



Legal Aid
Agency

Help us say yes webinar: High cost family: Transfer of high cost cases

High cost family (HCF) team

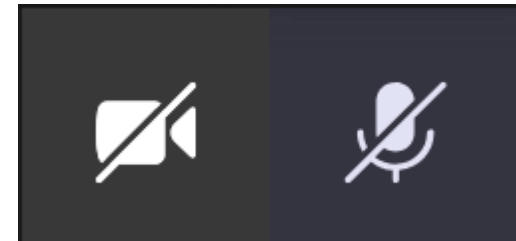
15 December 2022

Technical tips for this webinar

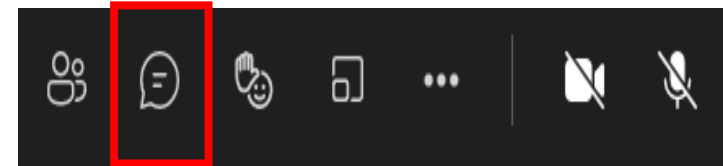
1. Please put yourself on mute during the webinar
2. You can ask us questions at the end of each session through the 'meeting chat'
3. Click on the 'meeting chat' to ask a question
4. You can keep the meeting chat open throughout to view other people's questions
5. Email us if you experience technical issues during the webinar:

communicationsdepartment@justice.gov.uk

Camera and audio off when icons appear like this:



Click here to view the meeting chat



Content

Introduction

How to complete a provider transfer

Newly proposed process

High-cost family interactions

Transfer of high cost cases:

Purpose of the webinar:

- **The purpose of this webinar is to help you understand the solicitor transfer process in high-cost family cases and how to minimise the possibility of bill rejections**



By the end of the webinar, you will have an understanding of:

- How to submit a provider transfer request
- The interactions with high-cost family and case plan tasks
- How to assist in reducing the amount of time needed to grant transfer requests
- Where to find helpful guidance

How to submit a provider transfer request



Provider transfer process: The initial request

A request for provider transfer is submitted by the provider taking over work on the case, as a 'general request'. The request will be processed and access to the case will be granted to the new provider.

- From the CCMS homepage click: **Create General Request**

Client and Cost Management System

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

[No Outstanding Actions \(none overdue\)](#)

[View Notifications \(none outstanding\)](#)

Support

Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Alternatively you can 'Submit Case Query' within a case.

Technical Support: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Email: online-support@justice.gov.uk

For non case related queries please create a general request.

[Create General Request](#)

- Select: **Provider Transfer Request** from the drop-down box
- Click: **Next**

Request Type

Please select your Request Type and click 'Next' to continue.

* indicates required field

* Request Type

[Provider Transfer Request](#) ▼

[Next](#) [Back](#)

Top tip:

Choosing any other type of request will delay the provider transfer being allocated to the case as this is manually done by our central business support team

Provider transfer process continued:

- Complete all the fields
- A red asterisk denotes a mandatory field

Request Details

Please complete further details for your request and click 'Submit'.

* indicates required field

Request Type Provider Transfer Request

Case Reference Number

* Client Name

* Client Address

* Client Date of Birth

* Previous Provider

If we require additional information, we will need to contact you.

In the **Any other information** section please provide:

- A contact name
- A contact number
- Email address

Click **Submit**

* New office account number

* New Provider Firm Name

* Reason for Transfer
Please Select ▼

* Further Details

Any Other Information

0 / 8000

[Back](#)

Top tip:

Copying and pasting information from an updated version of word can cause a technical issue “invalid characters”. To resolve, please follow the quick guide: [Invalid characters \(justice.gov.uk\)](https://www.justice.gov.uk/invalid-characters)

Getting it right first time

Prior to the transfer request submission:

- Consent **must be obtained** from an existing member of the outgoing firm.

Once the provider transfer request has been submitted:

- It is screened by our central business support team and a request for supporting documents is sent to you.
- If the request has is born from client dissatisfaction:
 - It is expected the client has adhered to the outgoing firm's complaints procedure.
 - A written complaint sent by the client to that provider together with that firm's response should be evidenced.

