

Dear Provider

The Legal Aid Agency recognises all your hard work, in these unprecedented times, in helping maintain the operation of the justice system. We value your contribution highly and your commitment to looking after the welfare of your employees and the interests of your clients.

As you know, earlier this year, the LAA introduced COVID-19 contingency measures to help you fulfil your obligations to your stakeholders while operating under the most difficult of circumstances. We have now considered how best to continue this support in the New Year and, yesterday (Monday 21 December), published an update of our [Coronavirus \(COVID-19\) contingency measures](#) with virtually all measures being extended until 31 March.

In relation to supervision and office requirements, however, we have decided to extend contingencies until the 31 January and review what shape these measures should take from February onwards. With this in mind, we've created a survey so that you can tell us directly if you've used these specific contingencies and how helpful they've been – please click on link below.

<https://www.smartsurvey.co.uk/s/LAAPROVIDERSURVEY/>

We understand that you may not have been able to meet the supervisory and office requirements set out in your contract. The survey has been designed, first and foremost, to identify risks and issues that will enable us to support you, as fully as possible, to meet requirements in the future.

We attach a copy of the key clauses of the contract for ease of reference. We'd like you to note, when completing the survey, that all provisions relevant to supervision and/or office requirements should be considered and the contract, in its entirety, is applicable.

We would be grateful if you could respond at the earliest opportunity but, in any event, by Monday 11 January. The survey shouldn't take too long to complete, depending on your answers. My apologies for the short notice of this request.

Once again, thank you for your ongoing commitment to delivering vital legal services over the last few months. Our Contract Management Teams consistently report on your high dedication levels and we're very aware of the notable efforts that legal aid practitioners have made to adapt their businesses in order to help vulnerable citizens.

Kind regards,

David Thomas  
Head of Contract Management and Assurance

*Please do not reply to this mail as this inbox is not monitored*