



26 June 2025

Dear Provider,

Thank you for your continued flexibility and constructive collaboration with us whilst we navigate the challenges posed by the criminal attack on our systems.

**We would like to remind you that from tomorrow, 27 June**, the Legal Aid Agency (LAA) will introduce enhanced business continuity arrangements to support you in delivery.

Our main priority continues to be ensuring access to justice and making sure legal aid providers receive payment. These strengthened measures are intended to support providers, ease administrative pressures, and help prevent an unsustainable backlog of cases from growing while contingency arrangements remain in effect.

On Tuesday we shared the full new guidance, below, which will be reflected on the incident webpage tomorrow. The FAQ page will also be updated to ensure all the new processes are correctly reflected, and information can be easily located.

[Civil Legal Aid Contingencies from 27 June 2025](#)

[Criminal Legal Aid Contingencies from 27 June 2025](#)

Support is available from the Customer Service Team should providers need any assistance.

## **FAQ**

We will publish a refreshed FAQ alongside the guidance tomorrow, 27 June.