

Guidance

Legal Aid Agency cyber security incident

A dedicated space with the latest updates, following the 2025 cyber-attack on the Legal Aid Agency's online digital services.

From: **Ministry of Justice**
(/government/organisations/ministry-of-justice) and **Legal Aid Agency**
(/government/organisations/legal-aid-agency)

Published: 22 May 2025

Last updated: 29 May 2026

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29 May 2026

The page as been updated in line with our current processes, we have also added links to relevant training materials on the Legal Aid Learning website.

20 May 2026

Exceptional and Complex Cases Team ECCT Submission Quick Guide and Exceptional and Complex Cases ECC timelines and application guidance, have been updated.

16 March 2026

Information under Monthly Claim Submissions, has been updated.

27 January 2026

Information under Civil applications: Delegated functions to grant emergency funding, has been updated.

16 January 2026

Civil applications: High-Cost Family work Contingency Processes

document updated.

12 January 2026

Information under Civil billing:
Average Payments Scheme has
been updated.

6 January 2026

Contingency Monthly Contract
Submission updated.

5 December 2025

Information under Civil billing:
Average Payments Scheme, has
been updated.

3 December 2025

The Civil billing: Average Payments
Scheme section has been updated.

2 December 2025

Dates for Monthly Claim
Submissions and the Contingency
Monthly Contract Submission
template have been updated.

1 December 2025

Civil application sections updated

14 November 2025

The following sections have been
removed: Guidance on the Use of
Delegated Functions, Crime
applications: Applications already
submitted via Crime Apply , Crime
applications: Summary only \ Either
Way applications where the
proceedings are taking place in the
Magistrates' Court, Crime

applications: Stockpiled
Applications , Crime applications: All
Other Applications , Crime
applications: Extradition Matters,
Crime applications: Post submission
Evidence (PSE), Crime applications:
Passported applicants , Crime
applications: Change in Financial
Circumstances (CIFC) applications ,
Crime applications: Interests of
Justice (IOJ) Widgery criteria, Crime
applications: Declaration
signatures , Crime applications:
Claiming for Cases where no MAAT
Number has been supplied , Crime
applications: Additional guidance ,
Crime applications: Changes to
CRM14, Crime applications:
Examples of when to submit / not
submit , Retaining Information for
Audit,

8 October 2025

Information about the Bulk upload
spreadsheet has been added and
the corresponding document has
been updated.

3 October 2025

Submit a Bulk Claim - replacement
service for CWA has been added.

2 October 2025

The End of Enhanced Business
Continuity Measures for Crime
Applications has been updated.

1 October 2025

Crime applications Restoration Of
Crime Systems, The End of
Enhanced Business Continuity

Measures for Crime Applications, and Crime billing: Magistrates court claims (CRM7) have been updated.

30 September 2025

Restoration of Crime Systems has been added.

25 September 2025

Under Crime applications: Restoration Of Crime Systems; End of LAAs Enhanced Business Continuity Measures for Crime Applications; and Guidance on the Use of Delegated Functions, have been updated.

24 September 2025

Crime billing: Applications for Prior Authority (CRM4) and Crime billing: Applications to Extend the Upper Financial Limit (CRM5) have been updated.

11 September 2025

Under Civil applications: High-Cost Family work, the contingency process document has been updated.

4 September 2025

Monthly Claim Submissions dates have been amended.

1 September 2025

Under 'Delegated functions to grant emergency funding', emergency representation period and cost limitation figures have been updated. The Table of Delegated

Authorities linked to the Procedure Regulations August 2025 has also been added.

1 September 2025

Under Monthly Claim Submissions, the Contingency Monthly Contract Submission template has been updated.

1 September 2025

Under Crime billing: Applications to Extend the Upper Financial Limit (CRM5), the CRM5 form has been updated.

20 August 2025

Under Crime billing: Applications for Prior Authority (CRM4) section of the incident page, Expediting CRM4s information has been added.

