



CCMS Provider: Recording an Outcome and Discharge

1

Search the required case.

For help on this see the Search for Case quick guide.

Scroll to the bottom of the case overview screen and click on **Record Outcome**.

Getting it right first time:
If you have a pending amendment you will not have the option to record your outcomes and will need to wait until the amendment has been processed.

Current Live Certificate

Proceeding	Matter Type	Form of Civil Legal Service	Client Involvement Type	Status
CAO contact	Section 8 orders	Full Representation	Applicant/claimant/petitioner	Live

Case Costs

Case Costs	Granted Amount
Case Cost Limitation	£4500.00

Available Actions

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

2

Outcome and Awards

Please enter the Outcome and Awards details for this Case.

Proceeding Outcome Summary

Proceeding	Form of Civil Legal Service	Date Granted	Action
App for care order - SCA	Full Representation	24/06/2016	Clear

Awards Summary

Add Award

In the **Outcome and Awards** screen, click on the relevant proceeding displayed in the **Proceeding Outcome Summary**.

3

In the **Record Proceeding Outcomes** section of the **Outcome and Awards** screen, complete the required fields and enter any relevant information into the **Result** field.

Click **Next**

Record Proceeding Outcome

Please enter the details below. In order to add the court to this proceeding outcome please click on the "Select Court" link.

* indicates required field

Proceeding App for care order - SCA

Matter Type Special Children Act

Description App for care order - SCA

* Date of Final Work (excluding Bill Preparation) (DD/MM/YYYY)
30/10/2015

* Stage End
C: Determined at final hearing.

* Ending or Method of Resolution
Determined in County Court

* Result
N: Substantive order in favour of the client.



CCMS Provider: Recording an Outcome and Discharge

4

Outcome and Awards

Please enter the Outcome and Awards details for this Case.

Proceeding Outcome Summary

Proceeding	Form of Civil Legal Service	Status	Outcome	Date Granted	Action
App for care order - SCA	Full Representation	Outcome	N: Substantive order in favour of the client.	24/06/2016	Clear

Awards Summary

[Add Award](#)

Type	Date of Order / Agreement	Description	Value	Action
None				

Pre-Certificate and Legal Help Costs

Type	Pre-Certificate Amount	Legal Help Amount	Action
Pre-Certificate and Legal Help Costs	£ 0	£ 0	

Documents

Documents

[Document Upload](#) NEW

[Submit](#)

Getting it right first time:
 You should record outcomes for as many proceedings that you have funding for.

A recent upgrade to CCMS allows you to upload documents when submitting an Outcome.

You should only use this option if you have all of the documents required to complete the Outcome.

To provide evidence at this stage click **Document Upload**.

5

If all of the documents you need to upload are available select **Yes**.

Selecting no will result in an action to upload evidence being sent after the outcome has been submitted.

Use the choose file button to select a document from your file system.

Repeat until the table is complete with all of the documents you wish to upload.

Click **Upload**.

Getting it right first time:
 You will only be able to upload documents that have a PDF or TIFF file extension.

Document Upload

If you have all the documents available to support your outcome submission you can upload them here. Caseworkers will only be able to view your documents once the outcome has been submitted.

* indicates required field

Do you have all the required documents to upload? [more](#)

Yes No

File	Type	Document Description	Date	Doc Id
Outcome Evidence.pdf	Outcomes Evidence	Outcomes Evidence	27/06/2016	Remove

Add new file

* We can only accept PDF, RTF or TIFF files that are less than 8 MB.

[Choose File](#) No file chosen

* Document Type
 Outcomes Evidence

Document Description (Maximum 255 characters allowed)

[Upload](#)



CCMS Provider: Recording an Outcome and Discharge

6

Outcome and Awards

Please enter the Outcome and Awards details for this Case.

Proceeding Outcome Summary

Proceeding	Form of Civil Legal Service	Status	Outcome	Date Granted	Action
App for care order - SCA	Full Representation	Outcome	N: Substantive order in favour of the client.	24/06/2016	Clear

Awards Summary

Type	Date of Order / Agreement	Description	Value	Action
None				

Pre-Certificate and Legal Help Costs

Type	Pre-Certificate Amount	Legal Help Amount	Action
Pre-Certificate and Legal Help Costs	£ 0	£ 0	

Documents

Documents

[Document Upload](#) NEW

Click **Submit**.

7

On the **Request Case Discharge** screen, complete the drop down fields and enter any other discharge information.

Click **Next**

Request Case Discharge

Please enter the details below.

* Indicates required field

* Discharge Case

Discharge Reason

Client Continuing Privately

Any other Discharge Information (Maximum 1000 characters allowed)

8

Outcome Summary

The information you have entered in your Outcome is listed below. In order to print the overview please click on the 'Print' button.

Proceeding Outcome

Proceeding	App for care order - SCA
Matter Type	Special Children Act
Description	App for care order - SCA
Date of Final Work (excluding Bill Preparation)	30/10/2015
Stage End	C: Determined at final hearing.
Ending or Method of Resolution	Determined in County Court
Result	N: Substantive order in favour of the client.
Any other information about the Result. If no Judgement Order is available for court proceedings, please give the reason here	.
Alternative Dispute Resolution	A: ADR was not considered appropriate to the case and neither side proposed any form of ADR.

From the **Outcome Summary** screen scroll to the bottom of the page and click **Next**.



Legal Aid
Agency

CCMS Provider: Recording an Outcome and Discharge

9

Tick the declaration then select **Continue**.

Sign Declaration

Please complete the declaration below by selecting the statements to confirm your agreement.

I certify that the information provided is correct and that I will ask the client to complete any declarations or consents in cases required where the Statutory Charge applies.

Continue

[Back](#)

©Crown Copyright

10

[View Case Notifications](#)

Submission Confirmation

Your data has been successfully processed. Please click 'Next' to continue.

Next

©Crown Copyright

A **Submission Confirmation** message will confirm that the outcome has been successfully processed.

Click **Next** to continue using CCMS.

NOTE: Your Final Bill will not be available for processing until your outcome request has been reviewed in full and processed.

If you decide not to use the document upload facility an action will be sent to the case contact requesting any relevant evidence in support of the Outcome.

If you have used the document upload facility you will not receive a further action to provide evidence unless requested to do so by a caseworker from the Legal Aid Agency.

For more information on sending evidence, please see the **Submitting Electronic Evidence** or **Submitting Evidence by Post** quick guides available on the CCMS Training Website.

Getting it right first time:

If your application has been refused there will be no option to record an outcome, if you therefore do not agree with the refusal you must submit a legal appeal. If your application has been revoked you will have the option to record outcomes.

When your application has been rejected, you will need to resubmit this in order for the application to be processed. If an application is no longer required you can send a general enquiry. If you do not have the option to record an outcome and your certificate has been processed please contact the Online Support team.