



Legal Aid Management System (LAMS)

An example of how to work through a

Multi-layered complex Civil Case

V1 – July 19

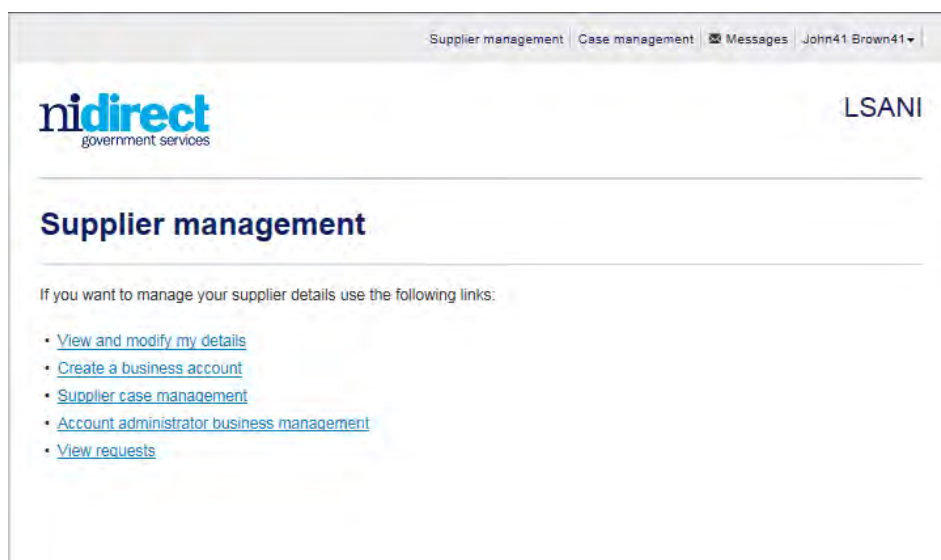
The following example of a multi-layered case is based upon a solicitor supplier on the NIGALA (Children Order) panel receiving letters of appointment for multiple sibling children subject to Article 50 Care proceedings.

The scenario describes the processes required to submit application requests via LAMS following a case from the initial proceedings, issued in the Family Proceedings Court (FPC), transferring to the Family Care Centre (FCC) with an Interim Order made in the FCC being appealed to the High Court. During the life of the case the solicitor supplier will need to submit further requests to LSANI via LAMS e.g. for a higher level of representation (counsel), authority to engage an expert witness etc. Also covered is the messaging functionality (viewing and replying to a message), responding to a LSANI query and submitting the various payment requests.

NB. As these proceedings are not means tested the scenario does not cover emergency application requests or financial eligibility detail entry, which are covered in the Supplier Manual.

Start – proceedings issued by the Trust and solicitor instructed by NIGALA.

1. Login to LAMS using the credentials provided when you registered.



2. Click **Case management** to move to the Supplier legal aid management screen.

The screenshot shows the 'Supplier legal aid management' page. At the top, there is a navigation bar with 'Supplier management', 'Case management', 'Messages', and 'John41 Brown41'. The 'nidirect government services' logo is on the left, and 'LSANI' is on the right. The main heading is 'Supplier legal aid management'. Below this, the business details are listed: 'Business name: Lawyers R Us', 'Address: 1 Eight Houses, Hutton Henry, HARTLEPOOL, United Kingdom, TS27 4RS', and 'Professional type: Solicitor'. A message states: 'If you want to manage the legal aid applications on behalf of your business use the following links:'. Below this are five links: 'Submit a new application for legal aid', 'View cases for my business', 'View requests for my business', 'View queries for my business', and 'Request the transfer of a certificate from another solicitor'. At the bottom left, there is a 'Back' button.

- Click **Submit a new application for legal aid**.

The screenshot shows the 'Application request' page. At the top, there is a navigation bar with 'Supplier management', 'Case management', 'Messages', and 'John41 Brown41'. The 'nidirect government services' logo is on the left, and 'LSANI' is on the right. The main heading is 'Application request'. Below this, there is a note: '* Indicates a required field'. The section is titled 'Choose level of service'. Below this, there is a label '* Level of service' and a dropdown menu with the text 'Please select'. At the bottom, there are 'Back' and 'Next' buttons.

3. Level of Service screen -
Choose a **Level of Service** from the dropdown list.

The screenshot shows the 'Level of Service' screen in the nirect system. At the top, there is a navigation bar with 'Supplier management', 'Case management', 'Messages', and a user profile 'John151 Brown151'. The nirect logo and 'LSANI' are also visible. The main heading is 'Application request'. Below it, a note states '* Indicates a required field'. The section is titled 'Choose level of service'. A required field 'Level of service' has a dropdown menu currently showing 'Representation Lower'. Below this, a question asks 'Is this current application based on an existing Advice and Assistance application?' with radio buttons for 'Yes' and 'No', where 'No' is selected. At the bottom, there are 'Back' and 'Next' navigation buttons.

4. Click **Next**.
5. Nature/Matter screen -
Click **Add Nature/Matter**.

The screenshot shows the 'Nature/Matter' screen in the nirect system. The navigation bar at the top shows 'Supplier management', 'Case management', 'Messages', and a user profile 'John41 Brown41'. The nirect logo and 'LSANI' are also visible. The main heading is 'Application request'. Below it, there is a table with three columns: 'Nature', 'Matter', and 'Take/Defend'. Below the table, there is a blue button labeled 'Add Nature/Matter'. At the bottom, there are 'Back' and 'Next' navigation buttons.

