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23/05/25

## LAPG Member Update

Issue 18 of 2025

### Latest on the LAA data breach

**Please get in contact with us if you have specific concerns to raise with the LAA**

We wanted to provide you all with a further update regarding the ongoing situation with the LAA cyber security breach. We know how worrying this situation is for you and want to provide you with as much information as possible.

A new set of official comms from the LAA went out to providers yesterday evening at around 17.20. This provided an update to comms released by the LAA the previous evening at about 18.30. We have included both sets of comms below.

The LAA has also set up a FAQ page on gov.uk here:

<https://www.gov.uk/guidance/legal-aid-agency-cyber-security-incident-frequently-asked-questions>

And a dedicated cyber attack page here:

<https://www.gov.uk/guidance/legal-aid-agency-cyber-security-incident>

It appears that not all providers are receiving the LAA comms and we have raised this with the Agency. The LAA has urged providers to speak to their Contract Manager if they are not receiving official comms, and to ensure their spam filters have not blocked incoming messages from:

We have asked the LAA some additional questions following their latest comms as it is quite clear that the current situation will leave many providers with significantly reduced payments. It appears that bills authorised up to Friday 16<sup>th</sup> May will be in the payment run on 27<sup>th</sup> May, however, it is unclear how providers will know in advance which bills have been authorised. The latest comms suggest that by next week a contingency process will be in place to deal with payment of bills and claims submitted from 16<sup>th</sup> May onwards (presumably including POAs), so we have asked for clarity on that.

Some housing providers have pointed out that there has been no mention of HLPAS payments by the LAA, so we have also asked for an urgent update.

We will continue to send out updates as and when we hear further from the LAA.

**We are extremely concerned** that the steps taken by the LAA to date are not sufficient to ease member concerns about meeting their liabilities this month, such as salary payments and paying suppliers. We have suggested to the LAA that an ad hoc payment should be made to all providers based on an average of their claims over the last 3-6 months. Alternatively, we have suggested that providers should be invited to request an ad-hoc payment to cover their costs this month.

If, following the latest LAA comms, you believe that the payment you are likely to receive on 27 May will be insufficient to meet your liabilities, **please contact us so that we can raise this with the LAA today**. Please also send the detail to your Contract Manager and ask them to raise it urgently with Alistair Adan, the LAA's Head of Case Management.

## **LAA Comms from 22nd May 2025**

*Dear Provider,*

*Further to yesterday's update, I would like to share the latest incident related updates that are available.*

*This week, we have been focussed on strengthening our systems and planning to return them to operation, while putting into operation contingency for applications to minimise impact on clients.*

*The payment run will be with providers on Tuesday 27 May as usual, including any bills which had been approved by the 16 May. We will also accelerate the payment for the monthly legal help and crime lower submissions for April, which will be received by providers on or before the 29 May.*

**Systems access**

Please note that LAA online services are offline and unavailable to both internal and external users.

Our technical teams have been working around the clock to allow us to run our normal operations. We will continue to provide you regular updates on progress.

### **Crime billing**

If we are able to process crime higher bills next week we will inform you as soon as possible. If this is not possible, all our efforts will be focused on ensuring there is a viable contingency in place to maintain provider cashflow (solicitors and barristers). CCCD remains available so please do continue to submit claims there. We have already communicated contingency arrangements for CRM4s, CRM5s and CRM7s.

### **Civil billing**

CCMS is likely to remain unavailable into next week. We understand the particular importance of access to billing systems and contingency for these, and are in the final stages of developing a contingency scheme. We will update you on details of this early next week.

A Legal Aid Agency cyber-security incident [GOV.UK page](#) has been created to offer a dedicated space where you can find all the latest updates and details of contingency processes. This page will be updated regularly so please do check in there as helpful.

I would like to reassure you that addressing the needs of legal aid providers to access our billing processes is of the highest priority for us. Thank you again for your continued patience and understanding while we work through the recovery following the data breach.

Yours sincerely,

**Alistair Adan**

Head of Case Management

Legal Aid Agency

**LAA Comms from 21<sup>st</sup> May 2025**

Dear Provider,

To ensure that providers have the latest position with respect to legal aid applications and billing contingencies, they are shared with you below. These processes will remain in place over the coming days until further notice. As promised, we will write to you again on Thursday with a further update.

## UPDATES:

### **Why did two payments appear in my account w/c 19 May?**

Following the extended downtime of the LAA Portal on 8 and 9 May, the LAA worked hard to process as much of the backlog as possible to ensure providers received the payments they are due. To do this it was necessary to undertake two payment runs.

### **What bills will be paid in the payment run for on 27 May?**

Civil Representation and Crown Court Bills authorised up to Friday, 16 May.

### **Are provider IT systems at risk?**

There is no direct risk. There is no direct connection from LAA systems to any provider system – it is a one-way provider to LAA connection only.

### **Provider obligations to report to ICO/Client?**

We would also like to confirm that there is no contractual obligation on providers to report this incident to the ICO or to inform clients. The data impacted by this incident is either owned by the LAA or is considered Shared Data within the definition of the contract. The contract at clause 16.3 of the standard terms sets out that the responsibilities of the data controller will be exercised by the party in possession of the data – in this case by MoJ as the data controller for LAA. MoJ has notified the ICO of the incident, and has notified data subjects through the public announcement on GOV.UK on 19 May.

