

LAA updates on applications, hints and tips

Since entering business continuity plus measures on 27th June, the LAA have received the following weekly average intakes:

- 12 emergency applications
- 51 non-family applications
- 262 family applications
- 493 amendments
- 36 appeals
- They have been turning around decisions on average within 3 – 5 working days.
- They have approximately 10,000 records that will need to be entered on to CCMS when they regain access.

LAA services to help providers

The fixer service remains available if a provider is not content with a decision the LAA have made. This can also be used to seek support navigating the contingency process; applicationfixer@justice.gov.uk

Providers with complex queries in relation to a client's financial eligibility assessment, can seek assistance from a dedicated team of caseworkers before granting emergency representation under delegated functions. Queries should be sent to <mailto:ContactMeansExpert@justice.gov.uk> - The LAA aims to respond to these emails within 48 hours.

They have answered 474 provider queries on this service June – August, top queries were:

- Trapped Capital
- Money which may not be accessible
- Aggregation issues
- Seeking reassurance before using delegated functions on complex assessments
- Acceptable evidence and documents

For certain private law matters evidence of domestic abuse or child protection is needed to bring the proceeding within scope of legal aid. Given these types of evidence are prescribed by regulation to meet certain criteria, LAA sometimes cannot honour the use of delegated functions where those criteria are not met. To mitigate this, where the provider is concerned, the LAA are offering an email service so providers can check whether evidence would be considered valid to bring the matter into scope before delegated functions are used.

Evidence is checked by emailing <mailto:GatewayEvidenceCheck@justice.gov.uk>
They aim to respond to these emails within 48 hours.

They have answered about 1100 provider emails on this service June – August – top tips from the team:

- The LAA do not need to check non molestation orders as they meet Sch 1 para 7 automatically
- Please provide the client's name and where needed the opponents name and children's names
- If it's a long report highlight the part you believe meets the criteria or you are unsure of.

High Cost Family

Since entering level 2 contingency on Friday 13th June, they have received on average 284 case plans per week. They are turning around case plan decisions on average within 10 – 12 working days.

They have approximately 5,000 records that will need to be entered on to CCMS when they regain access.

Since April 2025 the team have received 2 complaints – both justified.

As a reminder, the current High Cost Family contingency measures can be found [here](#).

In summary, case plans, correspondence, exceptional requests and scope amendments can all be accepted via email by sending to <mailto:Highcostfamily@justice.gov.uk>.

The high cost fixer service remains available if a provider is not content with a decision the LAA have made. This can also be used to seek support navigating the contingency process; <mailto:highcostfamilyfixer@justice.gov.uk>