



16 February 2026

Dear Provider,

For the attention of all legal aid contract holders

Submit a Bulk Claim (SaBC)

The deadline for January submissions is **Tuesday 17 February 2026**. SaBC service hours are between **7am – 9:30pm**. Please ensure that you submit before this deadline so that we can make payments on time at the start of March.

If you are a provider who manages their own case management software and you require new matter start formatting support, please contact: SubmitABulkClaimQueries@justice.gov.uk.

For the attention of Civil legal aid contract holders

Civil Billing

Intakes of civil representation claims in the Client and Cost Management System (CCMS) are currently almost double pre-outage intakes. Providers and barristers may be experiencing the knock-on impacts of this as an increase in time taken between submitting completed claims and the money being paid. We have increased the processing capacity of the team and are working hard to bring timescales back to pre-outage levels, but this will take time whilst intake levels remain so high.

Despite the longer time it is taking to process individual final claims, current weekly payments are on average twice the value of pre-outage payments.

Average Payments Recoupment Schedules

For any provider or barrister who opted in to the Average Payment Scheme for Civil Representation during the CCMS outage, the recovery period is scheduled to run for four times the number of weeks you opted in. This means that a provider who opted in across the full 34 weeks of the scheme duration will be expected to pay back the full amount claimed over 136 weeks. There is no need therefore to rush to bill all outstanding cases as soon as possible. You only need to bill at a value 25% above your weekly average to still receive the same income after recoupments have been actioned.

Where data suggests you are receiving above average payments, you may want to consider making an early repayment against your contingency balance to reduce the number of weeks you are scheduled to be paying the money back.

More information on early repayments is available in our recoupment schedule guidance: [Contingency Recoupment - Providers Guide](#)

Civil Claims Processing Dates

The processing dates for civil claims in CCMS are available on our website: [Civil processing dates - GOV.UK](#)

Please be aware that to submit a claim for civil representation work through the CCMS, you must first complete and submit the Case Outcome, including uploading the documentation.

The process is as follows:

1. Once work is complete, record and submit the case outcome. This is a two-stage process:
 - enter and submit the Case Outcome in CCMS; and
 - wait for the CCMS notification inviting you to upload supporting evidence (for example, the final order). You must upload the required evidence in response to that notification.
2. The LAA will only treat the Case Outcome as submitted once the supporting evidence has been uploaded.
3. Once the supporting evidence has been uploaded, the CCMS status will change to “Outcome Submitted”.
4. When the case reaches Outcome Submitted status, CCMS will allow you to create and submit the Final Bill. However, the Final Bill will not be processed until the Case Outcome has itself been processed.
5. The LAA will only treat the Final Bill as submitted when:
 - the Case Outcome has been processed, and the case shows as Outcome Complete; and
 - all supporting evidence required for the claim has been uploaded; and
 - any counsel claims prompted by CCMS have been submitted.

Where the Case Outcome and Final Bill are submitted close together, there may be a delay between the date you press submit and the date the claim is recorded as received for assessment. This is due to the need for the Case Outcome to be processed first.

More information

Recording Outcomes and Discharge – Legal Aid Learning
Provider Billing with Counsel – Legal Aid Learning

Why can't the LAA process them together?

The Case Outcome and the Final Bill are separate pieces of work and must be processed independently. This is because different decision makers are responsible for different elements:

- One caseworker must determine whether the client owes money to the LAA.
- A different caseworker must assess and authorise payment of the provider's claim.

This separation is required every time a certificate is discharged, including for non-means/non-merits certificates.

When to chase the LAA:

You will know the Case Outcome has been processed when the registered fee earner receives a notification letter stating:

"If you have submitted all outcomes for all proceedings, please submit your claim for costs for assessment."

If you have not received this letter, the Case Outcome is not yet complete and the claim has not been released for processing.

Please do not chase the LAA for bill status unless the case shows as Outcome Complete.

We appreciate your attention to these updates and your ongoing cooperation in supporting the effective operation of the service.