

## Resolution working for you

Resolution has been representing members' interests at meetings with the LAA concerning the cyber incident and restoration of services. It really helps if you can let us know what is working and not working for you and any changes you'd like to see. Please email:

[legalaid@resolution.org.uk](mailto:legalaid@resolution.org.uk)

Resolution's legal aid committee discussed what practitioners can do to prepare for the restoration of the LAA's systems. They recommend:

- Preparing to submit claims for payments on account (POAs) as soon as the system is restored as these will be paid quickly and generate cashflow.
- Ensuring you have all the information you need to allocate Counsel's fees when the system restores and liaise with Counsel to ensure submission of their final bills co-ordinates with yours.
- Liaise with the costs professionals you use to make sure they are ready to submit bills when access is restored.
- Liaise with the costs professionals to make sure you know what claims (bills and POAs) were already with the LAA when the system went down as these will not need to be re-submitted but you will need to make sure they are paid
- If you haven't already done so, prepare a list of cases for each fee earner so that administrator(s) can link them when access is restored.
- Ensure that there is good evidence of means and merits consideration on files where you have exercised delegated functions.
- The LAA is aiming to withdraw the new domestic abuse evidence checking service probably by the end of September. Use it now to check any gateway evidence you aren't 100% sure of if you haven't already done so.

We hope the LAA will issue a FAQ to confirm this; but we consider it would be justifiable to claim any additional time necessarily spent on cases and/or billing due to the cyber incident.

- Although the difficulties caused by the cyber incident are at the top of everyone's minds now, some cases won't be assessed for many months or even years. Make sure any additional time taken because of the cyber incident is noted as such.
- If costs are reduced on assessment you could use the appeal process (and if that were not successful the LAA's complaints process).

- If it takes more time than usual to bill cases affected by the cyber incident, it should be justifiable to claim it as it is fee-earner work.
- You will need to check certificates carefully for scope and costs limitations when they are confirmed as substantive by the LAA. You should be able to claim any additional time that's necessary for this.