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05/06/25

LAPG Member Update

Issue 21 of 2025

Welcome to another Member Update covering the latest information for providers following the LAA cyber breach. We've also included the latest information below about this year's Legal Aid Lawyer of the Year awards, which will reach its exciting conclusion at the ceremony on the 4th of July.

The LAA Cyber Breach and Contingency Measures

We continue to receive queries from members and are referring them all to the LAA as we receive them. Our apologies if it takes a little while to respond. We aim to get back to you as quickly as we can, but you should regularly check the LAA's FAQs which are being updated each day with answers to our queries as well as those from other representative bodies. We will continue to press for responses on outstanding questions, such as those set out at the end of this update.

[LAA's dedicated cyber security incident page here](#)

[LAA's FAQ page which is here](#)

These pages are being updated very regularly.

The last update sent directly to providers by the **LAA went out at 17.23 on 4 June 2025**, and said as follows for anyone who didn't receive it. The LAA have added a section explaining which FAQs have been added/updated (which we asked them to do to avoid confusion):

Dear Provider,

Please see below the latest on progress to restore LAA systems and contingency approaches. The latest position can also be found on the incident webpage: [Legal Aid Agency cyber-security incident GOV.UK page](#).

Civil Applications

If providers cannot utilise delegated functions and have an imminent court hearing (within the next 7 days) they can contact the LAA Customer Support Team on 0300 200 2020 to outline the urgency, and what work needs to be done.

The full contingency processes can be found on the incident webpage: [Legal Aid Agency cyber-security incident GOV.UK page](#).

Civil Billing

The information on billing contingency process for civil, offering providers the option of being paid an amount reflecting their average billing, can be found [here](#).

We have today (4 June) updated the providers' guide FAQ and process for this scheme to reflect the start of week 2 of contingency – please see that document on the [GOV.UK page](#) for the latest.

This scheme requires providers to opt-in to the process each week, so please do review and follow the guidance if you want to receive payments through this mechanism. You should now have received an email with details of the average payment for your accounts – if you have not please contact your Contract Manager, or CivilClaimBC@justice.gov.uk for counsel.

The contingency scheme will be kept under regular review, and where there are questions about the process these can be submitted to CivilClaimBC@justice.gov.uk or via representative bodies. The scheme will be formally reviewed in June, in collaboration with representative bodies, to ensure that it is operating effectively to support providers. This review will not affect the stated terms of the recoupment.

Crime Billing

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

When submitting on CCCD, please upload a copy of the original representation order to aid with assessment.

Very High Cost Cases (VHCC) and Interim Fixed Fee Offer (IFFO) claim assessment has also recommenced and payments are being made via a contingency process. Please continue to submit bills to your Case Manager by email.

Crime Lower, Legal Help and Mediation monthly submissions

Please download and complete the following form, [here](#), to report your May CWA submission and email it to the email address on the form (by no later than 20 June).

You do not need to include any adjustment for Escape Cases that have been submitted for assessment in your monthly CWA submission. Escape Cases can be submitted and will be processed as usual and the LAA will make an adjustment to the monthly payment to account for any additional sums due following assessment.

When CWA is available, the submissions should then also be submitted via the system, to allow them to be reconciled.

Client Queries

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

FAQ

We have today updated the FAQ on the website with the following:

How do I make a claim for Crime Hardship payments?

Providers are referred to the [Crown Court Fee Guidance](#) and [Litigator fee claim forms and guidance - GOV.UK](#) for details of hardship and interim claims.

Graduated fee (LGFS and AGFS) claim assessment has now recommenced and payments have begun this week (w/c 2 June) however, any claims for hardship may be discussed with your Contract Manager.

How will I know the value of Escape Case assessments?

Providers will continue to receive the usual individual assessment letters, which will confirm the assessment outcome. If the result is "paid as claimed" then providers will receive the full amount claimed for the case. For those claims that have been reduced but still require an Escape Case payment (i.e. they have not been reduced to a Fixed Fee only) then the assessment table included within the assessment letter will detail what has been authorised against what has been claimed.

