



24 September 2025

Dear Provider,

Today's email includes updates on the restoration of Civil systems, the replacement of CWA, a planned maintenance period on Crime systems and the submission of CRM4s and CRM5s.

Update on the timeline for the restoration of Civil Applications

We previously wrote to you on the restoration of Civil Applications, advising that we expected to restore access to Civil Apply and CCMS by the end of September.

Unfortunately, through testing and validation of the platforms we have concluded that they are not in a position to be restored to this timetable.

MoJ Digital teams are now working urgently to resolve these issues and we will share details of the expected restoration timeline shortly, once necessary approvals have been sought.

As a reminder, Business Continuity measures relating to civil cases are currently in place until the 27 of October 2025, and we ask that you continue to follow these and the current contingency processes. Extensions to Business Continuity will be sought in line with restoration timelines as required, we will inform you in advance of any future changes to the end date. The average payment scheme will continue until further notice and will be reviewed in line with restoration of Civil Applications. Thank you for your continued patience and understanding.

Update on the replacement to CWA

The new 'Submit a Bulk Claim' service that will replace the billing functionality previously provided by the CWA system is expected to be available in November, ahead of the submission deadline that month.

In order to maintain the security of the system and the data it contains, the previous CWA system will not be reinstated. We are therefore developing this new, interim service to provide the billing services previously enabled by CWA (covering crime lower, civil controlled, legal help and mediation). The new service will offer an improved user interface and enhanced security, and we will be able to make changes to it more easily.

Updated guidance and training on using the new system will be shared with you before go-live. We are working with a group of providers to test the new system and guidance. Their feedback had been positive, indicating the service is easier to use than CWA, and we are grateful for their assistance in improving the service. We are working to minimise the administrative burden of changing to the new system and ensure software vendors and providers have sufficient time to transition smoothly.

Workarounds required when submitting CRM4s or CRM5s electronically

We have today updated the guidance on GOV.UK in relation to the electronic submission of CRM4s or CRM5s. the updated guidance is as follows:

[Crime billing: Applications for prior Authority \(CRM4\)](#)

Prior authority applications (CRM4s) can now be submitted on Submit a Crime Form service, accessed via SiLAS. The “Application for Prior Authority” system requires providers to input a MAAT number on all submissions. For cases where you have used delegated functions, you will not have a MAAT number. To enable you to submit your application electronically, please use the dummy MAAT number 0900900 to move past this field. If you are applying for further funding for the same expert type, please attach a copy of the previously granted CRM4.

If you are experiencing technical difficulties and are unable to access SiLAS, please contact your Contract Manager for assistance. A reminder that guidance regarding SiLAS Registration and Sign-in is also available here: [SiLAS Registration & Sign-in - FAQs](#)

[Crime billing: Applications to Extend the Upper Financial Limit \(CRM5\)](#)

Applications to extend the upper financial limit (CRM5s) can now be submitted on Submit a Crime Form service, accessed via SiLAS. The “Application to Extend the Upper Financial Limit” system requires providers to input the reference number of any previously submitted applications on the same matter. For CRM5s submitted during the contingency period, you will not have this reference number. Please enter your client name or 0000000 (7 x zeros) in the box to allow you to compete and submit the electronic form.

If you are experiencing technical difficulties and are unable to access SiLAS, please contact your Contract Manager for assistance. A reminder that guidance regarding SiLAS Registration and Sign-in is also available here: [SiLAS Registration & Sign-in - FAQs](#)

Planned maintenance outage for Crime Applications

We would like to give you advance notice that on **Friday 10 October**, we will be carrying out planned maintenance on our online platforms. We apologise for the inconvenience this may cause, but this action is required to enable us to synchronise providers and contracts data across our systems. This means that from 00:00 to 23:59 on Friday 10 October, you will not be able to access Crime Apply and Submit a Crime Form, nor log into SiLAS. Access will resume from 0700 on **Monday 13 October** as per the current operating hours of Crime Applications.

Claim for Crown Court Defence (CCCD) will still be available for submitting Crown Court bills, your access to CCCD is not affected by this outage.

Changes to Business Continuity measures for Crime Applications

As communicated on Monday 22 September, we would like to remind you about the following guidance relating to Business Continuity measures for Crime Applications prior and after 30 September 2025:

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 how to 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](#)