



1 October 2025

Dear Provider,

Update on the timeline for the restoration of Civil Applications

We would like to give you a further update on the restoration of our Civil Applications. As communicated on 24 September, we have not been able to meet the timeline originally anticipated for restoration. We know that the ongoing absence of these systems is frustrating for Civil legal aid providers, and understand the impact this has on your day-to-day work. This decision to extend the timeline was taken following the identification of additional requirements as part of our testing and validation process, and this delay is necessary to address a number of issues that have been identified.

We appreciate that this delay is disappointing and would like to reassure you that our aim is to restore services that are safe and secure as swiftly as possible. We are now implementing robust changes that will make the platforms secure and this process will take several weeks to develop, test, validate and sign off. Consequently, our new restoration date for Civil Applications is expected to be mid-November 2025. Once we

have progressed further with the development, testing and validation of platforms, we will be in a better position to confirm an exact date for restoration.

In the meantime, we have been able to grant access to some internal staff once again, who are now working at pace to reduce the backlog of Civil cases, helping us to support providers and reduce additional burden once access is restored.

As a reminder, contingency measures relating to Civil cases are still currently in place and we kindly ask you that you continue to follow them. They are available on GOV.UK, [here](#).

We are aware that this timeline will take us beyond some of the end dates for emergency measures in place – we are considering the impact of this, and will communicate further details on any necessary adjustments ahead of the current end dates.

We would like to thank you once again for your efforts and continued patience while we work to address these new challenges.

A reminder that the average payment scheme will continue to run until further notice and will be reviewed in line with restoration of Civil Applications.

Changes to Business Continuity measures for Crime Applications

As of **00:00 today, Wednesday 1 October 2025:**

- **Delegated authority for representation order applications in all case types have ended**
- From today, you will **no longer** have authority to grant representation in any case type under delegated powers, please take note of this when instructed from today onwards If you have any questions on a

specific circumstance that is not clear, please refer to the guidance on submitting criminal legal aid applications in the first instance

- Proceedings once instructed under delegated authority from 00:00 today will be **ultra vires** and would entitle the LAA to refuse payment of any associated fees. We understand that this return to previous rules will increase your time spent submitting applications in the first instance, but we are ready to support you through this process and answer any questions you may have

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

If your application previously met the delegated authority criteria and the date you were instructed is between **7 May and 30 September 2025**, please do not submit these applications to us as they will be rejected.

We will only process applications that are Summary only, Either way and Prescribed Proceedings cases in the Magistrates' Court or the Youth Court, where the defendant is on a passported benefit, unemployed or is a Youth and determinations relating to substantive either way cases heard in the Magistrates' Court, which are subsequently committed to the Crown Court for sentencing, if you took instructions on or after 00:00 1 October 2025, which is when delegated authority came to an end.

Crime Applications - Date Stamp Guidance

[Added on 1 October] Following feedback we have received, the date stamp guidance has been updated to provide you with greater flexibility.

In order to support the clear understanding of how cases will be stamped during this period, the following guidance will apply:

- For any application where the solicitor was instructed **on or before Monday 6 October**, we will follow the **contingency date stamping arrangements** – solicitors will need to clearly indicate on the application the date that you were first instructed, we will then back date the representation order to the date provided
- For any case where they are instructed **on or after Tuesday 7 October**, we will revert to the **original date stamping arrangements** – Please refer to the **Criminal Legal Aid Manual – Section 3.3 Dating the Representation Order** for guidance on this
- For any applications where the solicitor was instructed when **the service is not available**, the solicitor must submit the application on the **next available business day** and clearly note the application in the further information section with the request to backdate the date stamp. The following examples explain this for weekday evenings and weekends:

Example 1: Weekday Evening Submission

If you would have submitted the application on Monday evening during the hours of 19:00 – 23:59 to secure a date stamp for that day, we will allow this application to be submitted on the next business day which is Tuesday.

Example 2: Weekend Submissions

If you would have submitted your application on Friday evening after 19:00 or throughout the weekend, please ensure this is submitted on the next available business day which is Monday and clearly note the application in the 'further information' section with the request to backdate the date stamp to either Friday, Saturday or Sunday, as required.

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. 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 is due to resume from 7:00 on **Monday 13 October** as per the current operating hours of Crime Applications. 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.

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](#)