



# Legal Aid Agency

**6 August 2025**

Dear Provider,

We wrote to you on 22 July regarding the new Sign in to Legal Aid Services platform, which will replace Portal. This new secure platform will allow users of Legal Aid Services to login, and to access Legal Aid digital services such as CCMS once they become available on the platform. This is an important step in the restoration of Legal Aid Agency services.

From today we are beginning to collect the information needed to onboard all other users. This will require action from a representative of your organisation, or (for sole practitioner members of the Bar and cost lawyers) from individuals, details of which are provided below.

This work is taking place now to ensure users' accounts are verified and ready for when the Sign in to Legal Aid Service platform becomes available from September.

The pilot group of 70 users have worked through the onboarding process. We are grateful for their constructive engagement, and we have adjusted the approach following their feedback.

As a reminder, in part due to the reliance upon the Sign in to Legal Aid Services platform, no further LAA digital services (including CCMS) will be available before September, when services will be restored in phases. More detail on that will be shared in the coming weeks.

To safeguard your information and that of legal aid clients, the onboarding verification process will require user information including the name of the user, email address, office account number and role within the firm, where relevant. There will also be a declaration required to confirm that the data is accurate and that the identity of users has been verified. This must be signed by the COLP, COFA or another agreed signatory authorised to bind the organisation.

If you are a contracted provider, then the Contract Liaison Manager in your organisation will shortly be contacted by your Contract Manager via email. The email will confirm what information your organisation will need to provide and how to submit it to the Legal Aid Agency. If you instruct a costs professional that is not employed by your organisation, then you will need to enter their details in the relevant section. This will be explained in the email from your Contract Manager.

If you are a costs professional, then you must please register for an account via each of the organisations that you work with. The information will be completed directly by that organisation. Please note:

- You must use a unique email address for each organisation you are contracted with.
- You must confirm the email address with each organisation so they can add you to their list of user

If you are a Barrister and work in Chambers, your Chambers should please submit registration information for all members of the Set. The required forms can be obtained by emailing [LAAUserRegistration@justice.gov.uk](mailto:LAAUserRegistration@justice.gov.uk)

If you are a Barrister who is a sole practitioner, you must please submit your own registration information. The required forms can be obtained by emailing [LAAUserRegistration@justice.gov.uk](mailto:LAAUserRegistration@justice.gov.uk).

We appreciate that this request comes during a peak period for annual leave. However, it is prompted by the need to restore Legal Aid Agency services as quickly as possible. By requesting the necessary data at the earliest opportunity, we aim to minimise delays in verifying users and granting them access to the Sign in to Legal Aid Services platform.

Please note that the incident page on [GOV.UK](https://www.gov.uk) continues to be updated regularly with the latest information on current contingencies. We encourage you to consult this page as your first point of reference.

Thank you for your understanding and continued flexibility whilst we navigate the challenges posed by the criminal attack on our systems.

### **Bank Holiday Payment Dates**

Due to the bank holiday on Monday 25 August, payments due on that date will be made on Tuesday 26 August.

### **Civil Billing**

To accommodate the bank holiday, any opt-ins for the Average Payments for Civil Representation scheme submitted during the week commencing 18 August should be received by 12 noon on Tuesday 26 August to allow for payment as normal on Monday 1 September.

## **Monthly Claim Submissions**

We kindly ask that this month's Contingency Monthly Claim Submissions are made as early as possible, ideally by 12 August, so that we can accommodate for the bank holiday and the impact on our payment schedule. We will continue to accept submissions received up to 20 August but will be unfortunately unable to make payment for submissions received after this date until next month.

## **FAQ**

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

### **Civil Billing**

#### **What process is in place to refund client contributions? [added 31 July 2025]**

Please email [contactcivil@justice.gov.uk](mailto:contactcivil@justice.gov.uk) to request the refund is released. If the final bills have not been paid, we will require an undertaking as to your final costs to release the excess refund. We also require photo ID and the clients bank details to transfer the money directly.