

# News story: Civil news: use online resources and save time on helpline calls

From:

First published:

25 January 2017

Remember to use our quick guides and training resources when working in the Client and Cost Management System (CCMS).

Our CCMS 'quick guides' and training modules are essential resources to help you work efficiently and avoid time-consuming calls to our customer service lines.

This is the first in a series of articles to help signpost you to the guidance and resources you need to work as efficiently as possible in CCMS.

Below are examples of 'quick guides' available to look at which deal with areas we regularly receive calls about:

## **Quick guides**

- responding to a show cause – what to do if your certificate has a show cause
- provider transfer – responsibilities when a case transfers from one firm to another
- submitting electronic evidence – how to upload documents in CCMS
- single stage and dual stage emergency delegated applications – how to create emergency applications and the processes for converting them into substantive ones at a later date

## **CCMS training website**

Provider quick guides:

[Managing live cases](#) – see 'Responding to a show cause' and 'Provider transfer'

[Navigation in CCMS](#) – see 'Submitting electronic evidence'

[Making an initial application](#) – range of modules on 'emergency' applications

---

# Arbitrary cap on the number of children the Government will support is not only cruel, but is bad policy – Debbie Abrahams

**Debbie**

**Abrahams MP, Labour's Shadow Work and Pensions Secretary**, commenting on the Government's two child limit on tax credits, said:

"An arbitrary cap on the number of children that the Government will support is not only cruel, but is bad policy.

As 90 per cent of lone parents are female, it is a further example of how these six years of wasted austerity have been borne on the backs of low income mothers.

"Of equal concern is the lack of detail surrounding the so-called 'rape clause'. Should the burden of proof be placed upon survivors of rape by the Department for Work and Pensions, this would constitute a wholly unacceptable extension of the Department's remit into deeply sensitive areas of women's lives.

"People would be right to feel little confidence in the Government's competence when approaching this highly sensitive issue. More so when viewed in the context of the punitive DWP culture fostered by this government.

"The sum of these deeply concerning questions, which hang over the policy as a whole, suggests that the only solution can be to scrap this policy once and for all. I urge the Prime Minister to do so before it takes effect."

**Ends**

---

## Speech: Baroness Anelay speech at Holocaust Memorial Day event

Baroness Anelay, Minister for Human Rights, said

Good morning and welcome to the Foreign and Commonwealth Office. I would like to thank those of you who have helped to organise this event today, in particular Ambassador Mark Regev and his team at the Embassy of Israel.

## **Importance of Holocaust Memorial Day**

The Holocaust was one of the darkest periods in our history. Sometimes we would prefer to forget, because what happened is too painful to remember. But it is only by remembering that we can learn from the past and ensure that history does not repeat itself.

Continuing to raise awareness in this way is essential because intolerance and hate still afflict our societies today. Antisemitism in particular is still an issue. That is why the UK has led the international community in adopting the International Holocaust Remembrance Alliance definition of Antisemitism. We will use it to guide our work and to make clear that antisemitism has no place in our society.

## **How Can Life Go On?**

The theme of this year's Memorial Day is "how can life go on?" It explores the immense obstacles that must be overcome when rebuilding communities torn apart by hate. It focuses on the world's Jewish communities after the Second World War, but it is a theme that remains highly relevant today.

Today's event will focus in particular on antisemitism. I believe that the value of remembering the Holocaust comes when we think about the conditions that allowed such horrors to prevail. When we recall it was the existence of widespread antisemitism across Europe, that meant the Nazis' desire to purge society of anyone who did not fit their ideal found fertile ground. When we reflect on what we might possibly have done in the same circumstances. And when we examine our own prejudices and seek to combat them, and to prompt others to do likewise.

This year's theme reminds us that, even as the world's Jewish communities began to rebuild their shattered lives, they continued to suffer antisemitic attacks. Shockingly, there were a number of pogroms immediately after the Holocaust, for example one in Poland where 42 Jews were murdered. Sadly, even today we cannot declare that antisemitism has been defeated. We all of us need to be vigilant in standing up against it.