Please ensure both are provided as soon as possible and if one cannot be provided, please advise why in the notification response and a caseworker will consider the request

Top tip:

- If the provider transfer is urgent, therefore within 2 working days of the application or amendment, please contact the customer services team on 0300 200 2020 advising of the urgency.
- This will be prioritised accordingly

After submission:

Our side of CCMS looks very different to the provider user interface (PUI) version you use.

- When the provider transfer has been submitted and marked as documents sent, this then falls into our work queues to be processed.
- We process the provider transfer requests in date order, from the date the documents are provided.

Work Type	Co...	Task Type	Task Sta...	Task Na...	Creation...	Status D...	Priority	Service ...	Service ...	Assess...
Other Action		Provider Trans...	Pending P...	Provider T...	15-SEP-2...	15-SEP-2...	Unprioritized	Certificate	Live	
Outcome Prompt		Provider Trans...	Pending P...	Provider T...	03-OCT-2...	03-OCT-2...	Unprioritized	Certificate	Live	
Provider Ad Hoc...		Provider Trans...	Pending P...	Provider T...	10-OCT-2...	10-OCT-2...	Unprioritized	Certificate	Live	
Provider Letter		Provider Trans...	Pending P...	Provider T...	19-OCT-2...	19-OCT-2...	Unprioritized	Certificate	Live	
Provider Transfer		Provider Trans...	Pending P...	Provider T...	25-OCT-2...	25-OCT-2...	Unprioritized	Certificate	Live	
Provider Transf...		Provider Trans...	Pending P...	Docs requ...	22-NOV-2...	22-NOV-2...	Unprioritized	Certificate	Live	
QC App Amend...		Provider Trans...	Pending P...	Provider T...	23-NOV-2...	23-NOV-2...	Unprioritized	Certificate	Live	
Raise AR Trans...		Provider Trans...	Pending P...	Provider T...	24-NOV-2...	24-NOV-2...	Unprioritized	Certificate	Live	
Reinstate Certifi...		Provider Trans...	Pending P...	Provider T...	24-NOV-2...	24-NOV-2...	Unprioritized	Certificate	Live	
Request Means...		Provider Trans...	Pending P...	Provider T...	24-NOV-2...	24-NOV-2...	Unprioritized	Certificate	Live	
Review Outcome		Provider Trans...	Pending P...	Provider T...	24-NOV-2...	24-NOV-2...	Unprioritized	Certificate	Live	
Revoke Case		Provider Trans...	Pending P...	Provider T...	24-NOV-2...	24-NOV-2...	Unprioritized	Certificate	Live	
Show Cause Int...		Provider Trans...	Pending P...	Provider T...	25-NOV-2...	25-NOV-2...	Unprioritized	Certificate	Live	

After submission continued:

If we need further requests for information, this will push the transfer to the back of the queue when provided. It is important to send all required information, as early as possible, to avoid unnecessary delays.

Notes (LSC Inventory Master Org) - Task Manager

View By: Source Related To

Notes Summary

M...	Notes	Date
	To whom it may concern,	22-FEB-21 10:5
	To Whom It May Concern,	15-FEB-21 10:3
		12-FEB-21 16:3

Source: Task Manager Number: 31961442

Entered By: Entered Date: 12-FEB-2021 16:30

Creation Date: 12-FEB-2021 16:30

Notes

Case Reference Number:

Client Name:

Client Address:

Client Date of Birth:

Previous Provider:

New office account number:

New Provider Firm Name:

Type: Provider Reque... Status: Public []

Related To	Value
Task Manager	31961442

More.. New (B)

Top tip:

You can check when we will process your transfer request and any other work in our published processing timescales at the link: <https://www.gov.uk/guidance/civil-processing-dates>



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Current process following a transfer

Amending provider details following a transfer for non-HCF cases:

Following the transfer, you can locate the case in Cases and Applications.

