



9 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](#).

The webpage is updated regularly and going forward, emails on the latest changes will be sent in the morning rather than at the end of the working day. You will receive the next communication update on Wednesday 11 June.

Civil Billing

The information on 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.

Civil Applications

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

Civil Prior Authority requests where the provider cannot justify the expense of expert assessment, testing, etc on assessment can be submitted to the LAA using the CIV APP8A form located on [GOV.UK](#) and submitted it directly to 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.

Crime Applications

LAA Digital teams have been working hard to restore access to the systems we use to process Criminal Legal Aid applications. We will have access to our internal systems, and be able to start processing Criminal legal aid applications from Tuesday 10 June. Whilst we will get access to internal systems, this does not yet include

Crime Apply which we are still working to make available. Given this, providers are asked to please send in applications by email from today. Full details and guidance are now available on the [incident page](#).

To begin with, 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.

FAQ

We have today updated the FAQ on the website with the following:

What support is there for providers in civil cases when using delegated functions, to check if evidence of domestic abuse or child protection is acceptable to bring proceedings within scope for certain private law family matters?

We are introducing a new service allowing providers to check evidence with the Legal Aid Agency before making an emergency grant under delegated functions. Queries should be sent to GatewayEvidenceCheck@justice.gov.uk. The service is intended to be available where the provider is concerned the evidence may not be accepted by the Legal Aid Agency, most of the evidence attached to applications is straightforward and will not need to be checked.

What support is there for providers to undertake the client's financial assessment in civil cases before using delegated functions?

We recognise some elements of the financial eligibility assessment are not straightforward. Providers who have queries in relation to financial eligibility assessments can seek assistance from a dedicated team of

caseworkers before granting emergency representation under delegated functions. Queries should be sent to ContactMeansExpert@justice.gov.uk

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