



Legal Aid
Agency

Providing access to justice through working with others
to achieve excellence in the delivery of legal aid

Your questions answered: Civil restoration process

Civil applications

November 2025



Contents

Civil APPLY	3
SiLAS / Onboarding	4
User limits	7
Civil applications	9
Civil billing	11
Multi-Factor Authentication (MFA)	14
Secure Browser	16
Client and cost management system (CCMS)	17

Civil APPLY

Q: What is Civil Apply? Can we still use CCMS to submit applications?

A: Civil Apply is a simpler, user-friendly online service that can be used instead of the client and cost management system (CCMS) to make new applications for clients:

[Introduction to Apply for civil legal aid – Legal Aid Learning](#) CCMS can still be used to manage the live case.

Civil Apply can be used when the client means are passported or non-passported. The service cannot be used for clients in the armed forces, living outside the UK or who are self-employed.

The service is available for the current types of cases:

- Domestic Abuse – excluding Domestic Abuse Protection Orders (DAPOs)
- Section 8 cases
- Combined Domestic Abuse and Section 8 – excluding Domestic Abuse Protection Orders (DAPOs)
- Special Children Act cases
- Public Law Family cases

Q: Will we be able to use Civil Apply to upload applications for cases where we used delegated functions during the contingency period?

A: Yes, Civil Apply can be used to submit domestic abuse (excluding DAPO), Section 8, Special Children Act and Public Law Family applications.

There are exclusions for clients who are self-employed, in the armed forces or living overseas:

- Providers should submit delegated functions applications using CCMS if their application type is not supported by Civil Apply.

Q: If we only deal with civil cases, can we start using Civil Apply on 24 November?

A: Civil Apply was restored for providers holding civil and crime contracts on 24th November. Providers holding civil only contracts will be able to access Civil Apply from 1st December.

SiLAS / Onboarding

Q: I am the only admin in a small company. How much time do I have to set up users?

A: You can set up users whenever suits you, but they will not be able to access the system until you do. If you are going to be away, you may choose to ask someone else to be the provider admin while you are not available.

Q: The SiLAS FAQ states if you need to reset your password, you should contact your company's IT team. Is this correct? I thought the LAA's online support used to handle password issues before.

A: Yes, this is correct. If you sign in with a work email address, ask your company's IT support for help if you need to reset your password. If you use a personal email, such as Gmail or a personal Microsoft account, use the password reset option provided by your email service.

Q: We only hold a civil contract, so why do we have to wait until 1 December to assign user roles?

A: We are taking a phased approach to the restoration of CCMS. Civil providers will have access from 1 December to ensure we gradually scale access.

Q: Have new user log in details been released to users?

A: Account activation emails are being sent in accordance with the phased approach.

Q: We have been instructed to reassign someone on an existing case - is this the same as changing the contact name in CCMS?

A: This is the same as changing the 'contact name' within the available actions of a case in CCMS: [Amend Provider Details – Legal Aid Learning](#)

Change the 'contact name' from the old user account to the new SiLAS username.

Q: Can I use the system at any time, or are there set hours when it's available?

A: Systems are available from 07:00 – 21:30, 7 days per week.

Our customer service teams are available from 09:00 – 17:00 Monday to Friday, with email contact available: Online-Support@justice.gov.uk

Q: Our firm hasn't received any emails about joining SiLAS yet. Will we get them before the system goes live? We've already completed the required organogram and other steps.

A: The release of the activation emails will align with the phased access to CCMS. You will receive this in readiness for system access.

Q: Some staff have received their verification emails, but others have not and have had to request them again. Will there be enough online support staff available to handle these requests as they come in?

A: We have increased the number of customer service staff available to support the restoration of CCMS. Additionally, we have been adding guidance to the LAA training and support website:

- [Sign into Legal Aid Services \(SiLAS\) – user guide – Legal Aid Learning](#)
- [SiLAS: Manage your users – frequently asked questions – Legal Aid Learning](#)
- [SiLAS: Registration & sign-in – frequently asked questions – Legal Aid Learning](#)
- [SiLAS: data security – frequently asked questions – Legal Aid Learning](#)

We strongly encourage you to review the support material before contacting the LAA.

Q: How do we change SiLAS logons?

A: Refer to the guidance on our website: [SiLAS: Manage your users – frequently asked questions – Legal Aid Learning](#)

Q: We have not received any information about access to SiLAS yet. Should we have been contacted?

