



27 November 2025

Dear Provider,

We are pleased to confirm that CCMS continues to perform well. The phased onboarding remains in line with our original schedule. As a result, from Monday 1 December 2025, we will begin phasing out related business continuity measures and transition back to pre-incident business-as-usual operations.

Delegated Functions

Delegated functions to amend determinations on cases where the initial decision was made by the LAA will be removed on 1 December.

Existing decisions that were made by providers under these delegations will not be affected. Providers should submit a single amendment request via CCMS to report all delegations, noting the date of those delegations within the statement of case. These should be created as substantive and not emergency amendments.

For a short period, the LAA will continue to allow withdrawal of funding in non-contentious cases made under delegated functions, where the application is not on CCMS.

The circumstances are:

- the services made available by the determination have been provided
- the proceedings to which the determination relates have been concluded
- the individual consents
- the individual has died

An updated table of delegated functions will be published on 1 December. It can be found on [GOV.UK](https://www.gov.uk).

Emergency certificates

Prior to the cyber incident, providers had delegated functions in most cases to grant emergency representation for up to 8 weeks and a cost limit of £2,250 (or higher if justified by the circumstances of the case). As part of the civil Business Continuity measures, these limits were increased on several occasions so that they now stand at 32 weeks and £9,000.

Over the next few months, we will reduce the time and costs limits until they revert back to their original level. The first step will be to reduce the time limit and the maximum cost limit for any determination made on or after 1 December 2025. The existing limits that were permitted under the contingency will remain in place for emergency representation that was granted before this date.

From 1 December 2025, the time limit for new determinations made under delegated functions will be 24 weeks and the maximum cost limit £6,750.

We will provide you with at least one weeks' notice before we reduce the time and costs limits for emergency representation any further. We anticipate that they will revert back to their original limits by the end of March 2026.

Average Payment Scheme

Maintaining provider cash flow has been an important part of the response to the cyber-attack. We are reviewing when to close the average payments system in a managed way as providers revert to using CCMS. We will advise you of our approach as soon as possible.

Client contributions

The requirement for new and existing clients to pay an income and capital contribution was waived shortly after the cyber attack. The collection of contributions from clients will not restart immediately. Notice will be given before the collections process is restored.

Work submitted under contingencies

A reminder that a new page is now available 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](#)

Secure Browser guidance

We have seen an increase in queries relating to providers being unable to perform key tasks within the Secure Browser as they did not allow pop ups when setting up the browser for the first time. Guidance on how to allow permissions, as well what to do if you are see an error when trying to upload files, can be found below:

- Permissions to allow copy/paste and uploads/downloads in the secure browser - [CCMS in Secure Browser Frequently Asked Questions – Legal Aid Learning](#)
- What to do if the file name is invalid when uploading to CCMS - [CCMS in Secure Browser Frequently Asked Questions – Legal Aid Learning](#)

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