## Civil applications:

- For civil applications, where a provider cannot utilise delegated functions and has an imminent court hearing they should contact the LAA customer services team on 0300 200 2020. If a provider needs to submit an urgent amendment for a High Cost Family case, please contact the Customer Services Team who will refer the matter over to the High Cost Family team for urgent consideration. For Non-High Cost Family cases, follow the same process where the item will be referred to the Civil Applications team for urgent consideration.

## Crime applications:

- Whilst the Portal is unavailable providers will be unable to gain a date stamp for applications. When the Portal becomes available providers will be invited to complete applications as normal and indicate in the 'Further Information' section that they were unable to submit their application and the date that they would have submitted it but for the outage. LAA caseworkers will backdate representation orders to the requested date where applicable.

- Please note that during this contingency only, we will backdate all applications (including indictable only) to the date that they would have been submitted had the portal been available. Once Crime Apply becomes available, we will revert to the existing backdating arrangements as set out in CLAM.

### Contributions:

Contributions for existing certificates will continue as normal, however, it would be appreciated if clients could be advised to take particular care to provide valid payment references such as Case ref, CCMS account number or invoice number.

### Crime Lower and Legal Help monthly submissions

- Where providers have not yet submitted their April CWA submissions (due by 20 May), they should email the Reconciliation team [reconciliation@justice.gov.uk](mailto:reconciliation@justice.gov.uk) with their total monthly submission value for their April submission by 20 May. This should be a global amount for each submission which the provider normally makes on CWA. When CWA is available, the submissions should then also be submitted via the system, to allow them to be reconciled.

## CONTINGENCY PROCESSES FOR THE MAGISTRATES' BILLING TEAM

### CRM4

Prior authority applications (CRM4s) cannot currently be submitted on the portal.

- Urgent CRM4 applications can be sent via email to [CRM4contingency@justice.gov.uk](mailto:CRM4contingency@justice.gov.uk).
- Please complete the PDF version of the [CRM4](#). Please note that this is an old version of the CRM4, but the required information is the same. The CRM4 should be submitted along with the usual documentation, including the quote from the expert. A decision will be provided to you via email.

If you experience any difficulties with this process, please contact [magsbilling@justice.gov.uk](mailto:magsbilling@justice.gov.uk). Please also see the attached guidance on editing a [PDF](#). CRM4 appeals can be submitted in the usual way to [CRM4appeal@justice.gov.uk](mailto:CRM4appeal@justice.gov.uk).

### CRM5

- Please complete the PDF version of the Application for Extension of Upper Limit form ([CRM5](#)). Due to changes in the CRM5 process over the years, the most recent PDF is from 2009. Since then, there have been some changes in terminology and scope.
- Please ignore any references to Prison Law or parole hearings.
- Wherever it reads CDS1/2/3/5, this is the old terminology for CRM1/2/3/5.

- Please include a breakdown of hours and hourly rates in the box on page 3.
- Please complete all other sections as usual.
- If you are requesting a disbursement, please attach a copy of the quote to your email. If there is any other information you would like to submit, please also attach it to your email.
- Please send a completed copy of this form to [CRM5applications@justice.gov.uk](mailto:CRM5applications@justice.gov.uk).

If you experience any difficulties with this process, please contact [CRM5applications@justice.gov.uk](mailto:CRM5applications@justice.gov.uk). Please also see the attached guidance on editing a PDF.

CRM5 appeals can be submitted as usual to [CRM5appeal@justice.gov.uk](mailto:CRM5appeal@justice.gov.uk)

### CRM7

- Please submit non-standard Magistrates' claims (CRM7s) via paper.
- Please send your CRM7 and file of papers to:

Legal Aid Agency  
3rd Floor, B3.20  
1 Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AW  
DX 10035 Nottingham

A copy of the paper CRM7 can be located here:

[CRM7: non-standard fee magistrates' court claim and appeal form - GOV.UK](#)

### CRM 18As

There is no change to the submission of CRM18 claims.

- Submit CRM18 (Police Station Escape Fee) claims to the Magistrates' Billing Team in Nottingham.

Email [Crime.Exceptional@Justice.gov.uk](mailto:Crime.Exceptional@Justice.gov.uk)

Alternatively, you can send by post or DX:

Legal Aid Agency  
3<sup>rd</sup> Floor, B3.20  
1 Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AW  
DX 10035 Nottingham

CRM18s cannot be accepted via Secure File Exchange.

All of the necessary forms can be found at <https://legallaidlearning.justice.gov.uk/contingency-forms/>

Thank you for your ongoing patience and cooperation at what are extremely challenging times. If you have any concerns with respect to any of the contingencies set out above, please contact the LAA customer services team on 0300 200 2020 in the first instance, or your LAA Contract Manager for queries about your specific circumstances.

Yours sincerely,

Alistair Adan

Head of Case Management, LAA

**Update by email from the LAA (22/5/25):**

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Please get in touch if you have any other questions or concerns.

Take care one and all,

**Chris Minnoch, CEO @ChrisLAPG**

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#WeAreLegalAid

23/05/25



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