A: Account activation emails are being sent in accordance with the phased approach. Providers who hold both a crime and civil contract will have already received theirs. Civil only contract holders will receive theirs in readiness for 1 December.

Q: Just so I understand, does 'Civil Apply' mean we can submit new Special Children Act applications that were started after the outage? If this is the case, should we have received our SiLAS emails by now?

A: By 1 December all registration emails will have been sent to firm administrators. You can use Civil Apply for SCA cases started after the outage. However, if these cases were sent to the LAA as contingency they will have already been uploaded to CCMS on your behalf.

Q: Will we be able to create new users or do you have to continue to submit a spread sheet?

A: As per guidance, if you have new users you wish to add, contact your contract manager with a new declaration: [SiLAS: data security – frequently asked questions – Legal Aid Learning](#)

Q: So, barristers' clerks should be able to log in on Wednesday, 26 November. Will this depend on the number of people who are using the system at the same time?

A: Barrister access began on Wednesday 26 November. As with all phases of the CCMS restoration, it is subject to the monitoring of the number of concurrent users.

Q: When will user names be sent out. I work for two chambers and we haven't had any details for either.

A: Your username will be whatever you submitted as a part of your organogram and will be case sensitive.

Q: When will SILAS invitations be sent to civil users?

A: Release to civil only providers to access your side of the system (CCMS PUI – provider user interface) and Civil Apply is planned for Monday 1 December, if CCMS remains stable.

Q: When will admin be able to add more users after restoration?

A: You can send a new user request at any time, via your contract manager: [SiLAS: data security – frequently asked questions – Legal Aid Learning](#)

Q: We signed up with both crime and civil contracts, but our crime contract ended in October. Will we be given access on the first day or will we have to wait until day six?

A: If you had access to our crime systems before your crime contract ended, your SiLAS account has been activated and you will have had access from 24 November.

User limits

Q: I note that you have limited users initially. Is there any way of knowing how many users are on the system before actively trying to get on?

A: No. Limits are based on internal technical limitations. It is not possible to make this information visible to external users who are attempting to access CCMS.

Q: The plan is to limit the number of users who can access the system between 24 November and 30 November, gradually increasing the limit from 2,000 to 6,000 users. Does this mean that, after 1 December, the restriction will be lifted and almost 25,000 users could all use the system at the same time?

A: Prior to the cyber incident earlier in 2025, the highest level of concurrent users on CCMS PUI was just under 6,000. We have therefore scaled the concurrency limit to remain at 6,000 but have potential to lift this further if there is a need. This will be closely monitored on an enduring basis to ensure there is capacity that is required.

Q: Do you know what the highest number of users on CCMS was before the cyber attack, so we can get a sense of how restricted access will be next week?

A: We have looked to scale our concurrent users based on actual user counts from prior to the incident. The maximum we saw pre-April was in the order of 6,000 users accessing systems at any one time, so we have looked to set capacity at the same level. It will be increased, incrementally, throughout the first 2 weeks from 1000 on Monday 24 November to 6000 by 1 December, assuming all systems remain stable as we increase capacity.

We would encourage users to use Civil Apply where possible to reduce the load on the system: [Introduction to Apply for civil legal aid – Legal Aid Learning](#)

Q: What message will a user receive if they can't log into CCMS? Will the user just have to keep trying to login?

A: Initially, there will be a pop-up on the 'Secure Browser' tab within the internet browser that states 'No streaming resources are available' and for users to try again in a few minutes. We are looking to improve this customer experience to ensure any message is a clear and precise as possible.

Q: If the maximum number of users is reached, will people have to keep trying to log in, or will there be a queuing system?

A: There is no queue system available. External users will have to retry periodically, and if there is capacity at the time of the next attempt, access will be granted. System access is available from hours of 07:00 to 21:30, 7 days a week.

Q: What will the concurrent user limit be from day 6?

A: Systems will be closely monitored throughout the first week of operation. It is intended to increase the concurrency limit to 6000 by Friday 28 November if normal operating performance levels remain constant.

Q: How do we provide feedback if we consistently can't get online?

A:

- Customer service team: Tel: 0300 200 2020.

For any technical assistance email: Online-Support@justice.gov.uk

Q: If we stop using the system and don't do any work, will we be logged out automatically? For example, if we get interrupted by a phone call, how long before the system cuts us off?

