Norfolk IP22 1AL  
Tel: 0203 174 0967 E: [enquiries@costslawyer.co.uk](mailto:enquiries@costslawyer.co.uk) [www.associationofcostslawyers.co.uk](http://www.associationofcostslawyers.co.uk)

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