



4 September 2025

Dear Provider,

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 the arrangements to transition back will be provided over the coming weeks.

Extension to time and cost limits for emergency representation under Civil Application

[Added on 2 September] As communicated on Tuesday, 2 September, the limits for emergency representation granted under Delegated Functions have been increased from 16 weeks to 24 weeks, and from £4,500 to £6,750 in costs.

This update reflects our ongoing commitment to ensuring providers have the flexibility and resources necessary to support clients with urgent needs. The increased limitations will apply to all new grants made under Delegated Functions, as well as any existing grants not yet issued by the LAA at the point of certificate issue. This change will be applied retrospectively to any emergency representation cases where the LAA has yet to make a substantive decision. There continues to be no need for providers to submit Delegated Functions applications to the LAA under contingency; providers can submit on CCMS when the system is restored.

Providers are reminded that they can still apply for higher cost limits than £6,750 under emergency representation where it can be justified. Providers can increase costs to a maximum of £25,000 at which point case planning requirements apply.

Further information about amending limitations can be found in the Table of Delegated Authorities:

[Table of Delegated Functions Procedure Regulations June 2025.docx](#)

CWA billing replacement service: code changes

[Added on 4 September] As outlined in the timeline above, the functionality previously provided by the CWA system is expected to be available in October. In order to maintain the security of the system and the data it contains, the previous CWA system will not be reinstated in its previous form. We are developing a new service to provide the billing services previously enabled by CWA (crime lower, civil controlled, legal help and mediation).

We will soon be able to share with you guidance and training on using the new system, and are working with a group of providers to test the new system and make it as easy to use as possible. Their feedback has been positive, indicating the service is easier to use than CWA, and we are grateful for their assistance in improving the service.

In order to deliver this change swiftly, this service will require a new code to be added to claims in addition to the information previously required, identifying the fee to be paid. We understand that this means a change for you when submitting claims, and we are therefore working to ensure the new codes are as straightforward and user friendly as possible. We will publish the detail of these codes and guidance for them once we have completed testing them with the test group for providers.

The new system will only accept bulk claims via the bulk upload spreadsheet or exports from case management software, which we understand may be a further change for some providers. To support this, we will be adding a new column to the bulk upload spreadsheet, and working with legal aid case management software vendors to include the new codes in the bulk upload exports as required.

We are working closely with legal aid case management software vendors to enable them to make these changes, and to understand likely timescales and any risks. We have shared details of the new fee codes with them so that implementation can start.

If you are responsible for changes to your software and require more detail on the codes, please contact us at NewBulkUpload-Queries@justice.gov.uk. We ask providers to please contact their case management software vendors, to ensure they are aware that they can contact us either at NewBulkUpload-Queries@justice.gov.uk, or using the LAA slack channel 'laa-software-vendor-communication', to request details of the planned changes.

CWA claims paid during the contingency period will need to be submitted on this new system, once systems are restored. We are working with software vendors to identify how the new codes can be included in claim exports for the period since April, and will update you once this is confirmed. We do not anticipate that claims from the contingency period will have to be submitted before new claims can be made, and will confirm the process and deadline for submitting them in the guidance and training ahead of the system launch.

Civil billing - Weekly Payments

[Added on 4 September] As part of the testing of systems, we have processed a small number of civil representation bills, Family Advocacy Scheme (FAS) payments to barristers, and Payments on Account (POAs) to providers and barristers. This released payments that had been previously assessed and approved prior to the system outage. As a result, monies for these cases will be paid to providers and barristers as normal in the next payment run.

Please check your remittance statements as normal and please let us know if you have any questions.

The Average Payment for Civil Representation scheme remains in place and is not affected by the above payments being made. Any provider or barrister who receives a payment can continue to opt in for an average payment as normal and we will not use these payments to trigger any recoupment of average payments already received.

Civil billing - Average Payments Scheme

A reminder that the process to opt in to civil billing contingency for an average payment, or apply for an escalation 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 the next payment run

[Added on 4 September] As we move towards the restoration of our services, we would like to remind providers that payments under these contingency arrangements are not final payments. Because they are not made under a specific case reference, they do not replace the need to submit a bill once system access is restored. LAA advice is that to avoid a complex balancing process, they should not be posted against individual accounts on any of your own case records. This is in line with published SRA rules on office payments.

They will require balancing and netting after the fact when system access is available again. We understand that the recoupment of the payment might be a cause of concern for some of you. If you are unsure how it will work, please see our [Contingency Payment: Providers Guide](#) which contains worked examples of how the process will be managed. We are committed to keeping this process under review once system access is restored and we will work with you to minimise any disruption or arising issue.

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

Do I need access to the new service if I have a Contingent Liability Schedule and still have remainder work that I need to bill? [added 4 September 2025]

Yes, if you still have any remainder work to bill you will need access to our systems to be able to do so.

Will I need to carry out additional authentication checks to access the services (such as CCMS, Crime Apply, etc) as they get added to Sign in to Legal Aid Services? [added 4 September 2025]

No, the authentication will only be used to access Sign in to Legal Aid Services. You will not have to repeat this to gain access to the individual services that will sit on this service.

An employee's passport is out of date, can this be used? And would this differ if it was verified when it was in date upon the commencement of employment? [added 4 September 2025]

No, all photo ID must be current and in date.

Can companies house be used to confirm ID? [added 4 September 2025]

No, this is not valid ID.

Can an external firms handle the verification of their users and provide a third party declaration to our firm if they provide a Data Protection Agreement to meet the LAA requirements? [added 20 August, updated 4 September 2025]

No, currently external ID checkers are not acceptable.