



13 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](#).

We would like to reassure you that every effort is being made to restore systems following the criminal attack on our services. We have been able to return some to internal use, including enabling improved contingency on criminal legal aid applications and payments.

We cannot confirm a specific timescale for when all processes will fully return to their position prior to the criminal attack. It is unlikely that all services will be fully resolved in the short-term. As such we are now refining further plans for contingency, in the event that the need for contingency continues beyond this month. We will work closely with representative bodies to ensure this supports providers and their clients to the maximum extent.

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

Incident Webpage:

New information and FAQs are added and updated on the incident webpage on a regular basis and as a consequence, we recognize the feedback received from some providers indicating that it can be challenging at times to locate specific information. In response, we will be working over the coming days to revise the structure and presentation of content on the website, with the aim of improving navigation.

Upcoming Payments:

Payments this week will arrive in providers' bank accounts today, Friday 13 June. This will include payments made through both Civil and Crime billing contingency processes.

The next payment will be on Monday 23 June, and will then continue every Monday as per the normal payment schedule.

Civil Applications

We have updated the Civil Applications section on the incident webpage as follows.

The majority of Civil Legal Aid applications can be self-granted by providers using delegated functions for emergency funding. If providers cannot utilise delegated functions and have imminent urgent work within the next 7 days they can contact the LAA Customer Support Team on 0300 200 2020 to outline the urgency, and what work needs to be done. The Customer Service Team will provide a contingency reference number and will direct the provider to complete the relevant manual application form, adding in the contingency reference

number and emailing it to ContactCivil@justice.gov.uk where they will receive a decision from a LAA caseworker by return email. At the present time only applications that fit this criteria will be processed.

To register a family case as High Cost, providers should email Highcostfamily@justice.gov.uk with supporting evidence.

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

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 will run 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 those providers with an existing debt on their account, we will then 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 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 as straightforward as possible.

The previous versions had declarations to be signed and dated by the applicant, their partner (if they have one), and the solicitor, whereas you will usually get the applicant declaration form signed and dated by all parties.

We have therefore removed the applicant and partner declarations and amended the solicitor declaration to mirror the Apply for criminal legal aid service. There is now just a check box to confirm your declaration and that you have the relevant signed declarations on file. As before you will just need to get a fresh signature with each application, including for Changes in Financial Circumstances.

Other changes have been made to the CRM14 as follows:

- A new field on page 1 for the unique reference number (URN) for your client's case - it is important that you provide the URN from the shared online system known as 'common platform' for the LAA to find the HMCTS record - read [further guidance on the URN and how to obtain it](#).
- A new appeal lodged date field on page 1 for Appeals to Crown Court.
- A new page (page 10) for further information to match the Apply for criminal legal aid service. For example, you may use this field to tell us about any charges there is not space for at that question as there is currently only space for 4 offences.

To help streamline our processing and improve efficiency, we kindly request that going forward, providers submit only one application per email. This adjustment will take effect immediately and is expected to have a positive impact on our workflow, enabling faster decision making for you.

Please note that any email submissions containing multiple applications will be returned and will not be processed. This update takes effect from Monday and is intended to support a smoother and more efficient review process. Applications submitted prior to this communication will not be affected by this change.

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

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 FAQ on the website with the following:

What can providers do if they believe the LAA have made a mistake on a Civil Contingency Application or Amendment?

Providers can use Civil Application Fixer (applicationfixer@justice.gov.uk) if they believe we have: incorrectly rejected or refused, not considered the information provided, asked for documents or information already provided or granted an incorrect cost limitation. We will only review the decision based on the information submitted originally. You must submit an appeal if you wish to provide new information. When emailing this service please provide the contingency reference number and also details of why you believe an error has been made with any supporting evidence. We aim to review submissions within 24 hours (Monday to Friday). We will then rectify any errors at the earliest opportunity. If we believe, based on the information provided, the decision was correct, we will ask you to follow the appeal and review route for challenging a decision.

How can providers obtain civil funding for Judicial Review cases?

The LAA understand that in Judicial Review cases it is not always clear to define the urgency test is met and that delegated functions cannot be used, as there will not be a hearing listed as the client will be the applicant. If the provider can demonstrate the need to get the cases into court, our Customer Service Team can consider issuing the provider with a contingency reference number so an application can be made to the LAA via the contingency email process on the relevant form (CIVAPP6).

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