Legal Aid Agency

17 June 2026

Dear Provider,

Please see below the latest changes introduced to Sign in to Legal Aid Services (SiLAS), Submit a Bulk Claim (SaBC) and CCMS. These updates cover enhancements to user management, claim submission notifications, system terminology and layouts, and new functionality to support specific civil legal aid proceedings, including SEND applications.

Updates marked for the attention of 'legal aid practitioners' are intended for all Providers, Barristers and others who interact with the Legal Aid Agency's systems and processes.

For the attention of all legal aid practitioners

Changes to the "Delete user" function in Sign in to Legal Aid Services

From Thursday 18 June, users with the Provider Administrator role for Sign in to Legal Aid Services (SiLAS) will be asked to select a reason when deleting a user from their organisation.

Deleting a user permanently removes their account and access to any LAA systems. If a user's absence is only temporary, the "Disable" feature should be used, as it allows disabled accounts to be reactivated at a later date.

Provider Administrators cannot delete Multi-firm users, they can only revoke access to a specific organisation.

Email Notifications for Monthly Claim Submissions on Submit a Bulk Claim

We have worked with GOV.UK Notify to introduce email confirmations for successful monthly claim submissions and can confirm this functionality will be available from Thursday 18 June.

These notifications will provide reassurance that submissions have been received successfully, and will be sent to the email addresses of the SiLAS user who has made the submission on Submit a Bulk Claim (SaBC).

For the attention of Civil legal aid practitioners

VHCC references changed to HCF

The existing ‘VHCC’ (Very High-Cost Cases) references within CCMS will be updated to reflect the High-Cost Family (HCF) team rebrand.

The following changes will be implemented from Friday 19 June:

- ‘VHCC Enquiry’ task type will be renamed ‘HCF Enquiry ’to reflect the team's name and reduce confusion. Providers will see updated ‘HCF Enquiry’ options when submitting case queries through CCMS.
- Request Type dropdown lists will display in alphabetical order, making it easier to locate.

Change to Date Fields in CCMS Means and Merits Interviews

From Friday 19 June, date fields within the means and merits interviews will be updated from calendar date pickers to standard date entry fields.

- Users will no longer need to select dates using a calendar picker.
- Most date fields will allow users to manually enter dates in the format DD/MM/YYYY. Date fields will include example test showing the required date format.

This change is being introduced to improve consistency across Apply and CCMS by aligning date fields with MoJ / Government Digital Service (GDS) standards. The changes will also improve the usability and appearance of screens containing date fields.

Updates to Income and Capital Disregards Screens

From Friday 19 June, updates will be made to the Income and Capital Mandatory and Discretionary Disregards sections within the Means Assessment to improve screen layout, wording. The following changes will be implemented:

- The Income Disregards screen will be updated to align with Government Digital Services (GDS) standards.
- Mandatory and discretionary income payment information will be clearly presented together on one screen.

SEND – Special Educational Needs and Disability – First-Tier Tribunal proceedings

New proceeding types have been added to CCMS to allow providers to submit an Exceptional Case Funding (ECF) application on CCMS without needing to conduct the means test when applying for SEND First-tier Tribunal proceedings to make an appeal.

This applies where the client is:

- A foster parent.
- An approved prospective adopter of a looked-after child.
- A former foster parent caring for and representing a young person under a “staying put” arrangement.

The merits interview has also been updated to include an additional validation question to confirm the correct proceeding type has been selected.

From **10 February 2023**, SEND appeals to the First-tier Tribunal no longer require a means assessment when made on behalf of eligible carers (as defined in Regulation 5, Civil Legal Aid (Financial Resources and Payment for Services) Regulations 2013).

These applications were previously submitted via paper application forms. The changes mean applications for non-means-tested proceedings can now be submitted in CCMS instead:

- This change is expected to affect a small number of cases, as most SEND appeals are submitted by parents and will remain subject to a means assessment.

Evidence requirements

Providers are not required to submit evidence to confirm that the client is a foster parent, approved prospective adopter, or a former foster parent under a staying put arrangement.

New Proceeding Codes for SEND - First Tier Tribunal - means tested cases

Most SEND appeals will be submitted by parents, and these appeals remain means tested. We have introduced proceeding wording for these appeals, to streamline the application process.