



11 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](#).

Civil Applications

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

Providers can use delegated functions to grant emergency funding if they have any urgent work to undertake (which falls within the scope of Legal Aid regulations) and any subsequent work under the time limit of the emergency certificate. We understand that some providers have interpreted that there must be a specific

hearing in the next 7 days, however we recognise urgent work extends beyond hearings and can include undertaking work to meet deadlines.

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. They will then obtain a contingency reference number and will be directed 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 by return email. At the present time only applications that fit this criteria will be processed.

Civil Billing

The 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 please e-mail the contingency e-mail 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

Full details and guidance are available on the [incident page](#).

We will be focussing our processing on those cases that will be going to the Crown Court or where the means position is more complicated. This means that providers should **not** send in any **Summary only \ Either Way applications where the proceedings are taking place in the magistrates' court and the client is on a passported benefit \ is unemployed \ is a youth**. All other applications will need to be submitted, and you can start to send these applications in with immediate effect.

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.

You do not need to include any adjustment for Escape Cases that have been submitted for assessment in your monthly CWA submission. Escape Cases can be submitted and will be processed as usual and the LAA will make an adjustment to the monthly payment to account for any additional sums due following assessment.

When CWA is available, the submissions should then also be submitted via the system, to allow them to be reconciled.

Crime Billing

The full guidance and 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.

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