



Legal Aid
Agency

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

Paper Billing Contingency - Providers Guide

Provisional Payments for Paper Bills

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1. Contingency Arrangements

- 1.1. This document details how the Provisional Payment Scheme for legacy paper-based claims works, which claims it applies to, and how to claim these payments.

Background

- 1.2. There are approximately 1,500 legacy paper-based civil representation certificates for legal aid. These cases pre-date the Client and Cost Management System (CCMS) and are managed through a legacy application called the Corporate Information System (CIS).
- 1.3. CIS is a standalone application. It does not rely on CCMS for any case management information.
- 1.4. In response to the cyberattack on LAA systems identified in May 2025, CIS was taken offline along with CCMS. CCMS has now been restored, but CIS remains offline. As the cases remaining within CIS are complicated legacy cases, they cannot be migrated into CCMS for ongoing case management.
- 1.5. Whilst the LAA builds a replacement service to manage these cases, providers and barristers can claim for work undertaken on a contingency basis under the Provisional Payment Scheme.

Principles

- 1.6. The scheme exists to make provisional payments for work undertaken by providers and barristers on legacy paper-based cases. It applies for these claims only and not any claim that has either been issued on, or migrated in to, CCMS.
- 1.7. Payment for these claims is for work undertaken and where payment would otherwise be due as either a final bill style payment or a Payment on Account (POA).
- 1.8. Payments under these contingency arrangements are not final payments and are made on a provisional basis.
- 1.9. By paying the claim, the LAA is not undertaking an assessment of the costs incurred. Payments will be made for the value of the claim submitted, subject to limited contractual checks that will be undertaken by the LAA.
- 1.10. The claim will be formally subject to assessment in due course when sufficient system access has been restored. Any contractual rights for either the provider or the LAA will be exercisable once the assessment is undertaken.

2. Submitting a Claim

- 2.1. The scheme is intended to be as close as possible to business-as-usual processes. A basic principle is that claims should be prepared as normal.

Declaration

- 2.2. To claim, you must sign a declaration, available on our website, that confirms you understand the nature of the payment.
- 2.3. The declaration is published here:

[CIS declaration](#)

- 2.4. The declaration should be signed by someone who is able to commit the firm financially, such as a compliance officer or senior partner. We will accept clerk's signatures on behalf of counsel. An electronic signature is acceptable on the declaration.
- 2.5. Any claim submitted without the declaration will be returned to you unpaid for the declaration to be completed.

Claim Forms

- 2.6. The claim forms are published online. Each claim form has a supporting checklist available on the same link:

Hourly Rates Cases

- 2.7. Providers should use the CIV CLAIM1 to claim for any hourly rated case or case otherwise not paid as a fixed fee.

[CIV CLAIM1: civil claim form \(not fixed fee\) - GOV.UK](#)

Fixed Fee Cases

- 2.8. Providers should use the CIV CLAIM1A to claim for any fixed fee case, including any case that has escaped the fixed fee.

[CIV CLAIM1A: fixed fee public and private law schemes - GOV.UK](#)

Payments on Account (POA)

2.9. Providers and counsel should use the CIV POA1 to claim any payment on account.

[CIV POA1: payment on account of claim - GOV.UK](#)

Family Advocacy Scheme (FAS) and Family Graduated Fee scheme (FGF)

2.10. Counsel only should use the CIV CLAIM5 to claim for any advocacy under the Family Graduated Fee scheme.

2.11. Counsel only should use the CIV CLAIM5A to claim for any advocacy under the Family Advocacy Scheme.

[Family Graduated Fee and Family Advocacy claim forms - GOV.UK](#)

Counsel Hourly Rates

2.12. Counsel only should use the CF1A form for any civil non-family claim. This should be sent to your instructing solicitor and submitted to the LAA along with the final claim

2.13. The CF1A is only applicable for civil non-family cases. Any family case paid at hourly rates can be evidenced with a fee note provided it has a breakdown of the work undertaken.

[CF1A: counsel claim form \(replaces CF1\) - GOV.UK](#)

Costs Awards

2.14. You can use the scheme to report a cost award or a partial cost award to the LAA where there is either no claim from the fund or a claim for legal aid only costs.

2.15. Any unrecouped payments on account (UPOA) will be balanced/recouped where you report to us.

2.16. Solicitors should use the CIV CLAIM2 form where costs are met in full or in part by the other side.

[CIV CLAIM2: other party costs claim \(in full or part\) - GOV.UK](#)

Supporting Evidence

- 2.17. The LAA will require all your supporting evidence is submitted along with your claim form. The requirements for evidence have not changed.
- 2.18. The Electronic Civil Finance Handbook can be used to answer any questions if you are unsure on any aspect of your claim.

[Civil Finance Electronic Handbook V4: December 2024](#)

- 2.19. Where supporting evidence is missing your claim will be returned to you for it to be attached. This will not form part of any reject KPI as laid out under the Civil Contract.

Submitting Your Claim

- 2.20. Completed claim forms, declarations and supporting evidence should be emailed to the email address below.

CIS-SFE@justice.gov.uk

3. Payment

- 3.1. Payments will be made by the LAA as part of the regular payment run.
- 3.2. The contingency payment transaction will appear on your statements as one of the following:

CIS Interim Bill (Fees): interim bill for profit costs

CIS Interim Bill (Disb): interim bill for disbursements

CIS Final Bill (Fees): Final Bill for profit costs

CIS Final Bill (Disb): Final Bill for disbursements

CIS POA: Payment on Account (all types)

CIS Recouped POA: recouped Payment on Account (all types)

- 3.3. The LAA may not pay a contingency payment where the account is on hold. Where your account is in debt, the payment may be used for offsetting.
- 3.4. The LAA will retain any form submitted post-payment and will use this claim as the basis to complete the assessment when sufficient system access has been restored. This applies for any payment, including those to counsel and POA.
- 3.5. Any shortfall caused by a reduction of your costs on assessment will be recoverable by the LAA. This will be done upon the conclusion of any appeals process, should you wish to appeal LAA's decision.

Expert Costs

- 3.6. Expert's costs should be included in your claim as normal and will be payable under the provisional payment scheme either as a POA or a final payment.
- 3.7. If, upon assessment of your costs, an expert's fee is reduced it will be recoverable from the provider. It is your responsibility to notify the expert should you wish to recover the costs.

Statutory Charge/Refunds

- 3.8. The LAA's determination on the statutory charge or any refund due will only arise when the claim is assessed. Any supporting evidence, such as the CIVADMIN1 form, should be submitted alongside your request to claim the contingency payment.

Please refer to [Principles](#)

- 3.9. However, you can give an undertaking on your costs as part of the contingency that will allow either the LAA or yourselves to release excess funds to the client ahead of assessment.

4. Data Retention

4.1. Records will be retained in line with the LAA's published Retention Schedule:

[Legal Aid Agency Privacy Notice - GOV.UK](#)

4.2. For the avoidance of doubt, the retention policy will start when the final payment is made, not when the provisional payment is made.



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