From the available actions screen, select **Amend Provider Details**

Amend the **contact name** to the user who you wish to receive the actions / notification on the case

Select **Continue**

Action	Description
Amend Case	Create an amendment for this application
Amend Client	View or update the client details
Billing	View financial details and Bills/POAs for this case
Record Outcome	Record an outcome for this case or for one of its proceedings
Submit Case Query	Create a service request related to this case
View Case or Application	Open a read-only version of this case or application
View Case Notifications	View all notifications belonging to this case
View Outcome	View the outcomes for this case
Amend Provider Details	Amend Provider Details
Amend Correspondence Address	Amend Correspondence Address
Allocate Cost Limit	Allocate Cost Limit
Complete Means Reassessment	Complete Means Reassessment

Amend Provider Details

Please enter the details in the fields provided.

* indicates required field

Office

Name of solicitor or Fellow of the Institute of Legal Executives instructed

Supervisor

Provider Case Reference

* Contact Name

Top tip:

You are required to amend the contact name on the case so all actions / notifications are sent to the correct user. If you do not do this, users in the new firm will **not** receive correspondence on the case.

Allocating cost limit following a transfer for non-HCF cases continued:

Action	Description
Amend Client	View or update the client details
Billing	View financial details and Bills/POAs for this case
Submit Case Query	Create a service request related to this case
View Case or Application	Open a read-only version of this case or application
View Case Notifications	View all notifications belonging to this case
View Outcome	View the outcomes for this case
Amend Provider Details	Amend Provider Details
Amend Correspondence Address	Amend Correspondence Address
Allocate Cost Limit	Allocate Cost Limit

[Abandon Amendment](#)

- From the list of available actions select **Allocate Cost Limit**

- You will be directed to the case costs page
- You will see the cost limitation allocation table
- It will be necessary to split the cost limit between the two firms
- Enter the **amount to be allocated to the previous firm** and select **calculate**
- The remainder of the cost limitation will be allocated your firm
- Click **Next** to finalise the process

Case Costs

Please view the allocation of granted costs to counsels and, where the case has been subject to provider transfer, former providers. In order to change this allocation, please update the figures as necessary and click the 'Next' button to confirm. Please note that the Amount Used reflects the value of bills that have been paid, authorised for payment or matched against POA's as part of recoupment and excludes those elements that fall outside of the cost limit such as VAT and the Court Assessment fees.

Cost Limitation Allocation ?

Provider	Type	Amount Used	Provider Cost Breakdown	Action
Granted Cost Limitation			£ 9000.00	
	Provider	<input type="text"/>	£ 9000.00	

Current process following a transfer for HCF cases:

HCF cases are slightly different:

- You will not need to amend the certificate to increase the cost limitation.
- After allocating costs to the previous provider, you may end up with no remaining costs.

We currently do not have a set process on how we deal with the setup of the case plan task.

Depending on the circumstances, we may:

- Use the primary contact for the firm, or
- Use the provider contact, which you set up on the case





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Proposed process following a transfer

Why are we changing the HCF transfer process?

Following the request for this webinar, we reviewed the current process and have identified ways to improve our overall service and reduce the amount of case plans notification timeouts initially sent to inactive accounts.

We are changing the process because:

- We want to ensure there is a consistent process where we have an immediate line of communication to the HCF team to manage the case plan moving forward:
 - This has the benefit of ensuring the case plan either goes to the user you wish, or a guaranteed active user within your firm to prompt the case to be assigned to a user who can respond to the notifications.
- A standardised approach will reduce the number of timeouts for us.
- Correspondence from all sides can be reduced for the case plan at this initial stage, and for the case as a whole.
- The further information (FI) request message is outdated.
- Reminders to set up Provider Contacts have not been provided.

