



**DRAFT CCMS PROVIDER:  
APPEAL BILLS**

**Important Notes:**

- Any Appeal Bill submitted should only be for the work reduced on the original claim. I.e. £200 expert fee reduced to zero on assessment; then Appeal Bill will be for £200 expert fee only. Do not upload full bill again!
- All other screens should be removed by provider which are not relevant to appeal
- The same rules apply for submission of an appeal on CCMS as they do in the paper process. An appeal must be lodged within 28 working days of assessment of your costs.
- You should upload your appeal representations as part of the document request attached to the appeal bill. No App 10 form will be issued
- The Appeal Bill option will automatically become available when an interim or final bill is provisionally assessed down by the LAA

**1**

Initiate the Appeal Bill process by searching for the case you wish to bill against through Cases and Application section.

Click **Search** then select the case from the search results

The screenshot shows a web browser window with the URL [https://ccms.legalservices.gov.uk/ccms\\_legacy/CC](https://ccms.legalservices.gov.uk/ccms_legacy/CC). The page title is "Case and Application Search" and there is a "Return to Home" link in the top right. The main content area contains a search form with the following fields and options:

- LAA Application / Case Reference (text input)
- Client Surname (text input)
- Provider Case Reference (text input)
- Fee Earner (dropdown menu with "Please Select" selected)
- Office (dropdown menu with "Please Select" selected)
- Status (dropdown menu with "Please Select" selected)
- A green "Search" button at the bottom of the form.

At the bottom of the browser window, the taskbar shows the system tray with the date and time: 14:43, 26/10/2016. The copyright notice "©Crown Copyright" is visible at the bottom of the page content.

2

Once in the Case Overview Screen; scroll down to the table of Available Actions and click on 'Billing'

The screenshot shows the 'Case Overview' screen in the LAA CCMS system. The browser address bar shows the URL: [https://ccms.legalservices.gov.uk/civil/CCMS\\_OR0](https://ccms.legalservices.gov.uk/civil/CCMS_OR0). The page contains several sections:

- Case Summary**

Status of case	Cost Limit	Certificate Type	Category of Law
Live	£10000.00	Substantive	Family
- Current Live Certificate**

Proceeding	Matter Type	Form of Civil Legal Service	Client Involvement Type	Status
App for care order - SCA	Special Children Act	Full Representation	Subject of proceedings (child)	Live
- Case Costs**

Case Costs	Granted Amount
Case Cost Limitation	£10000.00
- Available Actions**

Action	Description
<a href="#">Billing</a>	View financial details and Bills/POAs for this case
<a href="#">Record Outcome</a>	Record an outcome for this case or for one of its proceedings
<a href="#">View Case or Application</a>	Open a read-only version of this case or application
<a href="#">View Case Notifications</a>	View all notifications belonging to this case
<a href="#">View Outcome</a>	View the outcomes for this case

The system clock at the bottom right shows 09:19 on 01/03/2017.

3

Next once in the Financials screen click on the **Create Bill** option at the bottom of the screen.

This will create a bill in draft form which can be saved and returned to at a later date if required

The screenshot shows the 'Create a Bill - Bill Details' screen in the LAA CCMS system. The browser address bar shows the URL: [https://ccms.legalservices.gov.uk/ccms\\_legacy/CC](https://ccms.legalservices.gov.uk/ccms_legacy/CC). The page features a navigation bar with 'Home', 'Cases and Applications', 'Actions and Notifications', and 'Help'. The main content area includes:

- A message: "Please provide [feedback](#) to help us improve this service."
- The Legal Aid Agency logo and navigation menu.
- The heading "Create a Bill - Bill Details" and instructions: "Please click 'Bill Details' to enter the line details for the Bill. Once complete click 'Submit' to send the information to LAA."
- A table with the following data:

Billing	Status
<a href="#">Bill Details</a>	Not Started
- A green "Submit" button.
- A link: [Cancel and return to Financials Summary](#)

The system clock at the bottom right shows 15:13 on 26/10/2016.

