



1 December 2025

Dear Provider,

This email updates **Civil legal aid providers** on the end of contingency arrangements, changes to delegated functions, and the shift back to using Civil Apply and CCMS, with additional guidance on payments and system issues. It also includes **key updates for both Crime and Civil providers** on monthly claim submissions.

[For the attention of Civil legal aid contract holders](#)

Delegated Functions

From today, **Monday 1 December**, contingencies for delegated functions to amend determinations on cases where the initial decision was made by the LAA will be removed and revert to pre-incident arrangements. Existing decisions made by providers will not be affected.

Amendment requests should be submitted via CCMS. The LAA will accept emailed amendment requests using the CIV APP8 form if providers have difficulty accessing CCMS and require an urgent decision.

Over the next few months, time and cost limits for emergency representation will be reduced until they revert to their original level. **The first step is to reduce the time and maximum cost limit for any determination made on or after 1 December.** From this date, the time limit for new determinations under delegated functions will be **24 weeks** and the maximum cost limit **£6,750**.

Determinations made prior to 1 December will not be affected. The LAA will continue to automatically issue emergency certificates with a 32-week time limit and £9,000 cost limitation for determinations made before 1 December, so extensions are not required.

Submitting applications via Civil Apply and CCMS

Civil Apply and CCMS should be accessed through 'Sign in to Legal Aid Services' (SiLAS), for more information see [LAA SiLAS Help and Information - GOV.UK](#).

Civil Apply can be used to submit applications for the following proceedings.

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

You can use Civil Apply to make:

- Emergency applications, if you've used delegated functions
- Family links if you're representing two or more family members in the proceedings, and you'll have the option to copy answers from the application you link to legal links if your client is involved in more than one court case.

All Civil providers can now gain access to Civil Apply, regardless of whether they were previously onboarded onto the service. A system administrator can assign access to Civil Apply for any user, just as they can for CCMS, etc. You can find further information on how to manage user access [here](#).

All new submissions under delegated functions in Civil legal aid proceedings listed in the proceedings above should be made via Civil Apply wherever possible.

Applications not supported by Civil Apply will need to be submitted via CCMS. This includes all amendment submissions.

Further guidance on Civil Apply is available here [Introduction to Apply for civil legal aid – Legal Aid Learning](#).

Work submitted under contingencies

Guidance is available on GOV.UK on Civil System restoration, outlining the procedures for handling contingency work, and providing detailed explanations for specific scenarios: [Civil System Restoration – Handling of Contingency Work - GOV.UK](#)

The Civil Applications Team will stop accepting emailed contingency applications and amendments on 12 December. All submissions from 13 December will need to be made via Civil Apply or CCMS. There will be an exception where the LAA has yet to input a previously submitted contingency application on CCMS.

The High-Cost Family Team will be accepting case plans under contingency measures until the 2 January 2026. After this date all case plans will need to be submitted via CCMS.

The Exceptional and Complex Cases Team (ECCT) will stop accepting emailed contingency requests on new applications, amendments and new case plans on 12 December 2025. All submissions should be made via CCMS from that date except for applications to review refusals of funding, ongoing correspondence about undecided case plans and where CCMS is not accessible for any reason. Please

use the civil applications fixer route to identify any case where there is a new submission to be made on a contingency matter that ECCT has yet to be entered onto CCMS.

Reminder – Payments under the Average Payment Scheme

Payments under the average payment scheme are intended to reflect what would otherwise have been paid that week. Providers should please ensure that, across this scheme and payments on account or bills claimed for, they do not claim more than the amount which would have been paid to date under normal circumstances.

We will provide an update on the ending of the Average Payment Scheme shortly, including confirming the final date to opt-in and further guidance on the operation of the recoupment schedule.

Secure Browser - Training and support

You may have experienced difficulties completing essential tasks within the Secure Browser, due to pop-ups not being enabled during the initial browser setup.

Comprehensive guidance on granting the necessary permissions, as well as troubleshooting steps for file upload errors, is provided 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](#)

We are running CCMS training sessions covering a range of topics relevant to using CCMS. You can book your place here: [Legal Aid Agency Events - 75 Upcoming Activities and Tickets | Eventbrite](#).

For the attention of Crime and Civil legal aid contract holders

Monthly Claim Submissions

This is a reminder that 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 17 December will be paid as soon as possible.

December claims submitted in January will be also via the contingency process. An updated monthly contract submission spreadsheet will be uploaded by 1 January. The deadline for December claims will be 20 January.

Frequently asked questions

The LAA have been tracking contact to our Online Support Team in the first week of restoration.

If you are having any of the issues outlined below, please follow the guidance before contacting Online Support.

1.Uploading/downloading documents in CCMS

When you use the Secure Browser to access CCMS you will be required to undertake some additional steps to either upload or download documents. The following guidance has been developed to support you with uploading or downloading documents in CCMS:

- 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](#)
- Uploading documents - [Uploading files – Legal Aid Learning](#)
- Downloading files - [Downloading files – Legal Aid Learning](#)

2.Copying/Pasting in CCMS

To copy and paste information from your computer to the Secure Browser you will need to ensure you have allowed permissions.

- [Using copy and paste in Secure Browser – Legal Aid Learning](#)

- [What do I do if I accidentally declined permissions when I first logged in to Secure Browser – Legal Aid Learning](#)

3. User account is showing as blocked

- If you receive an error message when you launch CCMS in Secure Browser, stating that your account is blocked, please continue to contact Online-Support@Justice.gov.uk Please include a screen shot of the error message and your account username.
- Online Support cannot action password resets, please follow the guidance: [SiLAS: Registration and sign-in – frequently asked questions – Legal Aid Learning](#)

4. Multi-Factor Authentication Resets

If you need to set up MFA on a new or different device please contact MFA-reset@justice.gov.uk by email, sending a screen shot of the error along with your username. The email must be sent from the address linked to the account to be reset.

5. Third party users e.g. Barristers, Costs Draftsmen are missing account access

- If you have no account or are missing access, you need to contact the provider firm you undertake work for to request access and check they have requested a SiLAS account for you. If this has not been requested, the provider will need to contact their Contract Manager to request this.

- If the provider has already requested the account, the provider should follow this guidance to delegate access to the third party: [Delegate access to third-party users \(for example cost professionals\)](#)

6.Users have activated their account, but no roles have been added

Guidance on setting user roles and responsibilities can be found here: [User roles and responsibilities – Legal Aid Learning](#)