



6 October 2025

Dear Provider,

I would like to share a couple of updates with you today relating to the handling of Exceptional and Complex Case Team application and billing submissions and to remind you of the process changes for Crime Applications following the removal of the delegated authority to grant representation in Representation Order applications in all case types.

We are very conscious of the impacts of continued business continuity arrangements on providers and I would like to thank you once again for your ongoing support and patience as we continue to work hard to restore our online services in a secure and safe manner.

### **ECCT case timelines and application guidance**

Since the cyber-attack we have had to undertake a full manual process for cases that fall under our Exceptional and Complex Case Team (ECCT). At present, 85% of our intake is being processed within 8 weeks of receipt, which is longer than we would normally look to process these matters. In order to support the processing of submissions, we wanted to relay some guidance which we hope will help you and the ECCT work through each application as quickly as possible. That guidance is set out below.

Providers should submit emergency funding applications or urgent application/amendment requests in good time but preferably 14 days prior to the relevant court/procedural deadline. We cannot guarantee that we will process funding requests submitted very close to deadlines due to the volume of applications we are managing manually.

ECCT will generally accept an emergency funding application that satisfies regulation 46 of the CLA (Merits Criteria) Regulations 2013 (see LCG under section 4 at paragraphs 7.29-7.30) or a request to expedite an application/amendment where there is a legal or procedural deadline e.g.

- where statutory limitation is about to expire.
- for representation at a final or main hearing.
- or to meet the deadline to lodge an appeal.

We respectfully ask that you refrain from chasing funding requests that do not meet the above urgency criteria as this adds delay to working through our contingency intake. We will continue to update you as we progress your application.

For details of our current contingency arrangements in ECCT please see ECCT submission quick guide. We ask that you include a copy of the ECCT application coversheet when making submissions.

### **Payment information**

Due to remittance advice being sent manually by post the team is seeing an increase in contact in this area. Please be advised the turnaround time for these emails is 5 working days, sending multiple chasers will slow down this process. If you do not receive a response within 5 working days please then make further contact with the team.

### **Changes to Business Continuity measures for Crime Applications**

We would like to remind you that as of 00:00 Wednesday 1 October 2025:

- Delegated authority for representation order applications in all case types ended.
- You no longer have authority to grant representation in any case type under delegated powers. 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.
- Proceeding once instructed under delegated authority is now ultra vires and doing so will 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.

Further guidance is available on GOV.UK, [here](#).