4

Next you should see the option for 'Provider Bill Type'. Please click on the dropdown and it should offer 'Solicitor Appeal' as an option. Click Next to continue

The screenshot shows a web browser window with the URL [https://ccms.legalservices.gov.uk/civil/CCMS\\_CB02](https://ccms.legalservices.gov.uk/civil/CCMS_CB02). The page header includes the Legal Aid Agency logo and navigation links: Home, Cases and Applications, Actions and Notifications, and Help. Below the header is a search bar. The main content area is titled 'Provider Bill Type' and includes a red asterisk indicating a required field. The question is 'What type of claim are you submitting?'. A dropdown menu is open, showing 'Please Select' and 'Solicitor Appeal'. Below the dropdown is the version number 'v6.0.4' and a green 'Next' button. A link 'Cancel and return to Bill Details' is visible in the top right. The footer contains '©Crown Copyright' and the system clock shows 16:07 on 23/03/2017.

5

Next question will ask for details of the bill you wish to lodge the appeal again. Bill type (interim or final), submission date and net value of bill to be entered. These can be entered in any form you wish. Example below:

The screenshot shows the same web browser window as above, but the page title is 'Cost Appeal'. The user is logged in as 'Stephen Barker'. The main content area is titled 'Cost Appeal' and includes a red asterisk indicating a required field. The question is 'Please provide details of the original claim which this cost appeal relates to.'. A text input field contains the example text 'final bill, 01/01/2017, £8000'. Below the input field is the instruction 'Please provide the bill type (e.g. interim bill, final bill), the submission date, and the net value of the original claim which was assessed down.'. There are green 'Next' and 'Back' buttons. A link 'Cancel and return to Bill Details' is visible in the top right. The footer contains '©Crown Copyright' and the system clock shows 16:51 on 23/03/2017.

# 6

The following questions should appear in order:

- Client has a Financial Interest – Yes or No

NB: Please see quick guide on how to create a bill if the client does have a financial interest and you wish to send a copy of the bill before submitting to the LAA

- Next you will be asked if the bill has been assessed or will be assessed by the court.
- Answer '**No**' for all Appeal Bill claims

# 7

On the 'Multiple Fee Scheme Bills' screen you have the following options.

- Should your appeal relate to a reduced FAS item then indicate 'Yes' on the relevant question
- Should your appeal relate to a reduced disbursement then indicate 'Yes' on the relevant question
- If your appeal relates to both then indicate 'Yes' to both or if it does not relate to either then leave both as 'No' and click 'Next'

The screenshot shows a web browser window with the URL [https://ccms.legalservices.gov.uk/ccms\\_legacy/CC](https://ccms.legalservices.gov.uk/ccms_legacy/CC). The page title is 'Legal Aid Agency' and the user is logged in as 'Stephen Barker'. The main heading is 'Multiple Fee Scheme Bills' with a note that an asterisk indicates a required field. There are two questions, both marked as required:

- \* Would you like to bill for FAS? (Radio buttons for Yes and No, with 'Yes' selected)
- \* Would you like to bill for Disbursements? (Radio buttons for Yes and No, with 'Yes' selected)

Below the questions, it says 'Please indicate all fee schemes you are claiming under for this bill.' and provides 'Next' and 'Back' buttons. A 'Cancel and return to Bill Details' link is also present. The footer includes '©Crown Copyright' and the system time '16:06 26/10/2016'.

8

### Court Type, Change of Solicitor and Client status

- Next you should be asked for the Court Type where the matter concluded. Select the relevant court from the drop down menu and click 'next'
- You will then be asked questions about the case itself depending on the proceedings; the client party status, number of clients retained and whether there has been a change of solicitor on the case.
- Answer 'Yes' to the first question where you are the only firm and then 'No' to the second question
- Further questions will then appear about the client and these should be answered using your file and following the prompts

9

### Fixed Fees/Profit Costs

- You will next be directed to the fixed fee screen (CPGFS/PFLRS) or the Prescribed Hourly rates screen
- Should your appeal not relate to the fixed fee or hourly rates times reduced on assessment then click the 'remove' button at the bottom of screen. Then click 'next' to go to FAS or Disbursements screens (screenshot below)
- If your appeal relates to a reduction of time or work done then enter the reduced value in the relevant item of work fields (i.e. 1 hour of preparation removed on assessment; then enter 1 hour or preparation only). You can enter as many items as you wish by clicking 'add' for each item reduced you wish to appeal

Please provide [feedback](#) to help us improve this service.

