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29/05/25

## LAPG Member Update

Issue 19 of 2025

Welcome to the latest member update which will get you up to date on the LAA cyber breach and the LAA's contingency plans for providers.

- Latest on LAA data breach
- LAPG Advisory Committee member, Beverley Wakins, on the Today Programme
- Housing Loss Prevention Advice Services 2025

### Latest on LAA data breach

The LAA has now published their latest update on the cyber-attack with a contingency plan for payments to reflect anticipated income from civil certificated work (called Average Payments for Civil Representation Scheme) and confirmation that LGFS and AGFS claims assessment has now recommenced. We have included the main changes since the last LAA update on 22 May 2025 below in case you didn't receive an email directly from the LAA.

[You can find their latest comms here which includes a Q&A section and details of the new contingency process for civil billing including a guide to how this will work.](#)

LAA comms 28 May 2025, at approx. 17.40

[Civil Billing.](#)

*We are today introducing a billing contingency process for civil, offering providers the option of being paid an amount reflecting their average billing. The detail of this scheme, and process for opting into it, can be found [here](#).*

*This scheme requires providers to opt-in to the process, so please do review and follow the guidance if you want to receive payments through this mechanism. You will shortly receive an email with details of the average payment for your accounts.*

### *Crime Billing*

*Graduated fee (LGFS and AGFS) claim assessment has now recommenced, and payments will begin next week. Please continue to submit bills via CCCD in the normal way. We have already communicated contingency arrangements for CRM4s, CRM5s and CRM7s.*

### *Client Queries*

*Members of the public concerned about the impacts of this incident should please contact us on 0300 200 2020.*

The opt-in process referred to above requires you to take positive action, as set out in the accompanying guidance, and includes a declaration to be submitted with your request. Please read the guidance carefully and contact us if you have any concerns.

We are still waiting to hear from the LAA whether there is a planned contingency coming for billing escape fee cases, submitting bills, POA requests and amending certificates. We know that many firms are reliant on income from escape cases alongside certificated billing.

If you have any concerns about how any of these processes are going to work or how they will impact on your business, please do get in contact with [kate.pasfield@lapg.co.uk](mailto:kate.pasfield@lapg.co.uk), our Director of Legal Aid Policy. We are in constant contact with the LAA during this period and can direct your questions to the right people.

### **LAPG Advisory Committee member, Bev Wakins on the Today programme**

A big shout out to Bev Watkins of Watkins Solicitors in Bristol, for bravely agreeing to appear on the Today Programme on Radio 4 this morning. Bev, who is a member of the LAPG Board and Advisory Committee, adeptly explained the problems for clients and firms arising from the current LAA cyber-attack. You can hear her speaking to Johnny Diamond at 07.50am just after Thought for the Day on BBC Sounds.

### **Housing Loss Prevention Advice Services 2025**

Loss Prevention Advice Services in Slough, Uxbridge and Winchester. This may be due to the data breach problems discussed above. However, the tender processes for the other scheme announced in February are not included in the cancellation notice.

Tendering for LAA contracts amidst the current turmoil seems like an extremely unappealing prospect.

[You can find the LAA announcement here](#)

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

Take care one and all, Kia Kaha,

Chris Minnoch, CEO [@ChrisLAPG](#)

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