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# Legal Aid Agency

26 November 2025

Dear Provider,

## **Civil System Restoration**

On Monday 24 November, Civil Apply and CCMS went live for certain providers. Providers are being onboarded onto the services in a phased approach.

As we continue restoring functionality of our services, we want to update you on the position of our current contingency arrangements.

We have published a new page on GOV.UK on Civil System restoration, where you can find specific guidance outlining the procedures for handling contingency work, and providing detailed explanations for specific scenarios: [Civil System Restoration – Handling of Contingency Work - GOV.UK](#)

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

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