



11 November 2025

Dear Provider,

**Update on Civil Applications Restoration Timeline**

I wanted to provide you with an important update on our restoration work and share our updated timeline to restore external access to Civil Apply and CCMS.

As of yesterday, we were able to trial access to CCMS with a small cohort of providers, while from next week we will start working with another small group of providers for 'business acceptance testing' of full end-to-end functionality

Once we're happy with the results of that, we will begin phased onboarding of providers onto Civil Apply and CCMS, anticipated for the week commencing 24 November.

We understand there is more to do but this is an important step in restoring our services. We are thankful to you for your support in getting us to this point. We will continue to share further information in the coming days to help you prepare for the transition back into the system.

As communicated last week, we will be hosting webinars to guide you through the upcoming changes and give you an opportunity to ask questions and share feedback. You can register your interest to attend via the following link:

[#HUSY restoration process: Civil applications | Eventbrite](#)

### **Monthly claim submissions – Action required by 17 November**

We previously shared that the Submit a Bulk Claim (SaBC) service will not be launching in November as previously anticipated. This means that your October Controlled Work, Crime Lower and Mediation submission values will need to be submitted through the contingency process in order to receive payment at the start of December. This decision has been taken to ensure a reliable and smooth user experience. We understand this may be frustrating however, we hope that it also allows more time for you and your software vendors to prepare for the change.

The contingency process is in operation and you should use the contingency submission form called 'Contingency Monthly Contract Submission template' to send your October submission claim values to the LAA, using the guidance available on the form. This will be available to download from [Legal Aid Agency cyber security incident - GOV.UK](#).

Due to manual processing time, **the deadline for October submissions will be 17 November**. We apologise for the short turnaround time and appreciate the challenges this brings; however, it is necessary to ensure that payments can be made as expected on 1 December.

October submissions received after 17 November deadline will be paid as soon as possible.

Colleagues across the Legal Aid Agency are focused and working to restore our systems and allow us to move away from our contingency processes as soon as possible. We appreciate this is no small task and we need to support providers as we do so and keep you updated on progress so you can plan your resources and time.

Hopefully this delay will give you and software vendors more time to prepare for the launch of SaBC and more time to prepare your contingency claims for future submission. We will share further detail when we're able to do so. Please continue to reach out to [SubmitABulkClaimQueries@justice.gov.uk](mailto:SubmitABulkClaimQueries@justice.gov.uk) if you require support with SaBC preparation.

### **Multi-user feature**

As previously communicated, we are introducing a new multi-user feature that will allow third party users to access multiple firms' work via a single account.

We will be rolling out the multi-firm user feature in a phased manner and in readiness for this, a new 'Delegate Access' button will be visible on the 'Manage Your Users' screen. Although Provider administrators may see this feature, they will not be able to select any users at this time. We will notify providers as soon as multi-firm users can be invited.