



Enabling providers to submit 'multiple proceedings' - Demo

Apply for Legal Aid - September 2021



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Agenda

Intros and set up	15 mins
Scenario 1	10 + 5 mins
Scenario 2	10 + 5 mins
Scenario 3	15 + 5 mins
FAQs and Feedback	10 mins

1h 15 mins



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About the demo

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Scenario 1 | Introduction to new, core functionality

Domestic Violence multiple proceedings

Scenario 2 | Explore more functionality

Section 8, changing cost limits, and uploading gateway evidence

Scenario 3 | The full journey

Exploring a non-passported example

Questions and feedback

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<https://www.sli.do/>
#MP2021



Presenting today



Simon Clayton
Product Manager



Dave Fabby
Business Analyst

Others on the call today:

Lizzie Pyzer Senior User Researcher
Eve McNally Business Improvement Manager
Tom Fitzgerald Customer Services Manager



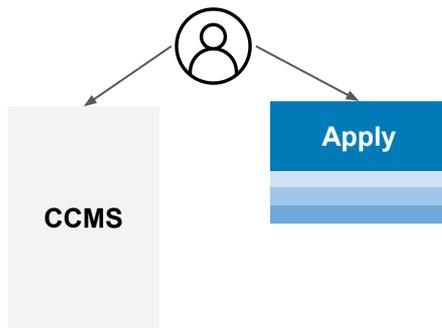
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Who are the Apply for Legal Aid team?

'Apply' are a team in LAA Digital working to deliver a new service for providers to submit applications for Legal Aid

Currently, most applications are handled via a platform called CCMS. But, since Dec 2019 submissions for some Domestic Abuse proceedings can be submitted via Apply instead

We are on a path to scale the service to enable it to be suitable for more applications, ultimately reducing the need to submit applications via CCMS



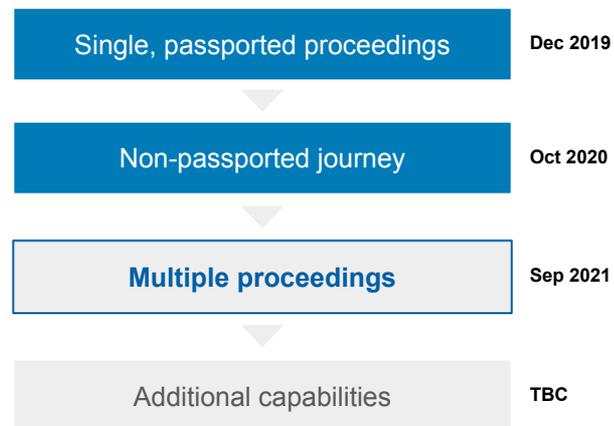
What are multiple proceedings?

Since the first passported application in December 2019, we have enabled non-passported applications through the service (October 2020).

However, your feedback told us that only submitting single proceedings on an application is a key constraint of the current service, so we have been working on removing this constraint for selected proceedings

We will be enabling multiple proceedings for any combination of all core Domestic Abuse proceedings and four commonly used Section 8 proceedings (CAO contact, CAO residence, Prohibited steps and Specific issue)

Following the launch of multiple proceedings we will continue to develop the service to allow for more applications



Why multiple proceedings?

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Apply aims to:

- **Simplify the civil application process** for providers and their clients *e.g. less questions, refreshed user experience*
 - Multiple Proceedings results in fewer questions than CCMS, with a refreshed user experience
- **Improve the accuracy of applications** resulting in more first time decisions *e.g. new ways to collect evidence and information*

Your feedback is critical to the success of the service. A prime example, your feedback highlighted the importance of the multiple proceeding capability and led to us prioritising this work.

As we continue evolving the service, we will be asking for your continued feedback at every step, from research involvement when we design prototypes to feedback after we launch key capabilities



LAA processing of Apply applications

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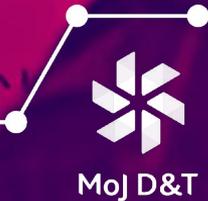
Apply applications will now be processed in line with all applications received.

You can check (link below) or contact your Contract Manager if you have any questions about this.

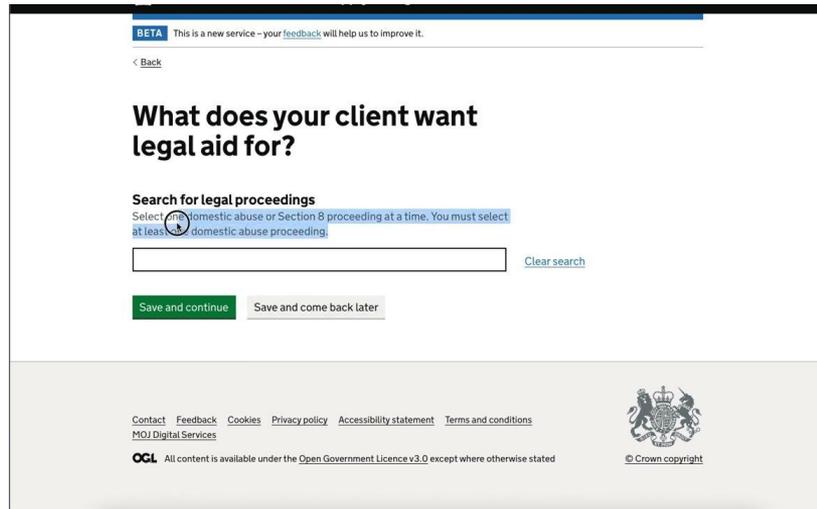
<https://www.gov.uk/guidance/civil-processing-dates>



Demo



- Delegated Functions used on same date for 2 Domestic Violence proceedings
- Proceedings = Non-Molestation & Occupation Order
- Passported on means income / less than £3k capital



BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

What does your client want legal aid for?