Legal Aid Agency Home Cases and Actions and Help

CPGFS Bill Line \* indicates required field [Cancel and return to Bill Details](#)

Add

Next Back

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10:52 10/11/2016

# 10

## Enhancement only appeals:

- If your appeal relates to a reduction in global enhancement then this should be done through the 'Disbursements' screen
- Only enter the net value amount reduced on assessment and not the % reduced
- If there are various lines of uplift assessed down for different reasons, appeal each line individually. Do this by clicking the **Add**.
- If multiple lines of uplift have been assessed down for the same reason enter the appeal as one line. This means the amount appealed will be a lump sum of all the uplift that has been disallowed.

Disbursement Bill Line \* indicates required field [Cancel and return to Bill Details](#)

\* Activity Date  
01/01/2017

\* Activity Type  
Appeal % Uplift Assessment

\* Aspect of Work  
Public Law Children

\* Net Value  
£ 1000

Please enter net value of this activity.

\* VAT %  
20%

Please note this is the VAT related to the disbursement, not your own VAT.  
Please ensure you are claiming the correct VAT amount. If your disbursement is for an experts costs, the VAT should be the amount charged by that expert.

\* Fee Earner  
xx

Please give the name of the fee earner who did this piece of work.  
Please complete the following questions if the line you are claiming for relates to an expert disbursement:

- Obviously if other disbursements are being appealed then click 'add' to enter multiple items
- Assessment of bills that are being reduced to cost limits/allocations can be appealed using the Profit Costs (Summary) from the dropdown
- Again only items reduced on assessment should be appealed and only the amounts reduced entered on any Appeal Bill

# 11

## Family Advocacy Scheme appeals

- Please then select the aspect to which the FAS appeal relates to. You may select multiple aspects if the matters covers more than one proceeding. Private Law and Domestic Abuse for example
- Once selected; click next to access FAS Hearing Unit Screens

The screenshot shows a web browser window with the URL [https://ccms.legalservices.gov.uk/civil/CCMS\\_CB0](https://ccms.legalservices.gov.uk/civil/CCMS_CB0). The page title is "Aspect of Work" and it includes a link for "Cancel and return to Bill Details". The form contains five required questions, each with radio buttons for "Yes" and "No":

- \* Are you claiming for work in relation to Finance? (Yes selected)
- \* Are you claiming for work in relation to Private Law Children? (Yes selected)
- \* Are you claiming for work in relation to Public Law Children? (No selected)
- \* Are you claiming for work in relation to Other Public Law Children? (Yes selected)
- \* Are you claiming for work in relation to Domestic Abuse? (Yes selected)

Below the questions is a note: "Please answer yes to all aspects that apply to this bill. This will limit the activities that can be chosen at bill line level." At the bottom of the form are "Next" and "Back" buttons. The Windows taskbar at the bottom shows the time as 10:06 on 14/11/2016.

