

## Restoration of LAA digital systems – timeline

Every individual will need a SiLAS (Sign in for Legal Aid Services) account in order to use LAA systems. The LAA has published guides to registering on SiLAS and ID required [here](#).

- SiLAS has gone live for Crime firms
- Crime Apply and Submit A Crime Form were restored on 01 October.
- Restoration of CCMS has been put back from mid-September to mid-November

### CWA replacement

- Replacement for CWA (called Submit a Bulk Claim - SaBC) is expected in November
  - You will need to re-submit claims for cases reported during the contingency period on the new system

The latest FAQs and new updated SaBC guidance is at [Submit a Bulk Claim \(SaBC\) - GOV.UK](#). These will be updated weekly.

Following concerns from firms testing the system, the LAA is asking for feedback on how you used CWA and the number of monthly claims made in different contract categories.

Hopefully it is not too late for the LAA to make further changes based on a better understanding of how SaBC will be used. PLEASE complete the short survey if you can: [New 'Submit a Bulk Claim' service - Provider feedback form](#)

### CCMS – LAA will

- All information that was in CCMS prior to the outage will still be there
- Enter all applications made under contingency processes – around 10,000 documents

### High Cost Family

- The LAA will enter and update case plans submitted during the contingency period
  - Including registration requests and amendments
- You will not need to enter anything sent to the LAA via email

### CCMS – what you will need to do - delegated functions

- Submit 'applications' for all cases

- Confirming what you have granted up to and including amendments
- The LAA has said they will provide guidance on what needs to be included

#### CCMS – what you will need to do – linking cases

- The LAA says this doesn't necessarily have to be done on day one BUT will have to be done before fee-earners can progress cases
- Administrators will need to link cases to fee earners for all cases
  - Including those that were already in the system as the links have been broken

#### Recoupment of contingency payments

- Contingency payments won't stop until POAs and bills are being paid
- Recoupment won't start until POAs and bills are being paid
- Recoupment will start 2 weeks after normal payments
- Recoupment will be 25% of a weekly payment (eg payment £10,000, recoupment £2,500 per week)
- The LAA may be able to reduce recoupments if you cannot achieve a reasonable billing rate
- If you are unsure how it will work, please see the LAA's [Contingency Payment: Providers Guide](#)

We understand that recoupment 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 a recoupment means that no payment is due, you need to ask for a copy of the BACs statement or PSOA. We know that isn't ideal.