Help shape the future of legal aid services: Join our User Research panel

We want to transform and improve how legal aid is delivered; to streamline the process for applicants to access legal aid and make it easier for legal aid providers to work with us. Prior to the cyber-attack, we had already begun a major digital transformation programme. Whilst our long-term transformation ambition remains the same, the challenges brought by the attack necessitated the recovery, strengthening and in some places replacement of our systems, whilst reinforcing the pressing need to transform and replace them. This programme provides a significant opportunity to take a holistic view of our systems and the administration of legal aid for the first time, and we want providers to have a voice.

To deliver transformed legal aid services, we are embarking on a multi-year programme of work, starting with civil legal aid, to deliver change which will replace our legacy technology with modern services that are flexible and secure. We know it is not enough to only modernise systems; we must transform processes and how services are delivered to improve and ensure sustainability of legal aid. Ministers have secured additional

funding for this transformation, demonstrating the level of commitment and importance the wider department is placing on legal aid.

We will collaborate with representative bodies about the best way to keep providers engaged throughout our Transformation work. To ensure solutions are practical and meet your needs, we will also be running short research and testing sessions with providers across England and Wales, and we'd like to invite you to take part. We want to hear a range of experiences, whether you're new to legal aid or an experienced professional.

How we run our sessions: Our sessions typically last 60 minutes and are conducted via Microsoft Teams (or a suitable alternative). We can also facilitate in-person sessions if preferred. You can take part in one-off sessions or a series, with monthly research campaigns beginning this month.

What's involved: Research sessions may include prototype walkthroughs, accessibility testing, or feedback on new designs before they go live. We'll ask for your thoughts about any challenges you envisage with the systems we're developing and the processes that sit alongside them and what would make your work easier.

Why take part: Your insights help us turn ideas into improvements that work in practice – reducing admin, saving time and making processes that fit how you work.

If you're willing to be contacted about upcoming Transformation research opportunities, please add your details here: [LAA Digital - take part in user research with us](#)

Details will be stored securely in line with GDPR requirements. We will only contact you about relevant sessions and you can opt out at any time.