

LAA's annual report and accounts 2024-2025

The Director of Legal Aid Casework (Jane Harbottle CBE) has [published the annual report](#) for the last financial year.

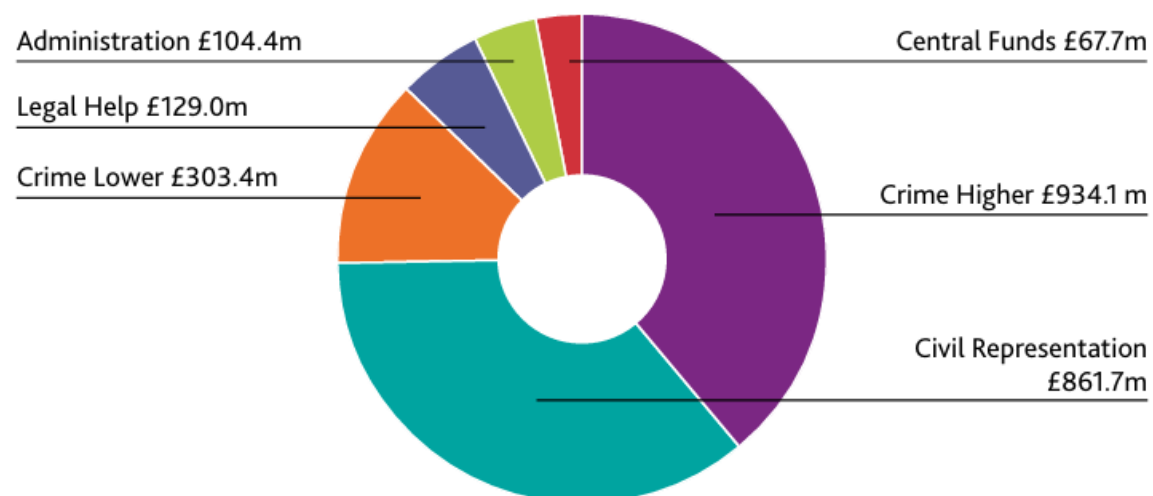
Both Jane Harbottle and the non-executive board Chair, Nick Campsie, acknowledged the challenges presented by the cyber attack and the patience of legal aid providers in difficult circumstances.

The LAA's three strategic objectives support the wider work of the MOJ, linking to the department's strategic outcome of providing swift access to justice. They were:

1. Deliver access to justice through legal aid services that meet the needs of our users
2. Modernise our services, delivering value for money for taxpayers
3. Become a truly diverse and inclusive employer of choice

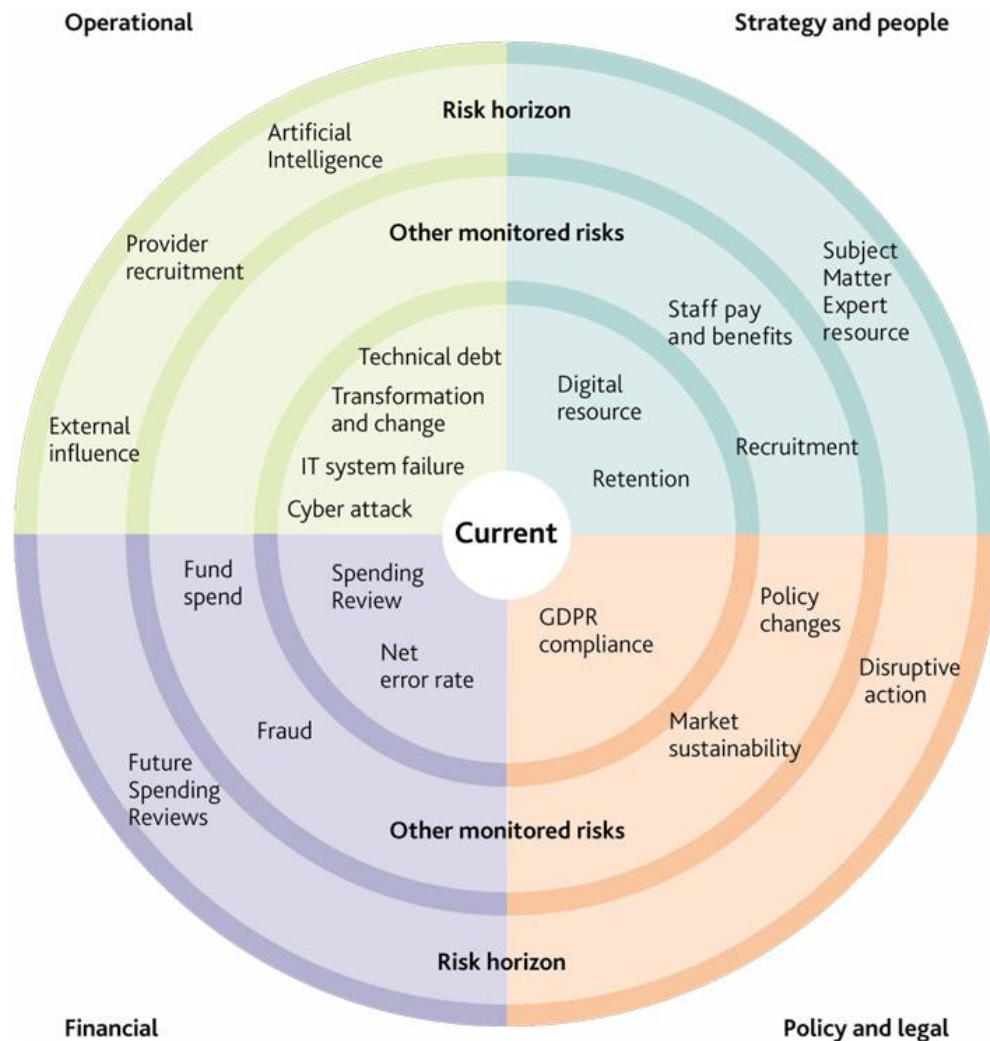
The LAA's expenditure increased in 2024-5.

Figure 2. Legal Aid Agency net expenditure, £2.4 billion. An increase of £114 million compared to previous year



The LAA's risk assessment was shown as:

Figure 1. Risk position for 2024 to 2025



The LAA processed over 380,000 applications for legal aid in 2024-25. 95% of civil legal aid applications were processed within 20 working days except in the most complex cases. They processed over 1.45 million bills (over 1.3 million in 2023 to 2024) 99% of complete, accurate bills were paid within 20 working days, exceeding the 95% target. They answered over 123,000 phone calls to their call centres (over 130,000 in 2023 to 2024), and exceeded all their customer service and correspondence Key Performance Indicator targets.