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LAPG Member Update

Issue 22 of 2025

Welcome to our latest Member Update covering the evolving situation with the LAA cyber breach. We've also included the latest information below about this year's Legal Aid Lawyer of the Year awards ceremony on the 4th of July and upcoming APPG on Access to Justice events.

The LAA Cyber Breach and Contingency Measures

The LAA updated their contingency and FAQs page **yesterday, 11 June, at 10.05** to include some helpful clarification on civil and crime applications which answers some of the pressing queries we have put to the LAA over recent days. Look out for these LAA bulletins, which they are now sending out in the mornings (from legalaiddbulletin@labulletin.org.uk). The LAA will include any changes or additions to the FAQs in their daily bulletins.

We have included the text from the latest LAA bulletin below to save you searching for it in your inbox:

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

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

Civil Applications

The full contingency processes can be found on the incident webpage, [here](#).

Providers can use delegated functions to grant emergency funding if they have any urgent work to undertake (which falls within the scope of Legal Aid regulations) and any subsequent work under the time limit of the emergency certificate. We understand that some providers have interpreted that there must be a specific hearing in the next 7 days, however we recognise urgent work extends beyond hearings and can include undertaking work to meet deadlines.

The majority of Civil Legal Aid applications can be self-granted by providers using delegated functions for emergency funding. If providers cannot utilise delegated functions and have imminent urgent work 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. They will then obtain a contingency reference number and will be directed to complete the relevant manual application form, adding in the contingency reference number and emailing it to ContactCivil@justice.gov.uk where they will receive a decision by return email. At the present time only applications that fit this criteria will be processed.

Civil Billing

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

The process to opt in to contingency and accept the payment is entirely voluntary and will run on a weekly basis, giving you flexibility to opt in each week. To opt in, you must let us know by midday each Monday to make that week's payment run.

For those providers with an existing debt on their account, we will then confirm to the provider the net payment which would be paid. Providers should contact their contract manager to discuss this if they have a higher value of outstanding claims than this payment represents. Counsel would need to please e-mail the contingency e-mail address CivilClaimBC@justice.gov.uk and we will provide details to allow us to agree appropriate payment, which would net off any existing debts as would happen under usual payment conditions.

Crime Applications

Full details and guidance are available on the [incident page](#).

We will be focussing our processing on those cases that will be going to the Crown Court or where the means position is more complicated. This means that providers should **not** send in any **Summary only \ Either Way applications where the proceedings are taking place in the magistrates' court and the client is on a passported benefit \ is unemployed \ is a youth**. All other applications will need to be submitted, and you can start to send these applications in with immediate effect.

Crime Lower, Legal Help, Controlled Legal Representation (CLR) 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.

Crime Billing

The full guidance and contingency processes can be found on the incident webpage, [here](#). Additional functionality has now been released to the casework teams, and providers will start to see updates appearing on CCCD in line with normal procedures.

So where does that leave us and what else do we need the LAA to do?

Civil applications

We think that the new wider definition of what is urgent for the purposes of civil applications (where delegated functions are not available) should allow providers a great deal more ability to see clients and open cases where they could not previously.

We think that this should cover the work required to initiate pre-action and take further steps in judicial review proceedings given the tight deadlines for taking action in those cases. However, we would be interested to hear from providers about how the LAA is responding to requests to commence work under all categories with this wider definition of 'urgent'.

You can continue to contact kate.pasfield@lapg.co.uk about this or any other concerns you have over the data breach as we are meeting regularly with the LAA and continue to raise queries from members directly with the LAA. The majority of the queries we have sent to the LAA so far have now been responded to [in the FAQs](#), so please do check those regularly.

Civil certificated billing

There remains no contingency to submit certificated bills for assessment and payment. We're continuing to press for the introduction of an alternative bill submission process in the event that CCMS remains offline for any extended period of time as we appreciate that the current situation is storing up enormous problems for providers who undertake civil certificated work.

The LAA's Average Monthly Payment scheme is designed to cover *what you anticipate you would be receiving* in normal circumstances from your certificated billing. The LAA has stressed that providers need to ensure their work flows broadly support the amount they are being paid through this process. They recommend that you speak to your Contract Manager if you think your weekly payments are too high or too low compared to the volume and value of the work you are undertaking. This 'escalation process' is being used by some providers to try to align their payments to their anticipated income once billing processes come back on line, and others are requesting additional payments in subsequent weeks to cover unusually high disbursements.

We have raised with the LAA that it was entirely inappropriate to recoup outstanding debts from the first round of contingency payments. This caused a great deal of distress and confusion for many providers and seemed to us to be counter-intuitive given the crisis you are all facing. The whole contingency system will be reviewed this month, and we're particularly eager to stress the need for the LAA to be as flexible as possible about repayments once CCMS does come back on line.

The 2025 Legal Aid Lawyer of the Year awards

Despite the ongoing crisis we know you are a hardy bunch, and incredibly supportive of your colleagues and peers. In these times of trouble we think it is more important than ever to come together with your friends and colleagues from across the sector. That is why 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](#). This is your opportunity to take a step back from the daily stressors to recognise just what an extraordinary job you all do in the most challenging of circumstances.

APPG on Access to Justice events



On **Monday 16 June**, the APPG on Access to Justice will be co-hosting a launch event for joint research by JUSTICE, Dechert LLP and the University of Sussex, which analyses the impact of receiving legal advice and support in respect of applications for the Windrush Compensation Scheme. Speakers will include Dr Jo Wilding, various Windrush families, Chair of the Justice Select Committee Andy Slaughter and Bell Ribeiro-Addy MP.

The APPG will also be hosting a meeting with David Gauke on **Wednesday 18 June** in the **House of Lords** to discuss his Independent Sentencing Review

recommendations. We are very much looking forward to hearing from the former Lord Chancellor, and we will also be joined by Minister for Prisons, Probation and Reducing Reoffending, Lord Timpson.

This promises to be an excellent opportunity to speak to Mr Gauke and the Minister on the Review and prisons crisis at large.

If you would like to know more or are interested in attending either event, please contact APPGA2J@lapg.co.uk or Rohini.Jana@lapg.co.uk.

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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