



18 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](#).

As per previous messages, we cannot confirm the timescale for when all processes will return to operation however, it is unlikely that the issues will be fully resolved in the short-term. We are refining further plans for contingency, and are working closely with representative bodies to ensure these support providers and their clients to the maximum extent.

We maintain our focus on ensuring access to justice, and that providers can be confident in their payment for work done.

## **Civil Applications**

All contingency processes can be found on the incident webpage, [here](#).

**Please note the below sections for making applications in respect of high-cost family, exceptional and complex cases and Prior Authority.**

For all matters involving exceptional and complex cases, please click [here](#) for further information on how to submit work. In response to feedback from the Legal Aid Practitioners Group, the ECCT Quick Guide has been further updated to provide greater clarity regarding the submission of case plans. The revised guidance confirms that, following 16 June 2025, case plans should be submitted as soon as practicable.

For all High-Cost Family related work please click [here](#) for further information on how to submit work.

Civil Prior Authority requests where the provider cannot justify the expense of expert assessment, testing, etc on assessment can submit their Prior Authority request to the LAA using the CIV APP8A form located on GOV.UK and submit it directly to [CivilPriorAuthorityRequests@Justice.gov.uk](mailto:CivilPriorAuthorityRequests@Justice.gov.uk) without the need for a contingency reference number. Please ensure you detail that you have a current live certificate on CCMS or that you have delegated functions to grant emergency funding in this matter.

## **Civil Billing**

Information on the billing contingency process for civil, offering providers the option of being paid an amount reflecting their average billing, can be found [here](#).

The process to opt in to contingency and accept the payment is entirely voluntary and 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.

For providers with an existing debt on their account, we will confirm to the provider the net payment which would be paid. Providers should contact their contract manager to discuss this if they have a higher value of outstanding claims than this payment represents. Counsel would need to email the contingency email address [CivilClaimBC@justice.gov.uk](mailto:CivilClaimBC@justice.gov.uk) and we will provide details to allow us to agree appropriate payment, which would net off any existing debts as would happen under usual payment conditions.

### **Crime Applications**

We have replaced the [CRM14 and CRM15 PDF forms on GOV.UK](#) with updated versions. We have done this to make submitting the PDF forms as part of the contingency arrangements as clear and straightforward as possible.

More information is available on the incident [webpage](#).

### **Crime Lower, Legal Help, Controlled Legal Representation (CLR) and Mediation monthly submissions**

Please download and complete the following form, [here](#), to report your May CWA submission and email it to the email address on the form, by no later than 20 June.

More information is available on the incident [webpage](#).

### **Crime Billing**

Please note that a CCCD password reset is being requested from users and an email is being sent to providers from GOV.UK Notify service.

Guidance on the contingency processes can be found on the incident webpage, [here](#). Additional functionality has now been released to the casework teams, and providers will start to see updates appearing on CCCD in line with normal procedures.

### **Client Queries**

Members of the public concerned about the impacts of this incident should please contact us on 0300 200 2020.

### **FAQ**

We have updated the question relating to Crime Lower Monthly Submission claims (for a case that has completed but where no Representation Order has been granted yet due to the portal outage) specifying that while current MAAT numbers are 7 digits, **900900 is a valid MAAT number** and will be accepted.

We have updated the [FAQ webpage](#) with the following:

#### **How do I account for expert costs?**

The average payment scheme fee is calculated on all payments that a provider would, on average, otherwise have received in any given week, including those to experts. This means that providers can use the average payment to cover any expert's costs that are due in that week. However, it is not intended to replace any POA to cover any specific costs, so we do not recommend providers post any part of the average payment scheme to a client account to avoid a complex reconciliation process upon restoration of system access. In the event providers have a specific expert fee that they believe will make their average weekly payment unviable, they can discuss this with their contract manager to see if the escalation process would be more appropriate.

Thank you for your continued patience and understanding while we work through the recovery following the data breach.