



27 August 2025

Dear Provider,

Update to Expected Restoration Timelines

As communicated last week, below is a reminder of our expected timeline for phased restoration. This is subject to the testing and acceptance, security and legal criteria being met. Our focus for restoration is putting safety, legality and responsibility at the heart of decision-making, which will ultimately determine the stand up of systems.

- **In mid-September, Crime Apply and Submit a Crime Form** will be available for access.
- From **mid to late September, Civil Apply and CCMS** will be available for access.
- Services relating to functionality previously provided by **CWA** are expected to return from **October**.

We are continuing to engage with representative bodies to understand your experiences and help us shape the steps to system restoration in a way which supports you most effectively. More detail on arrangements to transition back will be provided over the coming weeks.

Crime Applications

[Added on 27 August] LAA's internal access to DWP's Benefit Checker has now been restored for LAA internal use only. External access will be available when Crime Apply is restored, which we are expecting to be in mid-September. Please note that this does not impact the current Business Continuity arrangements and providers should please continue to use delegated authorities where appropriate until further notice, as set out on the incident webpage.

As a consequence of DWP's Benefit Checker being available internally, and with immediate effect, we will carry out a DWP benefits check for all new applications received where a defendant is listed as being in receipt of a passported benefit.

If we receive a "no" or an "undetermined" result from the DWP's Benefit Checker we will go on to use the amount / frequency of benefit payments (if provided) to complete the means assessment, along with the capital details (questions 16 to 22 on the CRM14).

If the required details are not available from the submitted CRM14, the application will be returned to you to provide this information to complete the means assessment.

To avoid delays in processing your application, please provide the details of any benefits the defendant receives on all applications in line with previously issued guidance, even where you have indicated the defendant is on a passported benefit.

In line with existing guidance and regulations, please continue to provide the applicant's and/or partner's National Insurance Number.

Civil billing – Average Payments Scheme

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.

Average Payments Scheme Webinars

Are you a civil provider, barrister, or cost lawyer? Are you familiar with the process for claiming civil contingency payments during the current system outage? Do you still have questions about the opting in process for these payments?

If you do still have questions, sign up for this follow up Q&A event today! We will be joined by civil technical leads to answer those questions. Places are limited and allocated on a 'first come' basis. Bookings close 5pm, on 3 September 2025.

To register, please use [this link](#).

FAQ

The following questions have been added to the [FAQ](#) section on the incident webpage.

Data collection for onboarding onto the new Sign in to Legal Aid service

Who can sign the declaration as an "Authorised signatory"? [added 27 August 2025]

An individual with authority to represent and bind the organisation. This does not necessarily have to be the Compliance Officer for Legal Practice.

Would the entry passes issued to all barristers by the Bar Council suffice as proof of ID? [added 27 August 2025]

No, this is not an acceptable form of photo ID.

Does a third-party user need a unique phone number to pass the multifactor authentication? [added 27 August 2025]

No, although we recommend using the Microsoft Authenticator App as the authentication method, a phone number can be used, and this can be used for a number of accounts.

I hold multiple user accounts and have been stopped from using SMS-OTP (via mobile device) to go through the multifactor authentication, how can I authenticate my account? [added 27 August 2025]

You will need to use the Microsoft Authenticator App.