



Legal Aid Agency

5 December 2025

Dear Provider,

From 1 December 2025, bill functionality was restored on the Client and Cost Management System (CCMS), which is now online again for all Civil legal aid users.

A technical issue affecting CCMS access on 4 December 2025 has been investigated and resolved. We can confirm that CCMS is now available with full functionality and would like to thank you for your patience and co-operation whilst we dealt with the issue.

Average Payment Scheme extension

To help providers and barristers who are unable to access CCMS to submit claims to a sufficient level to support their business, the Average Payment Scheme will continue **until 12 January 2026, with final payments to be made on 19 January 2026**. Providers and barristers should resume submitting claims via CCMS and only use the Average Payment Scheme if no other option is available.

If you are opting in, a new declaration has been published on our restoration hub. From 8 December you must use this new declaration.

A staggered recoupment process will begin on Monday 26 January, 2 weeks after the last opt-in date, with the first recoupments being applied to payments received on 2 February. This will allow time for bill submissions and receipts of payments and minimise risks of deficits forming on accounts.

For more information on how to opt into the scheme, and the recoupment schedule for average payments, please see [Legal Aid Agency cyber security incident - GOV.UK](#). For guidance on how to submit claims via CCMS, please see [Civil legal Aid – Legal Aid Learning](#)

CCMS availability

CCMS is available from 07:00 to 21:30. After 21:30, if you try to log into CCMS or have an active session, you will be redirected to our outage page. We recommend ensuring your work is saved prior to 21:30.

Please note this change is not in relation to the recent incident and is a business as usual change to match the previously communicated opening hours.