

Resolution working for you - restoration of LAA digital systems

Members of the Resolution Legal Aid Committee attended a further meeting of the LAA's Provider Efficiency Team (PET) on 26 November, which focussed on the restoration of LAA digital systems and provided updates.

You may or may not have been able to log onto CCMS yet – we hope the following tips will be helpful:

General

- The LAA have taken on extra staff to manage the influx of applications and bills which they are expecting following restoration of CCMS.
- You will need to get your contract manager to add and remove people from CCMS.
- Read the LAA's instructions on uploading and downloading documents. The process is not intuitive! More information [Uploading files – Legal Aid Learning](#)
- You have to upload twice – once into the secure browser and then into CCMS.
- When prompted, allow pop ups as otherwise you won't get full functionality.

Delegated functions

- They repeated that they will use light touch on considering the use of delegated functions as long as they are in scope.
- If you have granted a certificate under delegated functions and amended it, you have to submit a single application showing the date granted the application, with the amendments and dates of those on the statement of case.
- Use 'substantive amendment' not 'emergency' when applying through CCMS.
- You will need to provide everything you would have done for an initial application i.e. gateway evidence, bank statements.
- From 01.12.25 the contingency allowing providers to amend existing certificates was withdrawn, so you need to apply to amend certificates.
- Limitations on the time emergency certificates will last and the financial limitation - will reduce back to the normal prior to the outage over the next couple of months. You will get notice when it is being reduced further.
- From 1 December the emergency representation time limit was reduced to 24 weeks and costs limit to £6750.

Contingency applications

- The LAA team is entering all contingency applications submitted since the outage, with about 85% completed and a two-week backlog expected until full restoration. More information: [Civil System Restoration – Handling of Contingency Work - GOV.UK](#)
- It is really important to check certificates entered by the LAA on the system against the email you received as they have been making mistakes.
- Check your costs as soon as possible in case you need to apply for an amendment or a VHCC.

- Do not resubmit contingency applications in CCMS to avoid duplication.
- The LAA will continue to accept contingency arrangements for Family VHCCs –until Monday 5th January 2026.

Apply

- The Legal Aid Committee strongly recommend using the 'Apply' service as it is so much quicker than CCMS.
- Eligible case types: Domestic Abuse – excluding Domestic Abuse Protection Orders (DAPOs), Section 8 cases, Combined Domestic Abuse and Section 8 – (excluding DAPOs), Special Children Act, Public Law Family. More information; <https://legalaidlearning.justice.gov.uk/apply-for-civil-legal-aid/>.
- Applications do not have to be submitted by an authorised litigator but best practice is to ensure there is an email or note on the file to show the applications has been so authorised.