



3 July 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](#).

Crime Processing Dates

(Added on 3 July) We kindly ask providers to check the current processing dates here ([Crime processing dates - GOV.UK](#)) before chasing any outstanding application or claim. This will ensure the team can focus all available resources on getting your work processed more swiftly.

Crime Applications

(Updated on 2 July) We have made some amendments to guidance and templates in response to feedback and questions:

Extradition Matters - Extradition Matters fall outside of the revised Business Continuity arrangements, and so all applications for Extradition must be submitted to the LAA for processing. To ensure that we can process these applications on a priority basis, please email all relevant forms (such as CRM14) to the Nottingham office (NottinghamCAT@justice.gov.uk). The guidance has been amended accordingly.

- Both Representation Order templates have been simplified by removing any reference to ASN which is not required. The URN is required, this is the Unique Reference Number generated by the Common Platform.

- When withdrawing a Representation Order, providers must inform their client that the Representation Order has been withdrawn and must keep a file note that this has been done. There is no requirement to use a standard template for this.

We have also added further clarity to our approach on audit. Recognising the need for providers to have confidence in their ability to make delegated decisions, the LAA does not intend to recoup any payments following audit, on cases where a good faith and proportionate approach has been demonstrated to implementing the contingency processes in line with the guidance.

Crime Billing

(Added on 2 July) Please note that due to the ongoing impact of the recent cyber attack, the Magistrates Billing Team does not have the resource to provide copies of Granted/Part Granted CRM4 Prior Authorities.

The Crown Billing Teams have access to the same information as the magistrates team, so will be able to check these for providers at the time of billing.

When submitting bills, providers need to indicate the LAA Reference number of the prior authority on the bill. This will enable the Crown Court caseworkers to search for the relevant prior authority for the case and make payment accordingly.

Monthly Claim Submissions

Updated on 1 July) We have uploaded a new form to the incident webpage to use for July submissions. This can be found in the Monthly Claim Submissions section, [here](#). Please disregard any previous versions of the form and use the new version. Further information can be found on the incident webpage, [here](#).

Civil Billing

A reminder that the process to opt in to civil billing contingency and accept the payment 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.