



8 December 2025

Dear Provider,

This update contains notice of an extended deadline for responses related to High-Cost Family cases over Christmas recess, and an upcoming change regarding roles allocation in CCMS. You'll also find a reminder about the recent Civil and Crime legal aid fee increases effective 22 December 2025, and an update about our communications with you going forward.

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

High-Cost Family Cases

Please note that the High-Cost Family cases' standard deadline of 4 weeks to respond to LAA requests for further information and/or requests for the submission of a case plan will not apply until 2 January. During this period an **8-week deadline** will be in place. If you have any questions around current deadlines, please contact highcostfamily@justice.gov.uk .

CCMS roles allocation

We would like to give you advanced notice that we will soon be implementing a change to Sign into Legal Aid Services to ensure that CCMS roles are correctly assigned dependent on whether a user belongs to a firm, chambers or are an advocate. This change will support administrators to select the correct CCMS roles for their users.

Where roles have been incorrectly assigned, we will begin removing these in the coming weeks, which may affect what the user is able to see. If you find that a role has been removed, which means that your user is unable to complete the actions needed for their job, please use the guidance on [GOV.UK](https://www.gov.uk) to determine the correct CCMS role which can then be added.

If you have difficulties, please reach out to the Online Support Team by telephone on 0300 200 2020 (option 3), using the webchat, or you can email online-support@justice.gov.uk .

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

On 1 December a statutory instrument was laid introducing increases to some Civil and Crime legal aid fees. This comes into effect on **22 December**. Please see [Submit a Bulk Claim \(SaBC\) - GOV.UK](#) for further details.

The uplifts will apply to applications made on or after the implementation date of 22 December 2025. Providers should apply the fee uplifts via the contingency process until Submit a Bulk Claim becomes available. The deadline for December claims made in January will be the usual deadline of **20 January**.

An updated monthly claim spreadsheet will be uploaded on the [Submit a Bulk Claim \(SaBC\) - GOV.UK](#) page before 1 January.

Detail on the updated fees, linked to the single fee codes, can be found on the [Submit a Bulk Claim \(SaBC\) - GOV.UK](#) page along with a guide. Please can providers engage with their software vendors (where you use one) to ensure that case management systems are prepared to support the uplifts for applications made on or after 22 December 2025.

For further questions or support contact SubmitABulkClaimQueries@justice.gov.uk

Communications update

We would like to inform you that we are changing the frequency of our communications with you. After this week updates will be shared on an as-needed basis, rather than bi-weekly.

Guidance and resources on legal aid systems and current contingencies are available on GOV.UK:

- [Legal Aid Agency cyber security incident - GOV.UK](#)
- [Legal Aid Agency cyber security incident: frequently asked questions - GOV.UK](#)
- [Civil System Restoration – Handling of Contingency Work - GOV.UK](#)
- [LAA SILAS Help and Information - GOV.UK](#)
- [Submit a Bulk Claim \(SaBC\) - GOV.UK](#)
- [Restoration – Legal Aid Learning](#)
- [Contingency – Legal Aid Learning](#)