



30 June 2025

Dear Provider,

Please see below the latest on progress to restore LAA systems and contingency approaches. The latest position can also be found on the incident webpage: [Legal Aid Agency cyber-security incident GOV.UK page](#) and the associated [FAQ](#).

Supporting providers

To help providers to focus their time on implementing these contingencies, LAA contract managers will work with those providers who have an annual visit currently planned for July and August to see if that timing still works for those providers, and to consider deferring if not. We will at all times continue to act within the terms of the Contract we hold with providers.

Providers should please retain on file the information used to support their decision making, including as covered within the guidance and forms. This may be subject to audit to help us to identify where providers

need additional support and to assess the effectiveness of the contingency. Where we identify that providers require additional support to accurately understand or implement the guidance, we will in the first instance work with them to provide that support, rather than take action under the contract or to recoup payment.

In such instances where taking contract action would be reasonable and proportionate, such as where a pattern of dishonesty is shown, this will be done based on the individual circumstances. The LAA promotes a zero-tolerance approach to fraud.

Civil Applications

Following the launch of the latest contingency arrangements on Friday 27 June, please note the following reminders:

- Providers can use delegated functions to grant themselves funding, for any work, that needs to be undertaken within the 16-week time limit of the emergency certificate (which falls within the scope of Legal Aid regulations) and any subsequent work under the time limit of the emergency certificate.
- Please do not send applications/amendments granted under Delegated Functions applications to the LAA under contingency, providers can submit on CCMS when LAA systems are restored.
- Where providers cannot use delegated functions due to the nature of the application (i.e. Judicial review proceedings) the relevant Application and Means forms can be submitted to ContactCivil@justice.gov.uk.
- Please ensure your email subject title is worded as follows **“LAABC Plus”** followed by the type of application form, type of means form (if applicable), your client’s name and your firm name. This will ensure it is directed to the correct team in a timely manner.
- Please ensure all Applications submitted have the clients full name on page one and the declaration at the back of the forms have been signed.

GOV.UK incident webpage

Following reports that several resource links on the updated webpage were not functioning correctly, we can confirm that the issue has now been resolved, and all resources are fully accessible. We apologise for any inconvenience this may have caused and encourage you to report any further issues you encounter so we can address them promptly.

Civil Billing

A reminder that the process to opt in to civil billing contingency and accept the payment is running on a weekly basis, giving you flexibility to opt in each week. To opt in, you must let us know by midday each Monday to make that week's payment run.

Further information can be found on the incident webpage, [here](#).