



Legal Aid Agency

22 October 2025

Dear Provider,

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

Our focus remains on restoring Civil Applications as quickly and safely as possible. We intend to provide you with an update on progress next week.

Replacement of CWA monthly submissions system

Further to our communications about the introduction of the new Submit a Bulk Claim service (please visit [Submit a Bulk Claim \(SaBC\) - GOV.UK](#) for more information), we have been exploring options for the submission of contingency claims made between April 2025-September 2025.

Most vendors confirm that they can re-run contingency period claim exports with the new codes applied. This supports our intention to require all April 2025-September 2025 submissions to be made in Submit a Bulk Claim.

Where this option is unavailable, we are continuing to explore how to minimise the additional work required to update claim exports from the contingency period and have been engaging with Representative Bodies and Providers to understand the challenges. We will confirm how we will ask you to approach this imminently.

External access to crime systems – expansion of opening hours

From Saturday 18 October 2025, access to crime services (Crime Apply, and Submit a Crime Form) will be available 7am to 7pm, seven days a week.

We will continue to review the situation, aiming to further increasing our hours of operation. Any further expansion of operating hours will be communicated to you in advance.

As system availability has now taken a further step closer to pre-incident levels, and in line with previously published guidance, we will now be returning more closely to our pre-incident backdating arrangements as set out in Criminal Legal Aid Manual (CLAM). Until systems return to 24/7 availability we will continue to backdate applications by a maximum of one calendar day, although this will now apply to the weekend as well as weekdays.

Internal availability of crime systems

On the morning of Thursday 23 October 2025, caseworkers will not have access to some of our internal systems in Crime. This includes MAAT (the system we use to process Criminal Legal Aid Applications) and CCR & CCLF (the systems we use to process Graduated Fee claims). This is to allow us to carry out some essential upgrade work. Providers will be able to submit Applications and Graduated Fee claims as normal, but there will inevitably be an increased delay in processing for a short period.

The biggest impact on providers will be that the Customer Services Team (CST) will be unable to access any records held on any of these systems. We advise providers to avoid calling the CST on Thursday 23 October 2025, if possible, as CST are unlikely to be able to deal with most queries.

We apologise for any inconvenience that this may cause.