



Legal Aid Agency

14 November 2025

Dear Provider,

Thank you for your interest in registering for the Civil Applications restoration webinars. As demand for places was high, we increased the capacity at each session and these are now all full. We are exploring the potential to offer additional webinar dates though these have not yet been confirmed. A recording will be made available on the LAA learning website, with the link shared via the weekly emails, once uploaded.

Below you can find additional information on some of the topics that will be covered during the webinars.

Sign in to legal aid services (SiLAS)

Before our online services were taken offline users accessed LAA systems via the Portal. To enable services restoration, there have been some necessary changes and the way you will access services will be different. All users will now be given a new Sign in to legal aid services (SiLAS) account. This account provides you with single sign-on access to LAA's core applications. More information on SiLAS can be found [here](#).

Users will be required to use multi-factor authentication to access SiLAS, and if they have a requirement to access CCMS PUI, a further reauthentication within a Secure Browser session will also be required.

Please be aware, you will not be able to access the services using your old account.

Civil Apply

When phased roll out commences, we will also restore 'Civil Apply'. There will be no phased onboarding approach or maximum concurrency controls. We encourage providers to use 'Civil Apply' instead of CCMS which is available to all providers for the following categories:

- Domestic Abuse – excluding Domestic Abuse Protection Orders (DAPOs)
- Section 8
- Combined Domestic Abuse and Section 8 - excluding Domestic Abuse Protection Orders (DAPOs)
- Special Children Act
- Public Law Family

Guidance for those that have not used 'Civil Apply' previously will be included in our next update and published on the legal aid learning website.

CCMS:

As communicated on Tuesday, the phased onboarding of providers onto CCMS is anticipated for the week commencing 24 November. The confirmed go-live date will be shared the week of 17 November. The decision to gradually onboard providers has been taken to manage system capacity and minimise the risk of outages and poor performance.

On day one, providers with a crime and civil contract will be given access to CCMS. However, functionality will be limited to non-billing work only until initial assessments of system performance have been completed. We will manage this by restricting access to billing user roles initially.

We intend to release full functionality and associated billing user roles for CCMS on day three. However, this will be subject to steady assessments of CCMS performance. From day three, third party users and cost drafters will also gain access to CCMS, as well as barristers and clerks. On day one of week two, we plan to bring remaining providers with civil only contracts on to the system, with full CCMS functionality.

In preparation for this, these groups will receive an activation email to enable their access to SiLAS. More information on SiLAS can be found [here](#).

Please be aware that we will also apply concurrency controls which will set maximum simultaneous user levels. Again, this is a necessary measure to support system performance.

On day one, we will limit the number of concurrent users, which we intend to increase at the end of week one. Access to CCMS will be restricted when these maximum levels are reached. This phased onboarding approach has been developed to manage system capacity and limit outages or poor performance. We have undertaken significant work to improve system capacity overall. We anticipate however the system will reach full capacity in the initial days and weeks.

Service functionality

We would like to inform you about the functionality that will be available to you when Civil Apply and CCMS are reinstated.

New applications, actions and notifications:

New applications that are drafted and submitted using your new SiLAS account will be processed as normal.

Ongoing cases:

When you access CCMS, you will not immediately see any ongoing cases. To access a case/application submitted using your old account, use the [Case and Application Search](#) in CCMS. Case and Application Search in CCMS.

Outstanding actions and notifications:

To access outstanding actions and notifications issued to your old account, use the Actions and Notifications function on the home page, and set the 'assigned to' field to your old user account.

New actions and notifications issued on ongoing cases:

Please be advised that new actions and notifications will not automatically be issued to your new account. To receive any new actions and notifications, you will need to amend the contact name on the case to your new SiLAS account.

If you do not do this, you will not receive any new correspondence issued on the case.

You can use the existing [Amend provider details](#) process to do this.

We recognise that the absence of an automated solution to reassign cases, actions and notifications may result in additional administrative effort. However, this approach was deliberately chosen to ensure the accuracy and integrity of the data.

While we understand the desire to amend the provider details on all existing cases promptly, we kindly request that you prioritise amendment based on operational need. For instance, you may wish to begin with:

- Live cases requiring amendment
- Cases requiring bill submissions

We appreciate your cooperation and understanding, as we work together to ensure a smooth transition. Please submit any queries to the LAA contact centre.

Monthly claim submissions – Action required by 17 November

We would like to remind you that because the Submit a Bulk Claim (SaBC) service will not be launching in November as previously anticipated, 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.

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.

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.