



4 March 2026

Dear Provider,

Please find below a reminder of the upcoming deadlines for submissions on Submit a Bulk Claim, guidance on how to correctly submit civil applications and amendments, and notice about some scheduled CCMS downtime to implement essential fixes.

For the attention of all legal aid contract holders

Submit a Bulk Claim (SaBC) upcoming deadlines

We would like to remind you that the deadline for submitting your February claims and historic contingency submissions from April to December 2025 into SaBC is **20 March 2026**.

We have already received approximately 37% of expected historic submission, thank you.

For the attention of Civil legal aid contract holders

Civil Applications processing update

Following the restoration of our civil systems, we are pleased to confirm we have processed 66,740 of the 73,597 applications received between 24 November 2025 and 15 February 2026 - around 90% - and we continue processing at pace.

As outlined in the [Handling of Contingency Work online guidance](#), under 'Submitting applications and amendments':

- The LAA will continue to honour determinations to grant emergency representation under delegated functions, provided the work is in scope under Part 1, Schedule 1 of LASPO, and is not excluded under Parts 2 or 3.
- **Providers must continue to supply the same level of information that would normally accompany application and amendment submissions.**

We are currently seeing a high number of submissions with missing information or documents. Our processing time remains 30–35 days. Incomplete or inaccurate applications create additional delays for providers and the wider system. To help us process cases more efficiently, **please ensure that submissions include:**

- Full evidence of financial eligibility
- A complete statement of case
- Court orders and all relevant supporting documents
- Gateway evidence, where applicable

- Any expert reports
- The correct proceedings and scope limitations

Submitting complete and accurate applications first time reduces the need for follow-up requests which delay processing. Thank you again for your continued hard work and collaboration.

Civil Application reconciliation of contingency submissions

All Civil Applications work submitted to the LAA and **granted under contingency measures** since 16 May 2025 has now been reconciled. Please note that Exceptional and Complex Cases may not be fully reconciled yet.

Please also note that prior authorities granted under contingency arrangements have not been added to CCMS and instead providers should attach a copy of the granted notification with their claim for costs.

If you believe there is work granted under contingency arrangements that is not showing on CCMS, please report the case using our Civil Contingency Fixer service:

<https://civilcontingencyfixer.form.service.justice.gov.uk/>.

We acknowledge there are still some circumstances in which you'll need to submit your application using our contingency process. More information on the current arrangements that have been effective from 26 January 2026 can be found at [Civil Contingency – Legal Aid Learning](#).

Thank you for your patience whilst we ensured your applications and amendments were live on our system.

CCMS Cross-Office Role

On Thursday 5 March, CCMS will be offline from **6pm-8pm** due to the planned release of essential fixes – these will impact what providers can see on CCMS.

From this date, users will require the Cross-Office role to see their cases and notifications that are assigned to their pre-Sign in to Legal Aid Services (SiLAS) usernames. This is to ensure privacy of information and return CCMS to pre-incident performance.

Please see the Legal Aid Learning website to find out how to get this role assigned:

<https://legaidlearning.justice.gov.uk/civil/user-roles-and-responsibilities/>

Once assigned to this role, we encourage all providers to ensure their cases are re-assigned to their new SiLAS usernames as soon as possible.

Guidance on how to do this can be found here:

<https://legaidlearning.justice.gov.uk/re-assigning-historic-and-in-flight-case-work-in-ccms/>.

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 .