A: Secure Browser has been configured to release an active session after 30 minutes of inactivity.

Civil applications

Q: Will contingency arrangements remain in place whilst system stability is sorted?

A: Contingency arrangements will remain for a short period following external restoration of civil systems.

Q: Is there a time frame for submitting stockpiled applications and bills?

A: There is no time frame for submitting stockpiled applications and bills. Providers can prioritise the order of their submissions.

Q: After being unable to use the system for six months, we will need to reassign almost all our cases because we have to deal with them as a priority. I would like clearer information about how much time we will have to catch up on all the applications made under the contingency arrangements.

A: The LAA will not set time limits on providers reassigning cases to new accounts. Providers can prioritise reassigning cases based on those where they need to take action.

Q: If a provider is restricted from logging in and there is an urgent issue, such as transfer of funding or prior authority, will there be a separate contingency process in place?

A: Contingency arrangements will remain in place for a short period of time following external restoration of civil systems. This will be under constant review subject to CCMS restrictions and stability.

Q: The current contingency arrangements have been extended for 32 weeks. If users with Civil-only contracts are able to access the system from the beginning of the second week (expected around the week commencing 1 December 2025), they might find it difficult to log in during the first few days and weeks as system capacity improves. Has there been a decision to extend the contingency period until 31 January 2025 to allow for possible delays, limited system access, and the holiday season? If not, when can we expect a decision?

A: Contingency arrangements will remain in place for a short period of time following external restoration of civil systems.

This will be under constant review subject to CCMS restrictions and stability.

Q: What is the situation regarding certificate transfer of providers?

A: Information on the process for provider transfers is contained within the contingency pages on gov.uk: [Civil applications: Provider transfers](#)

Q: If we have delegated cost limits, can we request a limit increase when we first submit the application through CCMS, or do we need to wait until you process it, get a reference number, and then apply for a cost limit amendment?

A: Multiple delegations can be reported on a single submission. Providers will not be expected to submit individual amendments to report their use of delegated functions.

Q: How long will delegated powers applications take to be considered after submission?

A: The LAA can swiftly process large volumes of Special Children Act applications and it is expected certificates in those cases will be issued within 24 – 48 hours.

For other matters, the time to process applications will depend on the volume of submissions. The LAA has recruited additional caseworkers and is utilising resource from other areas of the business to meet the increased demand.

Q: If we have not been able to record all of the required information for a CCMS application and the client is no longer available, will there be any flexibility in this situation?

A: Providers should supply as much information as possible, but we recognise there may be gaps in information. We ask providers to explain any gaps in information within the statement of case.

Q: How long will the timeframe for delegated functions be extended?

A: Emergency representation currently has 32 week and £9,000 cost limits. We intend to phase out extended delegations on a staggered approach, the full details of which will be communicated in due course.

Q: The update distributed last night indicated that work submitted under the contingency arrangements for high cost family cases will not be finalised by mid-December. Providers are advised to enter all new applications, including case plans, into CCMS. Does this apply only to new high cost cases? Should we continue using the contingency arrangements for any high cost cases registered before CCMS is relaunched? Also, will the SILAS system be used?

A: Yes, submit all new high cost family cases through CCMS in the usual way. Continue to use our Level 2 contingency arrangements for any ongoing case, such as cases where you have registered as high cost prior to regaining CCMS access.

Q: Will access to CCMS be through SiLAS?

A: Yes, it will. You will sign into SiLAS first, then via the CCMS link -> Secure Browser -> CCMS.

Civil billing

Q: Once the system is restored, will payments on account be processed before final bills, or will final bills be paid first?

A: Our recommendation is that payments on account (POA) are prioritised by providers and barristers. This is because CCMS runs a lot of the calculations for both the LAA and for the provider or barrister, which means the LAA can stand up significant additional processing capacity at short notice. However, this is a recommendation and not a requirement. The LAA will not make priority processing decisions for one type of claim over another, and providers and barristers should make their own decisions on which claims to prioritise for submission to the LAA.

Q: Will applications and POA's we submitted before the system outage be processed once the system is restored, or will we need to resubmit them?

A: Applications submitted prior to the outage will be processed. Any claim or payment on account (POA) submitted, including having evidence uploaded, has been processed by the LAA. Many of these claims have been paid. However, there are a small number awaiting provider and barrister access to CCMS. These will be returned for additional information or sent an assessment notification.

