



11 March 2026

Dear Provider,

For the attention of all legal aid contract holders

Updating disable functionality for Sign in to Legal Aid services

On Friday 13 March, we will be releasing new functionality to enhance the security and ongoing user management of SiLAS.

We are implementing additional controls so that if an account is not used for 90 days then it will be automatically disabled. Users will receive an email notification that their account will be disabled 72 hours before. If they log in to the account within this window, it will not be disabled. If users have not accessed their account in the last 90 days it will be automatically locked.

Once an account is disabled, the user will receive a further email notification. An account can be reactivated, but appropriate justification will need to be provided.

Provider admins will also have the option to disable or delete accounts for users within their firm. Accounts should be deleted if the user has permanently left the firm. Provider admins should disable user accounts for

users in their firm if they are temporarily unable to work for 3 months or more (for example, maternity leave, long-term sickness or career breaks).

If an account is disabled for more than 13 months, then that account will be automatically deleted. If a user's account is deleted, then a new one will need to be created for them. This applies to all disabled accounts, regardless of how they were disabled. To set up a new user account, you will need to fill in the organogram and email the request to LAAUserRegistration@justice.gov.uk.

[Please review the updated guidance](#) if you have any further questions.

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.

Thank you to all providers who have submitted their contingency claims. As most submissions are now in, we would encourage you to do so as early as possible. This gives us the best opportunity to work with you should you encounter any issues or have any queries which we can try and assist to resolve.

If you have any technical issues/questions, please continue to raise them via submitabulkclaimqueries@justice.gov.uk. If there are wider difficulties with meeting that deadline, please ensure you speak to your Contract Manager in good time so we can understand these and try and assist where possible.

Reconciliation of Contingency claims with SaBC claims

What happens after 20 March?

Once submissions are uploaded, a review will take place at the end of March 2026 before any reconciliation takes place. Providers will be given a statement for all accounts showing the value of contingency submissions against actual submissions on 23 March.

For those providers with overpayments, we will confirm any difference in value between contingency submissions and actual submissions. We will write to you setting out the difference on 2 April.

What will happen if there are significant differences in the figures?

We do not envisage that there will be significant discrepancies between the claims that you made under contingency and claims now being entered into SaBC as 95% of claims submitted to date indicate either a relatively small differences, or that providers may be due additional funds. Thank you for your diligence.

Should there be significant differences in the figures, Contract Managers will reach out for a discussion. This will provide an opportunity to rectify any issues, omissions or air concerns about the repayment of any sums owed by the LAA or the provider.

How will this impact payments received on 5 May?

Final reconciliation will be reflected in the payment made on 5 May 2026.

On 5 May, the following will occur:

- Any underpayments will be paid.
- Any overpayments will begin to be offset against future submissions.

Please try and upload your submissions as soon as possible, and if you encounter any issues, please don't hesitate to contact your Contract Manager or the dedicated email: submitabulkclaimqueries@justice.gov.uk.

For the attention of Civil legal aid contract holders

Civil Applications fixer service

All application and contingency fixer requests should be sent to us using the new links we've posted on the LAA Learning website [CCMS Provider: Civil Fixer Guidance – Legal Aid Learning](#). If providers send an email to applicationfixer@justice.gov.uk they'll get this response:

Thank you for your email. Please note that all new Civil Application Fixer and Civil Contingency Fixer queries must now be submitted using the new forms available at: <https://legallaidlearning.justice.gov.uk/civil-fixer-guidance/> Please note that emails submitted directly to this mailbox, unless responding to a request for additional information, will be rejected. We aim to review submissions and rectify any issues at the earliest opportunity.