19 August 2025

Under the heading Crime billing: Applications to Extend the Upper Financial Limit (CRM5). The CDS5 Version 3 November 2009 form has been replaced with the CRM5.

30 July 2025

Under Monthly Claim Submissions, The Contingency Monthly Contract Submission template has been updated.

29 July 2025

Magistrates court through to sentence in Crown Court template has been updated.

23 July 2025

Magistrates Court sentencing template and Crown Court sentencing template updated.

23 July 2025

The Contingency Payment Providers Guide has been updated.

16 July 2025

Civil applications, Crime billing and Crime applications have been annotated.

14 July 2025

The information on Passported applicants has been updated.

11 July 2025

Delegated functions to grant emergency funding entry has been updated.

8 July 2025

A description for the civil average payment process for escalation has been added.

2 July 2025

Added Contempt of Court (CRM CLAIM 11), Prison Law Exceptional Case Claims (CRM18A) and additional point to the Applications for Prior Authority (CRM4) section.

2 July 2025

Change to Summary only \ Either Way applications where the proceedings are taking place in the

Magistrates' Court .

The Magistrates court through to sentence in Crown Court template was updated.

The Crown Court sentencing template was updated.

1 July 2025

Added Extradition Matters under Criminal Applications

1 July 2025

The Legal Aid Agency Contingency Monthly Contract Submission attachment was updated.

Submission date to report May CWA has changed.

27 June 2025

Guidance has been added on various sections, please familiarise yourself with the new content of the page.

20 June 2025

High Cost Family (HCF) contingency guidance has been updated

20 June 2025

Contingency Payment: Providers Guide and Opt-In Contingency Declaration 2025, have been updated and the supporting text amended.

20 June 2025

Information on civil applications on Civil Prior Authority requests, has been updated.

20 June 2025

Additional information has been added for crime applications.

19 June 2025

Exceptional and Complex Cases Team Submission Quick Guide has been updated.

18 June 2025

Information about monthly claim submissions has been updated.

18 June 2025

Crime billing information has been updated.

17 June 2025

The ECCT submission quick guide has been updated.

12 June 2025

Details on civil applications and registering High Cost Family cases, has been updated.

11 June 2025

Guidance on civil applications has been updated.

6 June 2025

Changes to the Contingency for Criminal Legal Aid Applications document added.

5 June 2025

Additional information added and page updated.

5 June 2025

Attached document updated.

5 June 2025

Civil Bills Contingency Spreadsheet updated.

4 June 2025

Guidance document updated.

4 June 2025

information updated and CRM4 Word form added

3 June 2025

The information on Crime Billing and Crime Lower, Legal Help and Mediation monthly submissions , has been updated.

3 June 2025

Legal Aid Agency Contingency Monthly Contract Submission form added

2 June 2025

Updated guidance.

30 May 2025

Updated section 'CRM7'.

30 May 2025

Updated 'Civil applications' section.

30 May 2025

Updated guidance.

29 May 2025

Updated guidance.

28 May 2025

Information on average payments for civil representation scheme published which includes a provider guide and Opt-in declaration form.

22 May 2025

First published.

Applies to England and Wales

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Access to the Legal Aid Agency's online digital services providing key functionality are now available. Contingency processes, information and FAQs related to the cyber-attack that were previously held in this page have been archived and will be retained for audit purposes.

For any query related to the cyber-attack, please contact our Customer Services Team on 0300 200 20 20. Opening hours are 9am to 5pm, Monday to Friday. Alternatively, email the Chief Executive's Correspondence and Parliamentary Engagement Team at corporatecorrespondenceteam@justice.gov.uk.

Any other query, including case specific queries, should continue to be directed to contactcivil@justice.gov.uk.

Data Update: October 2026

We have published an update (<https://www.gov.uk/government/news/legal-aid-agency-cyber-security-incident-data-update-october-2026>) following the 2025 cyber-attack affecting the Legal Aid Agency's online digital services and personal data held by the Ministry of Justice.

