



15 July 2026

Dear Provider,

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 Criminal legal aid practitioners

User Research for Crime Apply

We're carrying out research to improve how evidence is submitted after submitting legal aid applications. We're interested in hearing from providers who submit evidence by email or through Crime Apply.

We're inviting you to a 45–60 minute remote session to:

- talk us through your current process
- share what works well and what's challenging
- (in some sessions) give feedback on early ideas

Providers who have taken part in previous research have directly influenced improvements to Crime Apply. Their feedback helped shape the introduction of application decisions within the service and informed improvements to the search feature. Taking part gives you the opportunity to influence how the service develops and helps ensure future changes work better for providers.

How to take part:

Email emma.simpson6@justice.gov.uk with your availability until 31st July 2026