



8 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](#).

Civil billing – Average Payments Scheme

(Added on 8 July) The civil average payment process for escalation has been made clearer on the incident webpage. If contacted, your contract manager will explain the escalation process for considering whether a higher (or lower if desired) contingency payment is justified.

Civil Applications

As communicated on 7 July, please note the following reminders and ensure you are directing your submissions to the correct team.

- Civil Prior Authority requests must be submitted directly to CivilPriorAuthorityRequests@Justice.gov.uk. Providers should use the CIV APP8A, you will need to detail that you have a current live certificate on CCMS, that you have delegated functions to grant emergency funding or been granted an application under LAA Contingency in this matter. This service cannot be used for standalone cost limit increases.
- All other Civil Application forms (CIV APP1, CIV APP3, CIVAPP6 CIVAPP8, CIVAPP11, and Means forms) should be emailed to ContactCivil@justice.gov.uk. Ensure the subject line is titled '**LAA BC Plus** – Type of Application form – Type of Means Form (if applicable) - client's name – firm name'
- For all matters involving exceptional and complex cases, please click here [ECCT submission quick guide](#) for further information on how to submit work.
- For all High-Cost Family related work please click here [High Cost Family \(HCF\) Contingency Processes](#) for further information on how to submit work. Please use the [High Cost Family submission cover sheet](#)

Providers are able to withdraw funding in the following circumstances:

- The services made available by the determination have been provided
- The proceedings to which the determination relates have been concluded
- The individual consents
- The individual has died

In the above circumstance providers will need to make a file note that funding has been withdrawn, and update CCMS when access is restored. Do not submit a CIVAPP11 form.

- Providers can delegate functions to amend a substantive certificate where the LAA has made an initial substantive determination. This will include changing scope limitations, adding new proceedings and amending costs limitations to a maximum of £7,900 where a higher limit is not already in place. The determination will need to be in the same Category of Law as the original determination and will need to arise out of the same dispute, issue or incident as the original determination. Providers will keep a file record of amendment under delegated functions. The amendment will need to be submitted to LAA via CCMS once system access has been restored. Do not submit a CIVAPP8 form.
- Within the LAA Learning website [Civil contingency – Legal Aid Learning](#) the ‘Civil Applications table of categories and Proceeding when delegated functions can be used’ has been updated to include the Mental Health Contract details. <https://cloud-platform->

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Proceedings-and-Delegated-Functions.pdf](https://e218f50a4812967ba1215eaecede923f.s3.amazonaws.com/uploads/sites/47/2025/06/Categories-Proceedings-and-Delegated-Functions.pdf)

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.