Q: Can you confirm the method of recoupment of contingency payments? How much and over what period? Is there a formula?

A: The recoupment will be calculated as the total value of contingency payments received by the provider or barrister as either an average or escalated payment divided by the number of weeks in which they received a payment, then divided by 4: i.e. total payment / (number of opt-ins x 4). We will publish guidance for how the recoupment schedule will work shortly.

Q: Will billing users be granted access on Day 3 of week 1 only if they are linked to providers with both crime and civil contracts, or will this include billing users associated solely with civil contract providers as well?

A: On Wednesday 26 November we released billing roles to those working within firms with a crime and civil contract. Firms with civil contracts will have billing access from 1 December.

Q: What are the expected processing times for POAs, bills, and counsel's fees after they have been submitted?

A: The LAA aims to review and process payment claims as promptly as possible. Thanks to the calculations performed by CCMS and increased staffing, we expect to authorise POA within 1 to 2 days, family advocacy scheme (FAS) payments to barristers within 3 to 4

days, and all final assessed bills within 5 to 6 days. Payments will continue to be issued by BACS each Monday.

Q: Do you have a time frame for processing bills / POA's?

A: We aim to restore processing times to their previous levels as soon as possible. After consulting with provider representative bodies, we recommend that providers concentrate on submitting POAs, while barristers focus on both FAS and POA claims. Since CCMS handles many of the necessary calculations, the LAA can quickly increase its processing capacity when needed.

Q: When can we expect the first weekly payment and will the weekly statements be available in CCMS as previously.

A: The weekly payments will continue to be on Mondays. The first potential payment, subject to claims being submitted, will be Monday 8 December. This is in line with the usual deadline of Tuesday for a claim to be assessed to make the payment run the following Monday. Statements will be available in CCMS and sent out by post as previously.

Q: Will the three-month period for claiming a Payment on Account (POA) start from the date you first used your delegated powers, as shown on the backdated certificate?

A: Yes. POA for profit costs can be claimed 3 months after the issue of the certificate. The issue of the certificate is the date you exercised delegated functions, not the date you receive the certificate in CCMS.

Q: Could consideration be given to allowing a temporary suspension or exemption from the requirement that final bills can only be submitted once counsel's fees have been paid? For example, after regaining access to CCMS, providers may face additional delays as they wait for counsel's claims to be submitted, assessed, and authorised. Removing this requirement initially would provide significant assistance to providers' cash flow.

A: We are unable to implement this change because costs are assessed at a single point in the process. Once the final bill has been paid, we cannot carry out another assessment unless we agree to re-open the entire case and review everything from the beginning. This approach would not offer cost certainty for providers or barristers. It could also affect clients who have a financial interest in the case, such as those with a revocation debt or a refund, as they would not know the final amount of any debt or liability.

Q: Will recoupment arrangements only be considered once the system is fully operational, and will several weeks' notice be provided before any process begins?

A: Specific detailed guidance will be published shortly to explain how the recoupment schedule will work.

Q: How long will contingency payments continue after 24 November?

A: Specific detailed guidance will be published shortly to explain how long the Average Payment for Civil Representation scheme will run for.

Q: For any paper applications, such as Prior Authorities, that were sent by email while the system was unavailable, will we need to upload these documents to the relevant case in CCMS ourselves, or will the LAA update all cases that were active before the outage?

A: The LAA will enter any applications and amendments received under contingency arrangement to CCMS. Prior authority applications granted through contingency do not need to be uploaded to CCMS. The email confirmation will be sufficient and should be attached with the final claim for costs.

Q: Can you confirm that bill uploads via XML will be available on 26 November and that the formats used will remain unchanged from May 2025, in order to prevent any unnecessary delays?

A: User testing has confirmed this functionality is working as expected and in the same format as May 2025.

Q: Will there be any flexibility with KPIs in light of the increased workload required to submit bills?

A: The application of KPIs will be reviewed once we have returned to a more regular pattern of billing.

Q: We have POAS stuck in old system, needing evidence, will they be available?

A: Yes, these should be available.

Q: Once the system is fully operational, what are your key performance targets for processing and completing POA and final claims?

A: Our performance KPIs, to pay 95% of complete and accurate bills within 20 working days, will not be changed.