That is why I am delighted that we are joined today by inspirational individuals who have dedicated their lives to raising awareness about the causes and consequences of the Holocaust.

Professor Yehuda Bauer is the author of the Stockholm Declaration and has worked tirelessly to ensure that the world remembers the

Holocaust and learns lessons from it.

Dorit Oliver-Woolf survived the Holocaust and went on to enjoy a successful musical career. She has dedicated her life to educating others about the Holocaust.

We will also hear from Dr Dave Rich of the Community Security Trust, and from our Young Ambassadors from the Holocaust Educational Trust, Iqra Arshad and Toni-Ann Cover.

## **Conclusion**

I would now like to invite Ambassador Regev to the podium, to introduce Professor Bauer. While he makes his way up, I will conclude using the words of the Stockholm Declaration:

Our commitment must be to remember the victims who perished, respect the survivors who are still with us, and reaffirm humanity's common aspiration for mutual understanding and justice.

Thank you.

---

## **[Press release: North East man fined for illegal fishing](#)**

The Environment Agency is reminding anglers of the importance of having a rod licence after a County Durham man was fined for fishing illegally.

Dean Ferguson, 49, of Browning Hill, Coxhoe, failed to appear for his court hearing at Peterlee Magistrates' Court on Monday, 23 January.

In his absence he was fined £660, ordered to pay £127 costs and a victim surcharge of £66.

### **Intelligence-led patrols**

Shortly before midnight on the night of Saturday 6 August 2016, Environment Agency Fisheries Enforcement Officers were carrying out intelligence-led patrols on the River Wear in Durham city.

They saw Ferguson start fishing in the river using a double-handed salmon rod, and almost immediately he had foul-hooked a sea trout, which means the fish was hooked somewhere other than in the mouth.

He was stopped by the officers who searched his vehicle, and found the foul-hooked fish. Ferguson also admitted he did not have a valid rod licence.

He was summonsed to appear at court for the offences. It's illegal to fish without a licence, and to fail to return to the water any fish that is foul-hooked.

### **'Vital' that anglers abide by law**

Kevin Summerson, Fisheries Technical Specialist for the North East, said:

It's vital that anglers abide by the law to protect the future of the sport and the quality of our rivers and fisheries.

We won't hesitate to take action to stop illegal fishing and hopefully this will act as a deterrent for any angler thinking of cheating the system.

All the money raised from rod licence sales is used to protect and improve fish stocks and fisheries, benefiting anglers.

### **Rod licence income funds improvements**

During 2016 in the North East there were six serious fisheries offences resulting in £460 in fines and £600 costs, plus forfeiture of equipment and a crushed vehicle.

There were a further 54 offenders prosecuted for 59 rod licence offences resulting in fines of £14,327, with four offenders also given conditional discharges.

Anyone discovered committing offences could face a substantial fine at court.

All income from rod licence sales is used to fund Environment Agency work to protect and improve fish stocks and fisheries, including improving habitats for fish and facilities for anglers, tackling illegal fishing and working with partners to encourage people to give fishing a go.

Buying a rod licence is quick and easy – you can buy them online at the [Post Office](#).

The Environment Agency urges anyone to report illegal fishing by calling 0800 80 70 60.

---

**[News story: Civil news: automatic](#)**

# email confirmations for new applications

From:

First published:

25 January 2017

Users working in the Client and Cost Management System (CCMS) will now receive email confirmations when submitting applications.

Email confirmations are now being sent out whenever a logged in CCMS user makes an application for new work.

You have to be using your own log-in to receive an email. It should also be noted that email confirmations will only be triggered when an initial application is submitted.

Where there is more than one stage to your application then the email confirmation will only be sent out for the first part e.g. first stage only for dual emergency applications and not the substantive amendment.

## **Why have we made this change?**

1. Feedback from users shows that they would like to know we have received their applications straight away.
2. We want to reduce the number of calls we receive from providers to see if we have received an application. This will mean extra time for our staff to focus on processing your work.

## **Further information**

[CCMS training website](#) – for guidance about online working