Data Exfiltration Injunction

In May and June 2025, we took legal action to prevent the unlawful use, disclosure, publication or communications of information obtained from the LAA's IT systems. We have no indications that the data has been released and we continue to monitor the situation.

Restoration Of Crime Systems

Access to Crime Apply and Submit a Crime Form has been restored.

If you are unable to access Sign in to Legal Aid Services, please contact the Online Support Team (0300 200 2020) or inform your Contract Manager.

A reminder that the LAA's contingency measures for Crime applications ended on 30 September 2025.

As of 00:00, 1 October 2025:

- Delegated authority for representation order applications in all case types is no longer available.
- You no longer have authority to grant representation in any case type under delegated powers, please take note of this when instructed from 00:00, 1 October 2025 onwards. If you have any questions on a specific circumstance that is not clear, please refer to the guidance on submitting criminal legal aid applications in the first instance
- Proceeding once instructed under delegated authority after this date from 00:00, 1 October 2025 is ultra vires and would entitle the LAA to refuse payment of any associated fees.

Monthly Claim Submissions

Submit a Bulk Claim (SaBC) enables providers to upload Legal Help, Crime Lower and Mediation monthly submissions. Submit a Bulk Claim (SaBC) went live on 4 February 2026.

For further information, please visit [Submit a Bulk Claim \(SaBC\) - GOV.UK](https://www.gov.uk/guidance/submit-a-bulk-claim-sabc) (<https://www.gov.uk/guidance/submit-a-bulk-claim-sabc>)

Civil billing: Average Payments Scheme

The Average Payment for Civil Representation scheme has now closed, and claims should be submitted as normal through the Client and Cost Management System (CCMS).

For more information on civil restoration and on the recoupment schedule for average payments, please see [Civil System Restoration – Handling of Contingency Work - GOV.UK](https://www.gov.uk/guidance/civil-system-restoration-handling-of-contingency-work) (<https://www.gov.uk/guidance/civil-system-restoration-handling-of-contingency-work>)

Crime billing

Information on Crime billing, including all the relevant forms, can be found as follows:

- For CRM4s, CRM5s, CRM7s, CRM18s, CRM18As and Contempt – [Magistrates' Court billing – Legal Aid Learning](https://legalaidlearning.justice.gov.uk/magistrates-court-billing/) (<https://legalaidlearning.justice.gov.uk/magistrates-court-billing/>)
- For Crown Court Graduated Fees – [Litigator fee scheme: Guide for Litigators – Legal Aid Learning](https://legalaidlearning.justice.gov.uk/litigator-fee-scheme-guide-for-litigators/) (<https://legalaidlearning.justice.gov.uk/litigator-fee-scheme-guide-for-litigators/>)
- For the Criminal Cases Unit (for Very High Cost Cases – VHCC – and Interim Fixed Fee Offer – IFFO) - [POCA fastrak \(PL1\) claim form guidance – Legal Aid Learning](https://legalaidlearning.justice.gov.uk/poca-fastrak-pl1-claim-form-guidance/) (<https://legalaidlearning.justice.gov.uk/poca-fastrak-pl1-claim-form-guidance/>)

Crime billing: Current processing dates

You can check our current processing dates here [Crime processing dates - GOV.UK](https://www.gov.uk/guidance/crime-processing-dates) (<https://www.gov.uk/guidance/crime-processing-dates>)

Civil applications

Civil applications: Submitting funding requests and correspondence to the Civil Applications Team

Access to LAA online services has been restored. CCMS or Civil Apply systems should be used in all circumstances. Submissions sent via emails are no longer accepted, unless access to the system is declined or any work that has been submitted to the LAA has yet to appear on CCMS - in these circumstances please contact the Customer Service Team for further assistance.

