



22 September 2025

Dear Provider,

Due to the increase in information we will be sharing with you as we restore services, we will be moving to a higher cadence of emails. Today's email will focus on the ending of Business Continuity measures for Crime Applications. An update on Civil systems restoration will be provided in the Wednesday email this week.

Changes to Business Continuity measures for Crime Applications

Business Continuity measures relating to Crime Applications for representation orders will end on 30 September 2025 as planned.

Please take note of the following guidance:

For applications for representation orders where you are instructed **prior to 23:59 on 30 September 2025:**

- **Please continue to use your delegated functions** for the relevant case types as detailed here [Crime Applications - Examples of when to submit or not to submit](#) (opens in browser)
- Please **do not** submit to the LAA applications for case types where you have delegated authority (either by email or via Crime Apply), as these cannot be processed while delegated authority is in place
- Any application for case types covered by the delegated authority will be **rejected** whilst the delegated authority is in place – it is in your interests to use your delegated authority to reduce wasted administrative time for both you and the LAA

For applications where you are instructed **from 00:00 on 1 October 2025 onwards**:

- **Delegated authority for representation order applications in all case types will end – there are no exceptions to this**
- You will **no longer** have authority to grant representation in any case type under delegated powers
- Proceedings once instructed under delegated authority after this date will be **ultra vires** and would entitle the LAA to refuse payment of any associated fees

Guidance on business continuity measures can continue to be found here: [Legal Aid Agency cyber security incident - GOV.UK](#)

FAQs

FAQs regarding SiLAS Registration and Sign-in, and Manage your users, can be found here:

- [SiLAS Registration & Sign-in - FAQs](#)
- [SiLAS Manage your users - FAQs](#)

Further guidance on activating your account, process changes, and where to seek support is available here:

- [Sign in to legal aid services – Legal Aid Learning](#)