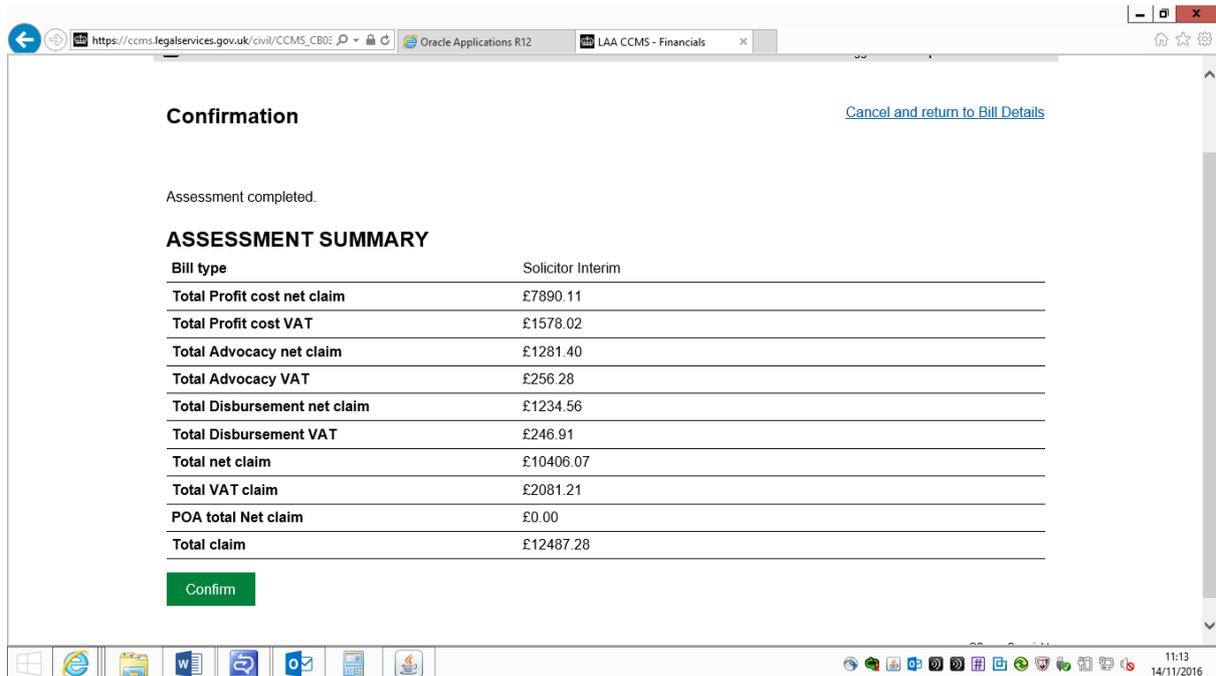
# 12

## FAS Appeals

- Any appeal of a FAS reduction is complicated by the set rules engine on CCMS
- If your appeal relates to a reduced hearing unit then claim only the hearing unit reduction. Reduced from HU2 to HU1 only claimed on appeal HU1
- Court Bundle appeals should be lodged as 'Travel Expenses' (for Counsel) and explained in the appeal documentation. Solicitors should appeal court bundles through the Disbursements screen using Advocacy (Summary) option
- Click 'Next' when done

# 13

- Summary Page
- Shows costs that CCMS has calculated to be submitted.
- Double check these figures against your file to see if this what is expected
- Click 'Confirm' to move to next stage
- If costs are not correct; still click 'Confirm' but you can go back into the bill for corrections



The screenshot shows a web browser window with the URL [https://ccms.legalservices.gov.uk/civil/CCMS\\_CB0](https://ccms.legalservices.gov.uk/civil/CCMS_CB0). The page title is "Confirmation" and it includes a link for "Cancel and return to Bill Details". Below the title, it states "Assessment completed." and displays an "ASSESSMENT SUMMARY" table.

Bill type	Solicitor Interim
Total Profit cost net claim	£7890.11
Total Profit cost VAT	£1578.02
Total Advocacy net claim	£1281.40
Total Advocacy VAT	£256.28
Total Disbursement net claim	£1234.56
Total Disbursement VAT	£246.91
Total net claim	£10406.07
Total VAT claim	£2081.21
POA total Net claim	£0.00
Total claim	£12487.28

At the bottom of the table is a green "Confirm" button.

# 14

## Create a Bill - Bill Details Screen

- The Bill status will now be at 'Complete'
- At this point you can either; Click on 'Request Draft Print' which will send a notification showing a PDF breakdown of the bill in a standard format
- You should do this before bill submission as you cannot do this again once submitted to LAA for payment
- Click on 'Bill Details' if you wish to make amendments to the bill
- Click on 'Submit' if you are ready to submit for LAA consideration
- Click on 'Cancel and return to Financials Summary' should you wish to leave the bill at its present status in draft form

# 15

- You will then receive a confirmation that costs have been submitted
- If your submission appears to get stuck do not press 'submit' again without checking if a bill is now already with LAA to avoid duplicates
- A notification will then be sent to the person who created the bill to upload documents

# 16

**Document Request Notification Best Practice for Appeal Bills:**

- Documents where possible should be uploaded in black and white and on a single upload
- PDF or Word Documents but no J-PEGs accepted
- **What we need on a document request for Appeal Bills:**
- Representations against the original decision. This can be in a letter form or as a narrative document
- Evidence you would like to be considered that relates to the Appeal Bill (missing vouchers, further detailed preparation notes, court orders etc.)
- Your full file will only be required when requested by a caseworker. This will usually only be to refer the matter to the Independent Costs Assessor