



29 October 2025

Dear Provider,

We recognise that there has not been a substantial update regarding Civil Applications in recent weeks. We understand how frustrating the continued absence of these systems is for Civil legal aid providers and the impact this has on your day-to-day work. Whilst we continue to work towards the previously communicated mid-November target for restoring Civil Applications, we cannot confirm a specific date.

We remain committed to restoring services swiftly, while ensuring security of our systems.

Starting next week, we will begin sharing further details and relevant system guidance to help you prepare and to support your transition back into the systems.

In the meantime, internal colleagues continue to have access to CCMS and are working at pace to reduce the backlog of Civil cases. This will help ease the burden on providers once access is restored.

Please remember that contingency measures for Civil cases remain in place. We kindly ask that you continue to follow these procedures, which are available on [GOV.UK](https://www.gov.uk).

We sincerely thank you for your continued patience and efforts as we work to make our systems secure and available again.

Replacement of CWA monthly submissions system

Please note that the new system is not live and you are not yet able to log in via SiLAS. We will notify you in advance of the go-live date.

We have been made aware of some providers experiencing issues with macros on the new bulkload spreadsheet. The spreadsheet is published on the official [GOV.UK website](#), which is the trusted source of documentation for the Legal Aid Agency. You should have confidence in downloading files from here. All materials undergo standard assurance and integrity checks before publication.

The spreadsheet makes use of macros for data validation and generation of a file for upload into our systems. Unfortunately, it is not possible to provide a non-macro version without removing this functionality. The file can be opened with macros disabled, but users would need to complete data validation and file generation manually.

We understand that you may have a policy in place to restrict the use of macros. Where possible, you may wish to review these settings to allow macros from trusted and verified sources, such as the GOV.UK website.

Thank you for raising your concerns and for working with us as we establish these new processes.

External access to crime systems – expansion of opening hours

From today, Wednesday 29 October 2025, access to crime services (Crime Apply, and Submit a Crime Form) will be extended from 7am-7pm to **7am-9:30pm, seven days a week.**

We continue to review the situation, and 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 CLAM. Until systems return to 24/7 availability we will continue to backdate applications by a maximum of 1 calendar day.

Providers are kindly asked to remember to save any work done on these systems, and log off by 9:30pm to prevent any loss of work after the daily systems shutdown.

In the event additional periods of systems shutdown are required to carry out routine maintenance, this will be communicated to you in advance.

Misinformation around CCMS and the LAA Average Payment Scheme

We are aware that emails have been circulating about CCMS and the LAA average payment scheme which do not originate from the LAA.

Please note that the latest position on systems restoration will be communicated in emails from us and on [GOV.UK](https://www.gov.uk), and any communication originating from third parties should not be treated as a reliable source of information.

The average payment scheme is available if providers require payment support and, once paid, can be used at your discretion to cover any expert costs incurred in the running of your cases. In the event that the average payment amount does not cover planned payments for large disbursements, an escalated payment for a specific amount can be sought via your contract manager.

Data gathering for Sign in to Legal Aid Services

We are introducing new functionality in SiLAS to make it easier for third-party users, such as Costs Lawyers and Cost Drafters, to manage work across multiple firms.

What multi-user access means

Multi-user access allows external professionals who support more than one firm to:

- Log in once using a single primary email address,
- Securely switch between firms they work with, and
- Manage all assigned cases under one consolidated SiLAS account.

This removes the need for separate logins for each firm and helps the LAA maintain accurate permissions and access controls.

What happens next

Contract Managers are contacting providers to collect details of their third-party users (e.g. External cost drafters) including the primary email address the cost drafter would like to use to access their SiLAS account. We have set a deadline of 31 October for this to be returned and this information will help the LAA configure the access correctly and ensure a smooth rollout of the new functionality once it becomes available. Information returned after this date will still be processed but access for these users may be delayed.

Extension to the time and cost limits for emergency representation

As communicated on Thursday 23 October 2025, we would like to remind you that following a review of business continuity measures, and to support providers for Civil Application, we have announced a further extension to the time and cost limits for emergency representation.

The new limits for emergency representation granted under Delegated Functions has increased from 24 weeks to 32 weeks, and from £6,750 to £9,000 in costs.

Further information is available on GOV.UK - [Civil applications: Delegated functions to grant emergency funding](#)