

LAA cyber incident restoration of systems

Initially the system will only be available from 7am-7pm on weekdays. The LAA understands that this is not ideal but they don't want to overload the system and will probably need time when it is not available externally to make further changes once it goes live.

Applications submitted under contingency arrangements will be entered onto CCMS by the LAA, as they have all the required information.

However, firms' administrators will need to link old cases to fee-earners (using the same process as previously e.g. when cases transferred within a firm when someone leaves). This is because the previous links don't exist anymore.

Firms will need to enter cases where they have used delegated functions as the LAA does not know about these applications as yet.

The LAA has sent out an email to all providers covering key issues on the restoration of their systems (see summary below). These are sent to the LAA's main point of contact in the firm.

More useful information can be found on the LAA [cyber security incident page](#) and [LAA's FAQs page](#).

Expected restoration Timelines

- In mid-September, Crime Apply and Submit a Crime Form will be available.
- From mid to late September, Civil Apply and CCMS will be available.
- The CWA replacement service is expected from October.

Extension to time and cost limits for emergency representation - Civil Applications

The limits for emergency representation granted under Delegated Functions have been increased from 16 weeks to 24 weeks, and from £4,500 to £6,750 in costs. The increased limitations will apply to all new grants made under Delegated Functions, as well as any existing grants not yet issued by the LAA at the point of certificate issue. This change will be applied retrospectively to any emergency representation cases where the LAA has yet to make a substantive decision. There continues to be no need for providers to submit Delegated Functions applications to the LAA under contingency; providers will need to submit on CCMS when the system is restored.

You can still apply for higher cost limits than £6,750 under emergency representation where it can be justified. Providers can increase costs to a maximum of £25,000 at which point case planning requirements apply.

Further information about amending limitations can be found in the Table of Delegated Authorities: [Table of Delegated Functions Procedure Regulations June 2025.docx](#)

CWA billing replacement service

In order to maintain the security of the system and the data it contains, the previous CWA system will not be reinstated in its previous form. The LAA are developing a new service to provide the billing services previously enabled by CWA (crime lower, civil controlled, legal help and mediation).

The LAA will soon share with you guidance and training on using the new system, and are working with a group of providers to test the new system and make it as easy to use as possible.

In order to deliver this change swiftly, this service will require a new code to be added to claims in addition to the information previously required, identifying the fee to be paid

The new system will only accept bulk claims via the bulk upload spreadsheet or exports from case management software. To support this, the LAA will be adding a new column to the bulk upload spreadsheet, and working with legal aid case management

CWA claims paid during the contingency period will need to be submitted on this new system, once systems are restored. The LAA are working with software vendors to identify how the new codes can be included in claim exports for the period since April, and will update you once this is confirmed. The LAA do not anticipate that claims from the contingency period will have to be submitted before new claims can be made, and will confirm the process and deadline for submitting them in the guidance and training ahead of the system launch.

Civil billing - Weekly Payments

As part of the testing of systems, the LAA have processed a small number of civil representation bills, Family Advocacy Scheme (FAS) payments to barristers, and Payments on Account (POAs) to providers and barristers. This released payments that had been previously assessed and approved prior to the system outage. As a result, monies for these cases will be paid to providers and barristers as normal in the next payment run. Please check your remittance statements as normal and please let the LAA know if you have any questions.

The Contingency Payment (Average Payment) scheme remains in place and is not affected by the above payments being made. Any provider or barrister who receives a payment can continue to opt in for an average payment as normal and the LAA will not use these payments to trigger any recoupment of average payments.

Civil billing - Average Payments Scheme

A reminder that the process to opt in to civil billing contingency for an average payment, or apply for an escalation payment, is running on a weekly basis, giving you flexibility to opt in each week. To opt in, you must let the LAA know by midday each Monday to make the next payment run

As they move towards the restoration of services, the LAA would like to remind providers that payments under these contingency arrangements are not final payments. Because they are not made under a specific case reference, they do not replace the need to submit a bill once system access is restored. LAA advice is that to avoid a complex balancing process, they should not be posted against individual accounts on any of your own case records. This is in line with published SRA rules on office payments.

They will require balancing and netting after the fact when system access is available again. The LAA understand that the recoupment of the payments might be a cause of concern for some of you. If you are unsure how it will work, please see their [Contingency Payment: Providers Guide](#) which contains worked examples of how the process will be managed. They are committed to keeping this process under review once system access is restored and the LAA will work with you to minimise any disruption or arising issue.

We understand that recoupments of contingency payments will appear each week on the provider's online account statement as a debit and on the weekly BACs statement. It will also appear as a debit

on the provider statement of account (PSOA). If recoupment means that no payment is due, you need to ask for a copy of the PSOA or BACs statement. We know this isn't ideal.

Contingency payments – hints and tips

- The deadline for submissions is 12pm (noon) on a Monday. Claims received after that time may not be processed until the next week.
- Monday is the busiest day for submissions. Consider opting-in a few days before the deadline to avoid issues which may delay payment.
- Temporary accounts and urgent payments are processed separately. Payment may not be received until 5pm on the day of the payment run.
- When claiming for multiple accounts, one opt-in form with all accounts listed is acceptable (for counsel, please include names against each account number).
- Opt-in forms should be attached to the email. Please do not send a link to a document on your server.
- If you do not receive an email confirming receipt within 48 hours, please resend the email before the deadline. Any duplicates will be removed before payment.
- Remittances can be requested from <mailto:paymentInformation@Justice.gov.uk> .

Escalation process

Where the average payment does not reflect the bills which would have been submitted that week, providers can discuss with their contract manager whether an escalated payment is appropriate for that week. Counsel can email <mailto:CivilClaimBC@Justice.gov.uk> to request an escalated payment.

When submitting an escalated claim, please remember:

- A copy of the email authorising the escalation claim should be attached
- The value entered on the escalation form must be the amount you wish to be paid. Where applicable, this should be the amount authorised by your contract manager.
- You must request permission for every escalated claim submitted
- You do not need to request permission to claim less than the average payment. Please complete the usual opt-in declaration and advise in your email what value you wish to claim.