



29 September 2025

Dear Provider,

Changes to Business Continuity measures for Crime Applications

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](#)

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 7:00 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.

Replacement of CWA monthly submissions system

A reminder that the new 'Submit a Bulk Claim' service that will replace billing functionality previously provided by the CWA system is expected to be available in November. New guidance including information on new codes to use and the bulk upload form will be shared with you.

FAQs

FAQs addressing guidance, processes and clarifications that are no longer relevant or in use as we make progress on services restoration are still available to view on GOV.UK and can be found here:

- [FAQs - Archived](#)

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](#)