Civil applications: Exceptional and complex cases

Please click here [Exceptional and Complex Cases ECC timelines and application guidance](https://assets.publishing.service.gov.uk/media/6a0dc94040a9c699fd826ee0/New_Exceptional_and_Complex_Cases_ECC_timelines_and_application_guidance.docx) ([https://assets.publishing.service.gov.uk/media/6a0dc94040a9c699fd826ee0/New_Exceptional and Complex Cases ECC timelines and application guidance.docx](https://assets.publishing.service.gov.uk/media/6a0dc94040a9c699fd826ee0/New_Exceptional_and_Complex_Cases_ECC_timelines_and_application_guidance.docx)) (MS Word Document, 15.6 KB) for further guidance on emergency and urgent matters.

Further information and guidance on Exceptional and Complex cases is available on the Legal Aid Agency Learning website: [Contingency Measures for ECCT](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#30-ContingencyMeasuresforECCT) (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#30-ContingencyMeasuresforECCT>)

Civil applications: High-Cost Family work

Information and guidance on High-Cost Family work is available on the Legal Aid Agency Learning website: [High Cost Family Contingency Processes](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#31-HighCostFamilyHCFContingencyProcesses) (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#31-HighCostFamilyHCFContingencyProcesses>)

Civil applications: Delegated functions to grant emergency funding

Information and guidance on delegated functions to grant emergency funding, including the current Tables of Delegated Functions, is available on the Legal Aid Agency Learning website: [The Facility to use Delegated Functions](#)

(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#12-ThefacilitytouseDelegatedFunctions>)

Civil applications: Support for providers using delegated functions

Information and guidance for providers using delegated functions is available on the Legal Aid Agency Learning website: Gateway Evidence Check
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#32-GatewayEvidenceCheckQA>)

Civil applications: Non-Means, Non-Merits Cases

Information and guidance on Non-Means, Non-Merits cases is available on the Legal Aid Agency Learning website: Non-Means Non-Merits Cases
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#14-NonMeansNonMeritsCases>)

Civil applications: Applications already submitted via CCMS

For submissions that were submitted to CCMS prior to the cyber-attack and had not been processed when system access was removed, providers will receive CCMS notifications as they are processed.

Civil applications: Delegated functions to amend a substantive certificate

Information and guidance on delegated functions is available on the Legal Aid Agency Learning website: Substantive Amendment
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#22-SubstantiveAmendment>)

Civil applications: Emergency Applications

Information and guidance on Emergency Applications is available on the Legal Aid Agency Learning website: Emergency Applications
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#20-EmergencyApplications>)

Civil applications: Substantive Applications

Information and guidance on Substantive Applications is available on the Legal Aid Agency Learning website: [Substantive Applications](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#21-SubstantiveApplications)
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#21-SubstantiveApplications>)

Civil applications: Means Assessment

Information and guidance on Means Assessment is available on the Legal Aid Agency Learning website: [Means Assessments](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#23-MeansAssessments)
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#23-MeansAssessments>)

Civil applications: Substantive Amendments

These measures ended on 1 December 2025. Information and guidance on making determinations following a substantive determination by the Legal Aid Agency is available on the Legal Aid Agency Learning website: [Substantive Amendment](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#22-SubstantiveAmendment)
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#22-SubstantiveAmendment>)

Civil applications: Further information requests

Information on the handling of requests for further information where a case continues to be managed under contingency arrangements is available on the Legal Aid Agency Learning website: [Further Information Requests](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#26-CivilapplicationsFurtherinformationrequests)
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#26-CivilapplicationsFurtherinformationrequests>)

Civil applications: Appeals

Information and guidance on appealing determinations made under contingency arrangements is available on the Legal Aid Agency Learning website: [Submitting a Query, Review or Appeal](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#27-SubmittingaQueryMeansReviewAppealtotheLAA)
(<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#27-SubmittingaQueryMeansReviewAppealtotheLAA>)

Civil applications: Withdrawals

Information and guidance on Withdrawals is available on the Legal Aid Agency Learning website: Withdrawals (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#3-WithdrawalsCCMS>)