Multi-Factor Authentication (MFA)

Q: While multi-factor authentication is a positive development, we have experienced delays of more than a week when attempting to have a user reset following a change of phone. Will sufficient support be available to assist users with straightforward issues such as this, as well as to address more urgent matters, once the new system is introduced?

A: Yes. The LAA customer service team (CST) will be available to support external users with MFA related issues from 09:00 – 17:00 Monday to Friday.

Extra resource has been made available within our customer service teams to support users. However, we encourage you to review the guidance published on the legal aid learning website before contacting customer service.

Q: To confirm, does this mean we will be required to log in twice, each time using multi-factor authentication, in order to gain access?

A: At this time, the only access into CCMS via the PUI, will require a double login and MFA. This is because of using Secure Browser which is a browser isolation service so no technical information (username and password credentials for example) will be passed into that session. All other LAA applications available via Sign into Legal Aid Services (SiLAS) only require 1 MFA.

Q: What if we do not have work mobile phones, how do we log in? I would not be comfortable having to use my personal mobile phone

A: All users must have an alternative device to ensure MFA. Sign in to legal aid services supports the following MFA methods:

- Microsoft Authenticator app (default)
- SMS – one time password (OTP)
- Voice call – OTP
- Third -Party TOTP Applications (e.g. Google Authenticator)

The Microsoft Authenticator app has been set as default. During the activation process you will be shown a screen asking you to set up the Microsoft Authenticator app. If you want to use a different authentication method, select the 'I want to set up a different method' and follow the instructions. If you have chosen SMS as your chosen MFA method, please be aware that if you have a WhatsApp account associated to the mobile number you have provided, you will receive the one-time password to your WhatsApp.

Q: What should we do if we need to log in while in court, for example to check a prior authority application, but are unable to use our mobile phones?

A: The only way to access CCMS is with MFA enabled, so an alternate device is always required.

Q: Can you select more than one option, for example, SMS and an email address to carry out MFA?

A: You can only use SMS, Voice, or Authenticator. You will have already used your email address to get into SiLAS.

Q: I have changed my phone since initial MFA set up for SiLAS and having trouble using MS Authenticator.

A: There are other authentication methods available such as SMS or inbound voice call. If you wish to reset and change your method, please contact customer services from 09:00 – 17:00 Monday to Friday.

Q: Will we be able to carry out MFA by text message?

A: Yes, you will have to specify this when you registered for SiLAS via the registration email by selecting SMS as the notification option.

Secure Browser

Q: Can we paste information into the secure browser i.e. we will often prepare statements of case separately and paste them into CCMS?

A: Yes; however, this will become a two-step process. You will need to copy / paste the information into the Secure Browser session, then copy it again from the Secure Browser and paste into the relevant area within CCMS: [Using copy and paste in Secure Browser – Legal Aid Learning](#)

Q: How can we upload bill evidence via the secure browser, or paste statements of cases in?

A: There is a capability to copy / paste information into CCMS. However, this is a two-step process. You will need to copy / paste the information into the Secure Browser session, then copy it again from the Secure Browser and paste into the relevant area within CCMS: [Using copy and paste in Secure Browser – Legal Aid Learning](#)
Uploading files guidance: [Uploading files – Legal Aid Learning](#)

Q: Will there be a webinar on the new upload process?

A: There will not be a webinar. However, there is guidance available on the legal aid learning website: [Uploading files – Legal Aid Learning](#)

Q: Will there be any extra steps involved, or any restrictions on file type or size, when uploading documents to the clipboard within the isolated AWS browser session before submitting them to CCMS?

A: There are presently no restrictions applied to the Secure Browser sessions in terms of file types or size limits.

Client and cost management system (CCMS)

Q: Your recent guidance regarding notifications was unclear, particularly in relation to the difference between notifications for existing or previous applications and those for new applications. Could you please clarify this point?

A: When CCMS is reinstated, all users will receive new accounts. Actions and notifications from before will be linked to your previous account. To view earlier actions and notifications, you will need to search for the relevant case. If needed, you can transfer existing cases to your new account by updating the contact name in the case's available actions section to your new username. After this change, any future actions and notifications will be sent to the newly assigned contact for the case.

Q: Will we be able to delete old users? We couldn't under the previous CCMS system.

