



Legal Aid Agency

12 May 2026

Dear Provider,

For the attention of all CCMS users

The below update covers information on inactive cases in CCMS.

Inactive Cases in CCMS

On Sunday 17 May the LAA will recommence sending out Inactive Case Review prompts in CCMS. These are prompts generated automatically by the system and ask you to confirm the status of an ongoing and unbilled case following a period of inactivity.

These prompts are intended to help providers identify older cases that may be ready to be billed and closed out and to help the LAA manage ongoing cases, making sure only active cases are in the system.

We are expecting in the region of 4,000 notifications to be sent, representing about 2% of all ongoing legal aid cases.

What do I need to do?

If you receive one of these prompts, please open the notification and select the relevant status of the case from the drop-down list and then click submit. There is also a free text box, but completing this field is not mandatory.

If you tell us that your case has been completed and no bill is due, we will take steps to close the case down and archive it. This will include recoupment of any outstanding Payment on Account (POA) against the case record.

For more information, please refer to the Legal Aid Learning website: [Inactive cases review – Legal Aid Learning](#)

Has anything changed?

Following the CCMS outage, the period of inactivity before the system will prompt you has been extended from 365 days to 608 days (20 months), in acknowledgement of the impact of the outage and to allow providers to focus on the oldest cases first. The LAA will keep this position under review with the aim of returning to 365 days inactivity in the future.

Accessing actions and notifications linked to pre-SILAS usernames

Inactive Case notifications will be sent to the current user linked to the certificate in CCMS, which could be a pre-SILAS username still.

Cross Office role requirement

To review actions and notifications that were issued to pre-SiLAS usernames, users must have the Cross Office role assigned to them in SiLAS. Without the Cross Office role assigned the user will not be able to view these notifications.

Guidance on how to assign the Cross Office role can be found here:

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

When applied to a user who already holds a CCMS role, Cross Office access extends their permissions so they can:

- View all cases for the firm, including those created before the cyber attack
- Amend provider contact for the case to ensure further notifications are sent to the correct user.
- Search for actions and notifications assigned to other users, including their pre-SiLAS username(s).
- Action those notifications.

If you are unable to view a specific fee earner/user then please contact your Contract Manager.