Civil applications: Re-assessments

Information and guidance on Re-assessments is available on the Legal Aid Agency Learning website: Re-assessments (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#6-Reassessments>)

Civil applications: Means Reviews

Information and guidance on Means Review is available on the Legal Aid Agency Learning website: Submitting a Query, Review or Appeal (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#27-SubmittingaQueryMeansReviewAppealtotheLAA>)

Civil applications: Contributions

Information and guidance on Contributions is available on the Legal Aid Agency Learning website: Contributions (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#5-Contributions>)

Civil applications: Provider transfer

Information and guidance on Provider Transfers for cases which are not on CCMS is available on the Legal Aid Agency Learning website: Provider Transfers (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#25-CivilapplicationsProvidertransfers>)

Civil applications: queries

Information and guidance on submitting queries is available on the Legal Aid Agency Learning website: Submitting a Query, Review or Appeal (<https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#27-SubmittingaQueryMeansReviewAppealtotheLAA>)

Civil application and means-testing forms

Means-testing forms are available on the Legal Aid Agency Learning website: [Summary of Means Forms \(https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#18-SummaryofMeansForms\)](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#18-SummaryofMeansForms)

Civil application forms are available on the Legal Aid Agency Learning website: [Summary of Application Forms \(https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#17-SummaryofApplicationForms\)](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#17-SummaryofApplicationForms)

Civil applications: Large Volume Submissions

Information and guidance on Large Volume Submissions is available on the Legal Aid Agency Learning website: [Using Secure File Exchange \(https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#29-UsingSecureFileExchange\)](https://legalaidlearning.justice.gov.uk/civil-page/civil-contingency/#29-UsingSecureFileExchange)

Crime applications

Access to Crime Apply has now been restored.

Crime applications: Claiming for Cases where no MAAT Number has been supplied

Whilst we understand that you will not have a MAAT number for some cases dealt with under the LAA's contingency measures, a note on the file referring to the incident will be sufficient for audit purposes. If you need to submit a CRM7, an explanatory note will equally suffice. As you will not have received a MAAT number for these cases, please use 900900 as a dummy MAAT number when claiming. This is essential to ensure that it is clear that your claim is a contingency claim and allows us to track and monitor these.

When claiming a Committal for Sentence fixed fee on CCGD, the system requires a 7-digit MAAT number to be used to allow the claim to be submitted. For these cases only, please use 4900900 when claiming.

Further resources

- [FAQ Legal Aid Agency cyber security incident: frequently asked questions - GOV.UK \(https://www.gov.uk/guidance/legal-aid-agency-cyber-security-incident-frequently-asked-questions\)](https://www.gov.uk/guidance/legal-aid-agency-cyber-security-incident-frequently-asked-questions)

- Minister Sarah Sackman MP Oral statement:
(<https://hansard.parliament.uk/commons/2025-05-19/debates/C6B0C827-D166-4DF8-90AD-ECBDA4951D37/LegalAidAgencyCyber-SecurityIncident>) Legal Aid Agency Cyber-security incident - 19 May 2025
- News Story: Legal Aid Agency data breach
(https://www.gov.uk/government/news/legal-aid-agency-data-breach?utm_campaign=15012001_Update) – 19 May 2025
- LAA SILAS Help and Information LAA SILAS Help and Information - GOV.UK (<https://www.gov.uk/guidance/laa-silas-help-and-information#full-publication-update-history>)- 15 September 2025
- Civil System Restoration – Handling of Contingency Work - GOV.UK
(<https://www.gov.uk/guidance/civil-system-restoration-handling-of-contingency-work>)
- Minister Sarah Sackman MP Written Ministerial Statement - Legal Aid Agency Cyber-Security Incident: Data Update 14 October 2026
(<https://questions-statements.parliament.uk/written-statements/detail/2026-10-14/hcws376>)
- Legal Aid Agency cyber security incident data update October 2026
(<https://www.gov.uk/government/news/legal-aid-agency-cyber-security-incident-data-update-october-2026>)



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