



Legal Aid Agency

19 November 2025

Dear Provider,

This Wednesday update contains a lot of important information. It confirms next week's restoration plans for Civil Apply and CCMS, together with further information on case re-assignment, contingency measures, and upcoming training events to support you through the transition.

The first provider webinar took place yesterday and was very well attended. Our second session takes place on Thursday 20 November.

Restoration from 24 November 2025

As communicated previously, we are phasing the onboarding of providers onto CCMS, and final testing continues this week. We will use the testing to firm up and improve the provider experience, particularly around accessing CCMS.

The decision to gradually onboard providers has been taken to manage system capacity and minimise the risk of outages and poor performance.

On 24 November 2025, providers with both a crime and civil contract will be given access to CCMS.

However, functionality will be limited to non-billing work until initial assessments of system performance have been completed. We will manage this by restricting access to billing user roles initially.

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. We intend to increase the number of concurrent users over the course of the week subject to system stability.

We intend to release full functionality and associated billing user roles for CCMS on 26 November 2025.

However, this will be subject to steady assessments of CCMS performance. From the same date, third party users and cost drafters will also gain access to CCMS, as well as barristers and clerks.

On December 1st, we plan to bring remaining providers with civil only contracts on to the system, with full CCMS functionality.

We are hosting online CCMS Training sessions which will be useful for those new to using CCMS or who would like a refresher session.

- Please follow this link to Eventbrite to reserve a space. [Trainer led CCMS modules.](#)

- Additional support using CCMS can be found on our [Legal Aid Learning website](#).

Civil Apply

Users will be granted access to Civil Apply at the same time as CCMS. Civil Apply will not have any concurrency controls in place, meaning that there will be **no limit to users** accessing the service. **We encourage providers to use ‘Civil Apply’ instead of CCMS wherever possible** 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

Civil Apply cannot be used for clients who are self-employed, involved in running a business, a shareholder or in the armed forces. Guidance for those that have not used ‘Civil Apply’ can be found here: [Introduction to Apply for civil legal aid – Legal Aid Learning](#)

Access and sign-in (SiLAS + Secure Browser)

All users will continue to access Legal Aid Agency services through Sign in to Legal Aid Services (SiLAS), which replaces the previous portal login. If you only hold a civil contract, you will not yet have received notification to set up your SiLAS account. Please be assured that this will be sent, once we are ready to onboard you onto CCMS.

SiLAS uses multi-factor authentication to provide an additional layer of security and single sign-on access to Civil Apply, CCMS and other digital services. More information on SiLAS can be found [here](#).

Access to PUI will be managed using an AWS Secure Browser which adds additional security controls both for providers and the application itself. No installation is required; the Secure Browser runs within your existing web browser and leaves no data or cookies once you log out. More information about Secure browser and the benefits it provides can be found here:

<https://aws.amazon.com/workspaces-family/secure-browser/faqs/>

As explained in last week's email, we will be applying concurrency controls on the Secure Browser sessions during the first week to ensure CCMS PUI remains stable as access is restored. This may result in occasional messages about limited stream capacity when logging in. We appreciate this can be inconvenient, but it is a normal part of the early phase of restoration. The concurrency limits will be lifted gradually as we gain confidence in performance, meaning these issues should ease as the week progresses.

You may notice that the Secure Browser page is branded as part of AWS rather than the Legal Aid Agency or Ministry of Justice. This is expected and forms part of the legitimate authentication process. Joining

instructions and screenshots will be issued before go-live to guide you through each step of the new sign-in process

Assigning CCMS and Civil Apply roles

Before users can begin working in CCMS, each firm's SiLAS Administrator (Firm Admin) will need to assign the correct CCMS roles to all users within their organisation. This is a one-off step to establish access permissions under the new sign-in system. Please note that if you are onboarded in our initial tranche, you will not be able to assign roles until the functionality for this is put in place which should be applied by 26th November. Detailed instructions for Firm Administrators will be included in the joining-instructions email and user guidance issued before go-live.