Search for legal proceedings
Select domestic abuse or Section 8 proceeding at a time. You must select at least domestic abuse proceeding.

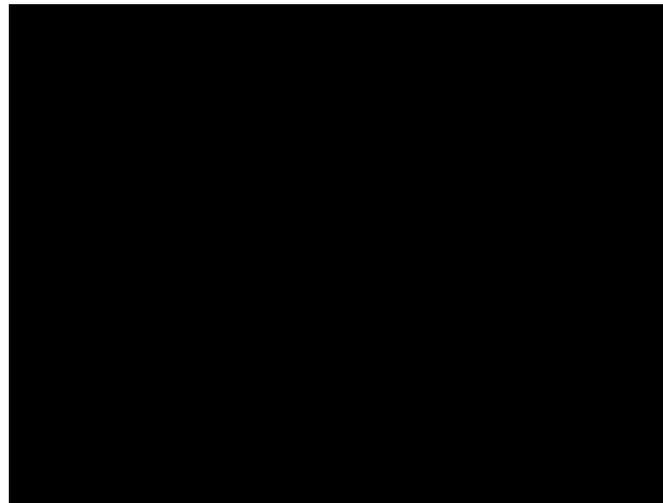
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- Delegated Functions used **for 1 proceeding only**
- Proceedings = Occupation Order & CAO Contact
- **Change default cost limit to £3000**
- Passported on means income / less than £3k capital
- **2 children allocated to CAO contact**
- Upload **gateway evidence x3**



- Delegated Functions used on different dates for both Domestic Violence & Section 8
- **Proceedings = Non-Molestation, Occupation, CAO Contact & Prohibited Steps**
- Change default emergency cost limit to £5000
- **Non-Passported** on means income / **more than £8k capital**. This will mean that only the domestic abuse proceedings can be granted



Summary

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A reminder of what the new capability enables, and what applications you'll be able to use Apply for:

Single domestic abuse proceedings (the client must have **no partner**), and **Multiple proceeding applications across all core domestic abuse and the four commonly used Section 8** proceedings; (CAO contact, CAO residence, Prohibited steps and Specific issue).

Applications can be **passported and non passported** applications where the **client is unemployed**.

Once an application is submitted via Apply, the case will be managed via CCMS for any post-submission amendments

Live

Tuesday 14th September

Communications will come out upon launch of the capability



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Questions & Feedback



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Q&A (1)

All the proceedings need to have the same respondent. What if a client is applying for NMOs against multiple respondents?

You would still need to use CCMS at this point in time. That is a currently a restriction that is noted on the roadmap to address in future and onboarding material received from us specifies this. If we receive feedback that this restraint is more problematic than anticipated we will take this onboard as we try to improve the service.

Is there a maximum number of proceedings that you can add?

No, there is no limit. You can add all the domestic abuse and section 8 proceedings.

What is the position in respect of self-employed clients, who are also in receipt of a passported benefit, and the Apply system?

The Universal Credit element will put them through the passported system. But subject to the capital element in the self-employment, there may be a second assessment. There is currently a means review where we are looking at how we will handle universal credit in future.



Q&A (2)

Can you only add each proceeding once, or can you have e.g. multiple PSO applications?

At the moment the service only permits you to add each proceeding once. If this scenario comes across often and we will add it to the roadmap as something to incorporate into the service

Can you change the scope limitations? e.g. if you had a hearing coming up and you needed to amend to cover the specific hearing?

Not at the moment, you would need to go through CCMS

Are there options for non UK bank accounts?

Yes, if online banking permits you to access a non UK bank account. If your client lives abroad and has a non UK bank account, they would need to apply via CCMS

What about means assessments for clients who don't have online banking, or don't have email?

The service only uses the open banking journey at the moment but eventually we will look at adding an alternative if this is required. At present, our aim is to understand how the online banking journey works for all of you. Once we get more applications through the journey we will respond accordingly as we understand there are capabilities we need to add



Q&A (3)

If a client applied for legal aid on Universal Credit but later on they become self-employed, would we need to provide additional information regarding their self-employment?

It depends if their means/financial situation changes. If there is a change in the means situation of the client, the provider is under duty to notify the Legal Aid Agency. The Apply service does not currently have reassessment. Therefore the means reassessment needs to be submitted through CCMS with their current self-employment details. If the client is still on universal credit, there is no need for means reassessment because they have qualified on the basis of universal credit.

When do the new updates that have been discussed today become live?

Multiple Proceedings is set to go live on Tuesday the 14th of September. We will be sending out communications alongside the go live date. If the go live date changes we will notify you.

Is it planned at some point for use of Apply instead of CCMS to become compulsory, for cases where it can be used?

Not for the foreseeable future. We are in the process of scaling the service and adding new capabilities, and in time we are aiming for Apply to cater to all application scenarios. In the meantime, CCMS will be available alongside Apply.

