

Dear ACL Legal Aid Group member,

We have received information that there is currently an opportunity for your views to be taken into consideration in research actively being undertaken which will hopefully lead to improvements to the billing processes on CCMS.

During the billing meeting, we were informed that LAA Digital are carrying out research to understand people's experiences of submitting line by line bills on the CCMS. It is anticipated that the research will assist in plans to make the processes and systems more efficient and user friendly. Part of the work will be to focus on potential solutions to ongoing performance issues when creating lengthy bills on CCMS.

LAA Digital want to speak to people who are directly involved in submitting bills. This is an exciting opportunity for us to provide informed feedback to the LAA on any issues / ideas for improvements which could lead to changes. Any improvements to efficiency and usability is likely to be benefit for all members so I would urge those who do use the CCMS on a daily basis to engage in the research being undertaken. Now is the time for our voices to be heard!

LAA Digital are looking to interview people via platforms like Microsoft Teams with interviews to be conducted in September / October 2022.

If you are willing to speak to someone at LAA Digital, please let me know and I will pass your details on.

Also, whilst writing, I would like to thank those members who provided feedback for the billing meeting with the LAA. All feedback / issues were provided in an anonymised format and the LAA have confirmed they will respond once consideration has been given to the same.

Kind regards,

Charlotte Flanders | ACL LAG Executive Committee



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