Case Reassignment

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.

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's 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.

Contingency

Contingency methods will remain in place until functionality has been fully restored for each area. Reasonable notice will be given prior to any contingency being withdrawn. We encourage providers to use CCMS or Civil Apply as this reduces the time it takes to submit work.

Reconciliation

The LAA will input granted decisions on the system that have been submitted under the contingency arrangements. At present, around 85 per cent of contingency work for standard civil applications submitted since 16 May 2025 have been entered into CCMS. We expect to complete the remaining submissions by mid-December.

Work submitted under the contingency arrangements for Exceptional and Complex Cases Team (ECCT) and High Cost Family (HCF) will not be completed by mid-December, however, will be uploaded as quickly as the teams are able to. There will be an escalation process for cases that need to be urgently uploaded to CCMS

Providers should input all submissions granted under delegated functions directly into CCMS once access resumes, as per the onboarding plan. You do not need to request the extended emergency time and costs limitations when inputting these applications. The LAA will issue emergency certificates with 32 week and £9,000 limitations automatically.

All new submissions, including case plans, correspondence or merits assessments, should be made via CCMS or Civil Apply wherever possible once access resumes.

Please do not re-enter contingency work that has already been submitted; this will be done by the LAA to reduce impact to providers and minimise risk of duplication.

A detailed list of possible scenarios and actions will be published on GOV.UK before restoration to ensure clarity as to what needs to be actioned by yourselves.

Providers with queries related to HCF cases can contact highcostfamily@justice.gov.uk.

Providers with queries related to ECCT cases can contact us on ContactECC@justice.gov.uk

Multi-user feature

As previously communicated on 14th November, 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.

Monthly claim submissions

Submit a Bulk Claim will not be launched before providers need to submit their November claims. Due to manual processing time while we continue to work under contingency, the deadline for **November submissions will be the 17 December**, so that we can ensure that payments can be made as expected on 5th January.

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

BC + Arrangements

We will share further details next week, through the usual weekly provider updates, on how the BC + arrangements will be phased out as systems return. This will cover the adjustments made to Delegated

functions, time and cost limits, Civil average payment schemes and client contributions. The same information will be published on GOV.UK to ensure providers can easily access the latest guidance.

As the transition progresses, we'll assess whether additional FAQs or online Q&A sessions would be helpful to address common questions about the process. Any further support materials or event details will be shared in future updates.

Civil Average Payments – Q&A Events

We will be hosting online Q&A sessions on the Civil Average Payments and Recoupments process to help providers understand what happens next as we move into restoration.

Sessions will take place on **Tuesday 2 December (12pm and 4pm)** and **Thursday 4 December (12pm and 4pm)**.

Providers and barristers who opted into the average payments for civil representation scheme are encouraged to attend. You can pre-submit questions for the panel when you receive the joining instructions.

Bookings open this week and will close at 5pm on **1 December** (for Tuesday sessions) and **3 December** (for Thursday sessions). Joining instructions and links for submitting questions will be sent by email before each event.

Amendment to Crime Applications Processing

As a planned enhancement to our Crime Apply system following the cyber-attack, applications that have been rejected will now be deleted after 2 years, in line with our data protection responsibilities.

As a result of this, we are having to make a small change to the way that we deal with some applications to add additional offences to an existing Representation Order.

When requesting additional offences to be added, providers should use the pro forma available here:

<https://www.gov.uk/guidance/legal-aid-crime-eform>

A small number of providers have been submitting an additional application using Crime Apply, and whilst this is not the correct process, we have been actioning the request whilst also rejecting the form.

As the information on rejected applications will no longer be retained, we can no longer follow this process and will be rejecting all applications submitted in these circumstances without actioning them. We request instead that providers follow the correct process. This will come into force on Monday 1 December.

Thank you, as always, for your patience and cooperation as we complete the final steps towards restoring full service.