A: Please see guidance on deleting users: [SiLAS: Manage your users – frequently asked questions – Legal Aid Learning](#)

Q: When will firm administrators be able to start assigning user roles? As a large firm with many users to set up, this could impact our time on Monday morning.

A: Monday 24 November for joint providers, Wednesday 26 November for 3rd parties including Barristers and Monday 1 December for civil providers only.

Q: Will each user be able to see all cases for their own provider, including tasks and notifications?

A: Users are currently able to see all cases for their own provider, including tasks and notifications. This is a temporary measure. To continue receiving actions and correspondence for cases linked to your own old user account, please update the case contact to your new SiLAS account using the existing Amend Provider Details process: [Amend Provider Details – Legal Aid Learning](#)

Q: When you mention 'phased onboarding begins', could you please clarify what this means? Will we be informed about which phase we are part of and when we will receive access?

A: If your firm holds a crime and civil contract you were able to access CCMS from 24 November. If your firm holds a civil only contract, you can access CCMS from 1 December.

Q: Will admin teams be able to access the individual fee earners CCMS?

A: Yes, firm administrators and users with cross office access will continue to be able to access case information assigned to individuals within the firm.

Q: If a member of staff has left, can admin reassign the cases remaining at the firm as obviously we will not be able to set up the person who has left?

A: Yes, firm administrators can reassign all cases the firm hold.

Q: Are there any time restrictions to access the system?

A: System access is available from 07:00 - 21:30, 7 days per week.

Q: Is there a list of roles and responsibilities so we can see what permissions we need to give to users

A: Yes, please refer to our guidance: [User roles and responsibilities – Legal Aid Learning](#)

Q: Once clerks have been granted access, will they be able to view all member accounts on a single page, as they could previously?

A: Yes, please refer to our multi-user guidance: [Sign into Legal Aid Services \(SiLAS\) – user guide – Legal Aid Learning](#)

Q: For cost firms submitting claims on behalf of several legal aid providers, will each drafts person now be able to access multiple providers using a single account?

A: Yes, please refer to the guidance: [Sign into Legal Aid Services \(SiLAS\) – user guide – Legal Aid Learning](#)

Q: Am I correct in understanding that barristers' fees clerks will not have access until later in the week?

A: Barristers fee clerks have had access since Wednesday 26 November.

Q: Will we need to reassign all existing cases?

A: Yes, please see guidance on how to do this: [Re-assigning historic and in-flight case work in CCMS – Legal Aid Learning](#)

Q: Is case assignment restricted to administrators, or can any user perform this task?

A: Anyone with access to the case should be able to reassign it: [Re-assigning historic and in-flight case work in CCMS – Legal Aid Learning](#)

Q: Regarding access on Monday 1 December, will our organisation be treated as a whole firm or by individual office? We have some offices that handle both civil and crime, but most deal exclusively with civil matters.

A: Your organisation will be treated as a whole firm.

Q: Will users who work with multiple firms automatically have access to all case files on a provider's account, or will this access need to be granted by the provider admin user?

A: The provider admin will need to assign you to their account. Please see multi-user guidance: [Sign into Legal Aid Services \(SiLAS\) – user guide – Legal Aid Learning](#)

Q: Will we be provided with a list of all open cases, or will we need to search for each case individually in order to reassign them?

A: We cannot offer this at present but this is something we are looking into.

Q: We have a bespoke Time record system. Will the LAA pay the costs we will need to incur to link it to the new 'Bulk Load' spreadsheet?

A: No, this is considered an office overhead / administrative cost.

[Costs Assessment Guidance 2024 SCC - Version 1a- 23 September 2024.pdf](#)

Q: Can Counsel's fees be allocated on days 1 and 2?

A: Counsel fees can be assigned from 26 November and will need to be linked to Counsel's new SiLAS account.

Q: Can we log in with a general email, for example, admin@

A: You may only use a general email address if it is unique to a single individual, as additional multi-factor authentication is required. However, it is recommended not to use generic email addresses.

Q: Will the deadline for reading and dealing with actions and notifications be increased? Previously, some only allowed 7 days or less. We need more time because providers must update and re-assign details for all old and ongoing cases to receive notifications. The LAA has said that solicitors should focus on updating cases that need it most, rather than trying to re-assign everything straight away.

A: The LAA will be flexible with the timeframes for you to respond when they ask for more information.



© Crown copyright 2024

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

