



10 September 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:

Important: CCMS Service Update this Weekend – Service Disruption

We would like to make providers aware of planned maintenance affecting some CCMS processing functionality this weekend. We expect this maintenance to run from approximately 5:15pm on Friday 11th September until midday Monday 14th September.

CCMS will remain available this weekend; however, some background functionality will be limited while essential upgrades are put in place.

Civil Apply functionality will be available but cases will not progress through to CCMS until service resumes

on Monday at midday.

During this period:

- Documents can be uploaded but will not be processed or visible until services are restored.
- Submissions through CCMS can be made, such as new applications, case enquires and bills but will not appear until the background functionality resumes on Monday.
- Notifications will not be sent out until services resume on Monday.

There is no need to re-submit work, reassign cases, or contact Online Support solely because processing appears delayed.

We apologise for any inconvenience and thank you for your patience while this important work is carried out.