

LSA Circular 08/25

16 December 2025

Dear Practitioner,

Changes to the supplier portal on LAMS

The Legal Services Agency (LSA) is pleased to advise that it will be introducing new functionality to its case management system LAMS. This functionality will be available from 18 December 2025. The change which will be visible to practitioners is:

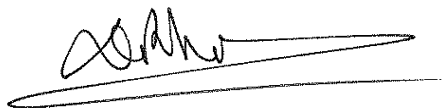
1. **Practitioner File Review – submitting an additional fee where an underpayment has been identified by the Agency’s delivery partner Standard Assurance Unit**
 - 1.1 At present, when the supplier selects the option to submit an additional fee there is only one option available. This change will provide a secondary option with a new drop-down as below.
 - Additional Fee - Practitioner Underpayment
 - 1.2 This change is part of the fees amendment process and will alert the Agency’s payment assessor that the payment request has already undergone the required checks through the Practitioner File Review. The additional fees will have been identified as underpayments during the Standard Assurance Unit’s review and require the supplier to submit additional fee lines in order to be paid. This will ensure the additional fee payment request will not be queried back to the supplier.
 - 1.3 The LSA Compliance Branch will notify individual practitioners via LAMS of

the items they are entitled to claim for under this scheme. Only relevant fee lines as stated in the letter will be paid. Practitioners must submit each item individually on separate lines, similar to a normal claim. Note the additional fees may be subject to LSANI's Late Fee policy, depending on the time elapsed since original claim was submitted.

2. LAMS guidance, help and support

- 2.1 If you are unable to use this new functionality, telephone support is available on 028 9040 8888 between 9am and 5pm Monday to Friday (excluding Bank and Public Holidays). If the issue cannot be resolved during the call, details will be logged and the issue escalated to the LAMS Support Team. You should provide details of the issue you are facing. The Support Team will prioritise issues referred to them and will contact you by telephone or email to assist you in resolving the issue.

Yours faithfully,



Paul Andrews
Chief Executive