



Legal Aid Agency

24 November 2025 II

Dear Provider,

Further to the email earlier this morning confirming that CCMS and Civil Apply are live for certain external users, we would like to remind you that we will be applying concurrency controls on the Secure Browser sessions during the first week to monitor systems performance. This may result in occasional messages about limited stream capacity when logging in. The concurrency limits will be lifted gradually as we gain confidence in performance over the week.

CCMS Billing Roles & Third-Party Users

We monitored system performance today and made an assessment to release billing roles on Tuesday (25 November) at 09:00 for provider admins to assign. This will enable users to complete billing activities.

We will continue to monitor system performance with a current plan to invite third party users (such as Cost Lawyers, Cost Drafters, barristers & barristers clerks) to complete the Sign in to Legal Aid Services (SiLAS) registration process on Wednesday 26 November.

Below you will find further information on contingency arrangements, upcoming learning and support sessions, and the steps you may need to take over the next week as we continue to restore full functionality. We appreciate your cooperation as we work through this phase and will keep you updated throughout next week.

AWS Secure Browser

The Secure Browser is provided by Amazon Web Services (AWS), however the data flowing through the browser is fully encrypted and AWS has no access to the information held or transmitted by either the provider or the Legal Aid Agency.

Work submitted under contingencies

The LAA will input granted decisions on CCMS 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. We will share the link with you as soon as it's available.

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

Webinar recording links and information

The standalone recording of the Civil restoration webinars held w/c 17 November is available on the LAA training and support website: [Civil Restoration – Legal Aid Learning](#) and LAA YouTube channel: <https://youtu.be/UpfcjNRwvSM> Please remember to like and subscribe to our channel for further updates and information.

Further events and documents for both civil and crime restoration events will be uploaded on the restoration landing page when applicable:
[Restoration – Legal Aid Learning](#)

We would appreciate your feedback on the webinar and/or recording: [Feedback survey: #HUSY events: Civil restoration processes – Fill in form](#). This brief survey gives everyone a chance to feedback on the webinar, but also gives those who were unable to attend the opportunity to share their views on future events.

Civil Average Payments scheme – Q&A Events

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

The 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 scheme are encouraged to attend.

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

To register: <https://www.eventbrite.com/cc/restoration-process-average-payments-qa-events-4794059>