

10 August 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 all Civil Legal Aid Practitioners:

Additional changes which allow you to edit Means information in Civil Apply

From tomorrow (Tuesday 11th August 2026) you will now be able to edit **means information** from the final review page. This includes 2 sections:

- **financial assessment**
- **capital and assets**

Further information is available on the [Legal Aid Learning site](#).

Following feedback from legal aid practitioners, we are introducing new features to make Civil Apply applications easier to edit before submission. This builds on the changes introduced for Merits in July and allows you to edit more sections before submitting your application.

When checking your application, you can update information, correct mistakes and make changes without having to restart it.

We'd welcome your feedback on these updates, which you can provide using the feedback form at the end of each application in Civil Apply. Further updates to Civil Apply are being worked on at pace, and we hope to introduce them in the near future.

Notice of Future Change to Draft Submissions in CCMS

We will be re-introducing measures to automatically remove draft submissions in CCMS after a lapse in time. This re-introduces the process previously in place before the cyber incident. **We will give prior notice before implementing this change but wanted to bring this to your attention in advance** to give you the opportunity to review relevant records.

When the measures are introduced, draft submissions will be removed after the following number of days:

- 42 days Applications
- 84 days Bills
- 42 days Amendments
- 28 days Outcomes
- 28 days POAs
- 90 days Notification Attachments
- 10 days Provider Documents

You are advised to review all draft submissions, and these can be retrieved by searching with case reference numbers. Please be aware that you may have submissions under your old CCMS username. Re-saving the draft submission will restart the clock.

For the attention of all Criminal Legal Aid Practitioners:

New feature which prompts appropriate information and evidence in Crime Apply

We have introduced two new features to make certain information and evidence requirements in Crime Apply clearer for applicants. Where you indicate that a client or their partner has a restraint or freezing

order in place the system will now ask a further question about what the order relates to.

Also, where you indicate that your client is not working, that their employment ended in the last three months, and that they did not lose their job because of being in custody, the system will now prompt you to submit a P45.

We are making these changes to make it easier for providers to complete and submit applications correctly first time. This should reduce the likelihood of applications being returned or delayed. There is no change to the existing rules or guidance for applications.