



Legal Aid Agency

8 October 2025

Dear Provider,

Following Monday's update on the handling of Exceptional and Complex Case submissions and to the process changes for Crime Applications, I would like to share further information on activities across LAA services this week.

We understand the impacts of continued business continuity arrangements on you and I would like to again thank you for your ongoing support and patience as we restore our remaining online services in a secure and safe manner.

Planned System Outage – Crime Applications (Friday 10 October)

Please be aware that there will be a planned system outage this Friday 10 October affecting our online platforms. This means you will not be able to access Crime Apply, Submit a Crime Form, or log into SiLAS on 10 October.

Access will resume from 7am on Monday 13 October, in line with standard operating hours.

This maintenance is necessary to synchronise provider and contract data across our systems. We apologise for any inconvenience caused.

Important: Submissions During the Outage

Any applications that were originally due for submission on Friday 10 October (including those that would have been submitted after 7pm on Thursday 9 October if systems had been available) will be backdated accordingly. To help us backdate correctly, please state clearly in the application the date that you would have submitted had systems been available.

In light of the outage, we will also extend our normal backdating approach from a maximum of 1 day to a maximum of 3 days for a short period. Providers wishing to backdate the Representation Order to either Thursday 9 October or Friday 10 October will need to submit their application by 7pm on Tuesday 14 October.

Replacement of CWA monthly submissions system

We have identified an issue with the Bulkload spreadsheet we shared last week – an updated version has been uploaded to our website; please refer to v1.38 to prepare your submissions. [Legal Aid Agency cyber security incident - GOV.UK](#)

[Please refer to the “Help” button on the Bulkload spreadsheet if you have any issues with its completion. We are aiming to publish an updated User Guidance document to support the Spreadsheet early next week. We will also be updating gov.uk to replace the pages that previously stored our guidance on using CWA to now include the necessary guidance to support use of Submit a Bulk Claim.](#)

[The “Help” button includes guidance on how to save the document including creating a “save path” location](#)

for those users who are not using their C: drive for the file. This can be done by clicking the “Go to Help Page” button and scrolling down to the bottom of the tab, which shows a space to Select Custom Filepath. The desired Filepath should then be entered in the green box.

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. We have had very useful feedback and input from providers on this, and welcome providers offering more insight to us to inform the development of this system. To enable that, we have developed feedback forms to gather provider and software vendor information, which can optionally be accessed at the following links: As part of the ongoing work we have developed feedback forms to improve the service:

Providers: [New 'Submit a Bulk Claim' service - Provider feedback form](#)

Software vendors: [New 'Submit a Bulk Claim' service - Provider feedback form](#)

SaBC FAQs will be updated on a weekly basis. If you have a query that is not answered please email SubmitABulkClaimQueries@justice.gov.uk.

Thank you again for your continued patience and constructive work with us while we work on system restoration.