How should I account for Escape Cases in my Legal Help / Crime Lower monthly

submission?

Guidance is provided in the monthly submission form available for download at [LAA Contingency Monthly Contract Submission](#) on what to include in your total claim figure. The totals reported for your monthly submission must not include any adjustment for Escape Cases regardless of whether they have been submitted for assessment. Escape Cases will be processed as usual and the LAA will make an adjustment to the monthly payment to account for any additional sums due for Escape Cases that have been assessed during the month.

When can providers use delegated functions?

Providers can use delegated functions for initial applications. The time limit of an emergency certificate is 8 weeks; the provider can continue to amend the scope and costs of their emergency grant for the 8 weeks, or until they submit the application on CCMS for the LAA determination. A table of Delegated Authorities Procedural Regulations which details what providers can delegate for, subject to the terms of the relevant contract, can be found [here](#).

When the LAA make the substantive determination, providers are unable to use delegated functions to amend the scope or costs of a certificate. Providers are able to submit the amendment for a decision at a later date, the LAA will exercise the backdating provisions where required.

Will BACS statements continue to be sent following each payment run?

BACS statements will continue to be printed and posted out as usual after each payment, as will the Provider Statement of Account (PSOA) that are sent out at the end of each month.

Thank you for your continued patience and understanding while we work through the recovery following the data breach.

Yours sincerely,

[etc. etc.]

We are still waiting for clarity on the following:

Civil applications

There is still no clarity on when a contingency will be put in place for 'non-emergency' civil legal aid applications. We have repeatedly pointed out that to the LAA that this situation cannot continue, as it puts providers in a very difficult position as they cannot take on new cases (without significant risk) if they cannot use delegated functions or there is no court hearing within 7 days. It is creating a

barrier to access to justice for clients as well as storing up potentially disastrous financial implications for providers. We know this also remains an issue for existing cases and are pressing for further clarity.

Client signatures

We have had a number of queries from members asking what to do about obtaining a client's signature when delegating functions and whether a signed declaration is necessary until there is a method available for submitting applications. We await a response from the LAA on this.

Payments to providers

We are hearing from some members who did not receive the full contingency payment yesterday and from others who had recoupments made that were scheduled prior to the data breach. We are looking further into these issues but please do get in touch if you are concerned about this.

We will continue to raise issues with the LAA from our members so please continue to contact kate.pasfield@lapg.co.uk.

The 2025 Legal Aid Lawyer of the Year awards

Given all of the above, we know that many of you are not feeling particularly celebratory right now. But we also know that you are a hardy bunch, and incredibly supportive of your colleagues and peers. In many ways, that's why the legal aid scheme has been able to survive constant assail from politicians.

To lift some of the gloom created by the data breach chaos, we're excited to be delivering this year's LALY awards ceremony on **Friday, the 4th of July**, at our favourite venue near Liverpool Street station in London.



Last month [we announced the absolutely stellar list of finalists](#) across nine award categories. And of course on the evening we will also be unveiling this year's Outstanding Achievement winner. We'd love you to be there to celebrate with us, [so General Admission tickets are now on sale here](#).

Tickets are very reasonable for a formal, and might we say rather wonderful, evening event. We have our collective of generous sponsors to thank for heavily subsidising the event. Tickets cover entry, food, and a drinks reception both before and after the ceremony. We also have significantly discounted tickets for members of **Young Legal Aid Lawyers** and the **Justice First Fellowship** scheme.

So please [do join us to help celebrate the incredible impact of legal aid](#). In times

like these we believe it is even more important than ever to get together with friends and colleagues and to take a step back from the day job to recognise just what an extraordinary job you all do in the most challenging of circumstances.

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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05/06/25



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Would you like to contribute to our Member Updates and share news and information with other members? If so, just email us and we can discuss how you can best contribute.

Thank you for being brave enough to be part of the LAPG community!





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