Top tip: You will only need to provide the username of a user to assign the case plan task to on cases that are already registered as high-cost family and not on any other case type

Proposed process following a transfer for HCF cases:

Standardising our correspondence to you:

- Our central business support team will respond to the initial request for provider transfer, using a standard note
- The note will include:
 - A request for the new provider contact's username along with any required supporting documents, for the purpose of assigning a new case plan notification following an approved transfer.

Please note: If you do not provide a username, we will use the username of the person who submitted the initial provider transfer request

LAA Online Portal

To sign in to the Online Portal please enter your username and password.

By logging into this Portal you accept the [Terms and Conditions](#).

Username:

Password:

Log in >

[Forgotten your password?](#)

Top tip: If you do not know your username, please contact your system administrator

A collaborative approach to change:

This change has been designed to suit high cost family case planning. However, we aren't the only team to use these changes.

- The exceptional complex cases team (ECCT) are involved in utilising this information
- ECCT will use this process for cases affected by case planning in other proceedings outside of the family work we process
- The updated process will be adopted by all civil high cost teams moving forward



High-cost family interactions



Interactions: Additional information:

- We make appropriate decisions based on the individual circumstances of the case
- There are too many scenarios to list in this presentation
- There is not a one size fits all approach

Top tip: If you are contacting us via CCMS, select the VHCC enquiry type as this goes directly to a case manager to answer your query significantly quicker than our published processing timescales for case plans

- In all circumstances, regarding provider transfers, you must contact your case manager, via VHCC enquiry or the case plan task
- We have listed some of the most common examples on slides 21 and 22

Example scenarios: After transfer:



- Single counsel CCFS: Who registers the case and what happens to the previous firm's costs?
- Single counsel CCFS: What happens if firm 1 have fewer than 11 main days and firm 2 then have extra days listed?
- Single counsel CCFS: What happens if firm 2 gets prior authority for leading counsel and what happens to firm 1's CCFS?
- What happens if there is a group of siblings? If the contract in place on eldest child's cert and that certificate transfers to a new provider?

Please note: This is a non-exhaustive list

Decision making:

There are many reasons which affect our decision making.

Any of the following can easily change how we set up the case plan task:

- Have POA's have been submitted?
- Have Counsel previously billed?
- What are the proceeding types?
- How many previous firms on the case?
- Is the case plan CCFS or Fully Costed?
- Has exceptionality been identified?
- Is the certificate for a child and if so, how old are they?

Please note: This is a non-exhaustive list





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Useful links and contact us

Useful links / contact us:



- [High Cost Family main website](#)

- [LAA Training website](#)

CCMS quick guides:

- [Provider Transfer](#)

- [Amend a Case Cost Limitation](#)

- [Amend a Provider Contact](#)

- [Invalid Character](#)

- [Submitting a Case Query](#)

- General HCF case enquiries: highcostfamily@justice.gov.uk

- Complex HCF case enquiries: Highcostfamilyfixer@justice.gov.uk
 - (Counsel to use for enquiries)

- Customer service team: Tel: 0300 200 2020

Our training website



CCMS Quick Guides

- [CCMS Provider: Getting Started](#)
- [CCMS Provider: Submitting Bills](#)
- [Reporting Outcomes/Discharge including with a Cost or Damages Award](#)
- [Using Bulk Upload to Submit Bills](#)
- [High Cost Cases](#)

CCMS Online Training

- Sign up on [Eventbrite](#)

Online Support Webchat

- Use [Webchat](#) for help with IT system issues

Webinar Recordings

- Our 'Help Us Say Yes' webinars focus on areas where there have been issues or high enquiry levels
- Popular sessions are posted on the Legal Aid Learning website: [Ministry of Justice](#)

Our communications channels

Legal Aid Bulletin

- A fortnightly e-alert with links to relevant pages
- Join our thousands of subscribers



Social Media

- Follow us on Twitter
- Get help from our customer service twitter account
- Read our blog



LAA Portal

- We post the status of our online systems on the portal's home page





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Working with others to achieve excellence in the delivery of legal aid