



30 July 2025

Dear Provider,

As you know we have changed the rhythm of our communications with you on contingency processes from daily to weekly emails, with emails now sent to you every Wednesday. Any time critical updates will be shared, if necessary, out of sync with the weekly communications. As standard, the incident page on [GOV.UK](https://www.gov.uk) will continue to be updated regularly with the latest information on current contingencies. We encourage you to consult this page as your first point of reference.

Last week we wrote to you to inform you that the Portal would be replaced by a new, secure single sign-in tool for LAA online services. We trailed the onboarding process for the new platform, which has since commenced with a pilot group of users and said we expected rollout for all service users to take place during August. As I hope was clear in our comms, the onboarding to the new platform will not signal the restoration of our services, which as you know are not expected to be ready for use before September. However, this is an important step forwards and a key component to restoration. We will continue to keep you updated on this and will be in touch over the coming weeks to share more details on this work.

Whilst investigations following the attack on our services have been ongoing, we have shared information about the data which may have been accessed both with you and with legal aid clients. Following

investigation, I can confirm that we now understand that the data accessed contains client information from time periods from 2007 to 16 May 2025. This is an update to previous announcements which referred to a period of 2010 to date. I am also able to confirm that in some instances, information about the partners of legal aid applicants may be included in the compromised data. It is important to note that it remains the case that there is no evidence to suggest that any of the data accessed has been published.

Monthly Claim Submissions

[added 30 July] As we approach the August reconciliation period, please take note of the following important information:

- The submission deadline remains Wednesday 20 August. However, due to the bank holiday and the short turnaround time required to collate the manual submissions, we kindly ask that you submit your proformas as early as possible.
- Please ensure that you only submit a global total, using the updated proforma, [Contingency Monthly Contract Submission template](#).
- You do not need to send in the bulk load spreadsheet.
- The proforma must be submitted as an Excel document. Please do not send PDFs or SharePoint links, as only the Excel format allows for efficient extraction of the required data.
- Due to the tight turnaround for payments in August, submissions received after 20 August cannot be guaranteed payment by 1 September. Any late submissions will instead be processed for payment on 8 September.

FAQ

We have updated the [FAQ](#) section on the incident webpage with the following:

Crime applications: General

Why does the representation order template for magistrates' court through to Crown Court sentence not specify that it will also cover a junior advocate if the case is committed for sentence? [added 29 July 2025]

We have updated the template to make it clear that this is the case. Please use Version 4 going forward as this clarifies the position; however, orders issued using previous versions still include cover for instructing junior counsel in these circumstances, even though it is not explicitly stated.

Where can providers find the exact wording of the offences to be included on the representation order? [added 29 July 2025]

The short title offence wording will be visible to providers when they associate themselves with a case on Common Platform, and this is what should be included on the representation order, rather than the full description of the offence.

When emailing a CRM14, how should providers request that a representation order is backdated to the date of instruction due to the service being offline? [added 29 July 2025]

Some providers have been indicating this date in the accompanying email, and others have been setting it out in free text in the form itself. Both of these approaches are acceptable.

Where a provider issued a Representation Order under devolved powers and the client then opts for Crown Court trial or the case is sent to the Crown Court, what date should the provider ask the LAA to date the new Representation Order from when submitting a CRM14? [added 29 July 2025]

Unless a provider requests otherwise, the LAA will date the Crown Court Representation Order from the date we receive the CRM14 or the day after committal, whichever is later. If the provider granted a magistrates' court Representation Order and would like us to backdate to the day after committal, they would need to state this on the CRM14 or within the email. However, please ensure Crown Court applications are submitted at the earliest opportunity.

Following on from the above question, how does the provider ensure they are paid for the Sending Hearing Fixed Fee and can instruct Counsel? [added 29 July 2025]

If the provider granted funding whilst the case is in the magistrates' court, the self-granted magistrates' court Representation Order would cover the sending hearing and therefore allow them to claim the Sending Hearing Fixed Fee. Note, this would be the case even if the internal administrative processes had not yet been completed to issue the order itself.

To instruct counsel however, they will then need to submit a CRM14 to the LAA.

Crime applications: Financial eligibility

If a client is in custody and no evidence is required of passported benefits, if they are granted bail for sentence or trial will evidence be required then? [added 29 July 2025]

If a client is in court custody when they instruct, and they are later released on bail, they will not then need to provide evidence. Providers need not retrospectively request evidence based on a change in custody status. If, however, the case is committed to Crown Court for trial, the provider will need to submit an application to the LAA, and we would request the NINO and evidence if not already provided with the application.

Is use of the online calculator mandatory for passported / unemployed defendants? [added 30 July 2025]

Whilst we would strongly advise using the calculator, it is not mandatory.