

Key Messages – November 2025

1. Review of cases associated with your business

- 1.1 As previously advised, from March 2026 the Agency will cease to migrate old cases to LAMS and any pre-LAMS records held will be deemed closed and disposed of in line with the DoJ Retention and Disposal policy.
- 1.2 If you have not already done so, practitioners should urgently review your cases on LAMS to ensure that all those cases which you regard as 'live' or requiring additional payment are present. If not, you must contact the Agency by no later than 31 December 2025 requesting that any 'missing' cases are migrated to LAMS. See [LSA 07-25 - Review of cases associated with your business](#) for further information.
- 1.3 **Requests received after 31 December 2025 will not be considered** and the final migration will take place during March 2026.

2. Urgent appeals

- 2.1 Regulation 17 of the Civil Legal Services (Appeal) Regulations (Northern Ireland) 2015 states:

Urgent appeals

17.—(1) This regulation applies where an appeal has been brought in connection with proceedings (or proposed proceedings) which are to be heard imminently, and the Director considers that it is not reasonably practicable to convene a full appeal panel in accordance with regulation 15 to determine the appeal.

(2) The Director may arrange for that appeal to be considered by a presiding member selected for that purpose by the Director from the list of

persons appointed under regulation 12, and that presiding member sitting alone shall have the powers of an appeal panel to determine the appeal.

- 2.2 Practitioners are put on notice that the Agency does not utilise this provision regularly and without proper cause. Regulation 17 appeals incur an additional cost from public funds. The Agency considers that the terminology 'are to be heard imminently' means the substantive proceedings are to be heard imminently and the function of Regulation 17 is that it is not to be invoked to cover administrative hearings such as mentions, reviews etc. A tabling request can be made for such hearings, and the appeal will be listed before the next available appeals panel insofar as possible.

3. Costs cover for Interpreter services

- 3.1 Practitioners are referred to [LSA Circular 04/25](#) when making a request on LAMS for face -to- face interpreting services. It is essential that PRIOR authority is secured from the Agency for costs of interpretation services before formally engaging any interpreting provider.
- 3.2 Please refer, in particular to, the link contained within LSA Circular 04/25.
- 3.3 In summary, practitioners must obtain prior authority from the Agency before formally engaging any interpreting provider and all such applications must be made in a timely manner.
- 3.4 Where interpreting contractors are engaged without prior authority, the costs of the session will be invoiced to the practitioner directly.

4. LSANI 'How to....' session slides

- 4.1 Practitioners are reminded of the availability of the slides used for the LSANI 'How to...' sessions. These can be located under the following path on the LSANI website:

- *Legal aid – Legal Profession – Useful information for legal aid suppliers –*
[LSANI 'How to...' sessions](#)

4.2 The individual session links are also linked below for convenience:

- [Payments & redeterminations slides](#)
- [Financial eligibility & means testing slides](#)
- [Submitting an application, review or appeal slides](#)
- [LAMS & dashboard reports slides](#)
- [Using the Exceptional Preparation time clock slides](#)

4.3 Slides will be updated after each new session as required.

5. LAMS Change Forum

LAMS change template and email address

5.1 The Agency is committed to working with LAMS users to improve the system and we encourage practitioners to submit any ideas for change to our dedicated email address LAMSchanges@lsani.gov.uk using the [change request template](#). Changes received will be forwarded to Forum representatives from the membership bodies who are responsible for collating and completing an initial prioritisation for consideration by the Forum.

6. Legal Services Agency Christmas and New Year holiday period

6.1 The Legal Services Agency will be closed on Wednesday, Thursday and Friday, 24-26 December 2025 and again on Thursday 1 January 2026.

6.2 Practitioners are encouraged to submit applications and communicate by message on LAMS as usual.

6.3 During the Christmas and New Year holiday period please note the following arrangements with regards to **Practitioner File Review – File Requests**:

Practitioners are advised **not** to deliver files in person to the Agency from 4pm on Tuesday 23 December 2025 to Monday 5 January 2026 at 9am.

Practitioners are encouraged to continue to communicate with the Compliance Audit and Risk Branch via email for any queries on the Practitioner File Review at the following email address: CARB@lsani.gov.uk.

7. What you may have missed

7.1 Please note that the Agency have published the following, during November 2025, on the LSANI website:

- [LSANI Communications and Engagement Strategy](#)
- [LSANI Framework Document](#)
- [Key messages – September & October 2025](#)
- [LSANI Board Minutes – July 2025](#)