

Civil news: check live case work with new status report service

Weekly reports are now being emailed to providers showing the status of all live cases in the Client and Cost Management System (CCMS).

This is a new service beginning on 6 January 2020. It has been introduced following feedback from providers. The aim is to keep you up to date with the status of all your live work in CCMS.

What do the reports show?

The spreadsheets outline all your active cases in CCMS and what stage they are in the system.

You will be able to see if you need to take any action within CCMS or if the application is being processed by the LAA.

Who will receive the reports?

The reports will be sent to your 'primary contact liaison manager' as specified in Contracted Work and Administration (CWA).

If you do not receive your report you should check that you have the correct details in CWA before contacting your contract manager.

Further information

BIT@Justice.gov.uk – to contact the business improvement team for questions about the content of your report