6. Complete the fields as required.

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Application request

* Indicates a required field

Add Nature/Matter

* Nature
-- Please select --

* Matter
-- Please select --

* Take/Defend
-- Please select --

[Back](#) [Next](#)

7. Click **Next**.

8. Supplementary questions screen - complete the fields as required.

Supplier management | Case management | Messages | John151 Brown151

nidirect
government services

LSANI

Application request

* Indicates a required field

Supplementary questions

* Does the applicant have a partner?

Yes

No

[Back](#) [Next](#)

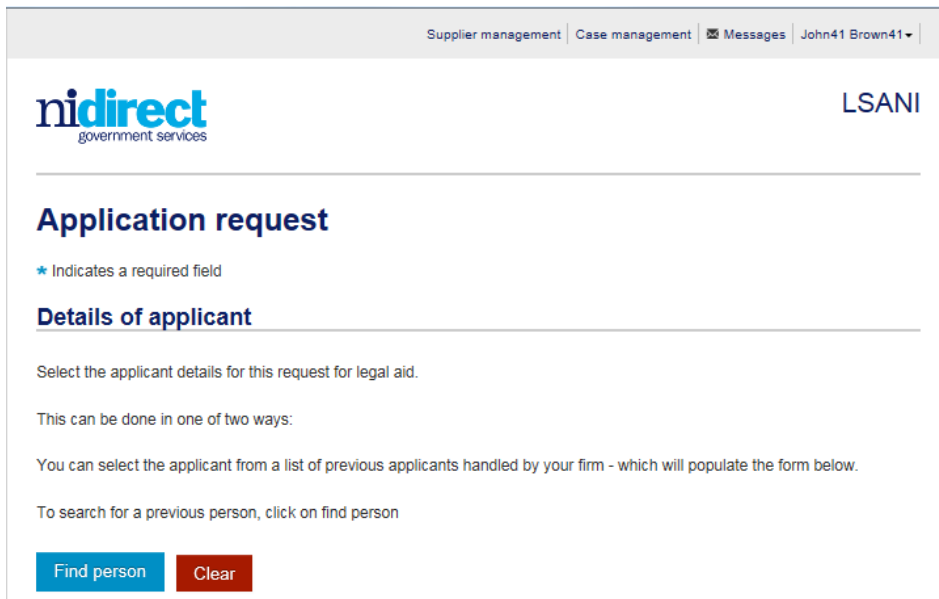
9. Click **Next**.

10. Details of applicant screen -

LAMS keeps a history of all the people who have ever been entered as an applicant in your firm.

Over time then, you can search for an existing person instead of entering details from scratch.

Click **Find person**.



Supplier management | Case management | Messages | John41 Brown41 ▾

nidirect
government services

LSANI

Application request

* Indicates a required field

Details of applicant

Select the applicant details for this request for legal aid.

This can be done in one of two ways:

You can select the applicant from a list of previous applicants handled by your firm - which will populate the form below.

To search for a previous person, click on find person

[Find person](#) [Clear](#)

11. Enter search criteria into the First name and/or Last name fields.

You can enter a minimum two characters into one or other (or both) of the fields.

12. Click **Find person**.

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Choose a previous applicant

You can search by either first name or last name

First name
ja

Last name
jo

[Back](#) [Find person](#)

First name	Last name	Address	National insurance	
Janet	Jones	British Telecom, 5 Lanyon Place, BELFAST, United Kingdom, BT1 3BT	NR334455A	Select

If more than one match is returned, use the address and NI number to confirm the one you want.

13. Click the **Select** link against the person if you found a match to enter this person's details.
Otherwise, click **Back** to return to the original data entry screen.
14. If you do not find a match, continue by completing all of the required fields for the Applicant.
15. To populate the address, type a postcode into the **Postcode** field.
16. Click **Find address**.

Applicant's address

Postcode
Enter a valid United Kingdom postcode

bt1 5gs [Find address](#)

If you don't live in the United Kingdom, or if you cannot find your address, enter your details below.

17. Choose from the results list.

Applicant's address

Postcode
Enter a valid United Kingdom postcode

bt1 5gs [Find address](#)

Select address

Belfast City Council, City Hall, BELFAST BT1 5GS

The details populate the address fields.

18. If you cannot provide a postcode, click **Enter address manually** and type the address details.
19. Complete the required fields on the screen.
20. Click **Next**.
21. Solicitor correspondence address for the case screen -
Click **Select** to choose the business with which the case is associated.

The screenshot shows a web interface for 'nirect government services'. The user is logged in as 'John41 Brown41'. The page title is 'Application request' and the sub-section is 'Solicitor correspondence address for case'. The instructions state: 'Select the address to which correspondence for this case should be sent. You may choose from one of the existing addresses registered for this business.' A table lists one address: '1 Eight Houses, Hutton Henry, HARTLEPOOL, United Kingdom, TS27 4RS', which is marked as 'Currently selected'. At the bottom, there are 'Back' and 'Next' navigation buttons.

Address	
1 Eight Houses, Hutton Henry, HARTLEPOOL, United Kingdom, TS27 4RS	Currently selected

22. Click **Next**.

From this page a draft of the application request can be created by selecting **Save and return**. All sections must be completed before the solicitor supplier can proceed to the next step.

Supplier management | Case management | Messages | John151 Brown151

nidirect
government services

LSANI

Application details: Representation Lower

Please complete the following details:

Solicitor address: SolicitorHighTechOffice,CelemPark, 6a Clementine Park, BELFAST, United Kingdom, BT12 5HP

[Change](#)

Applicant	Edit	Remove
Supplementary questions	View	
Proceeding details	View	
Case details	Enter	
Level of representation	Enter	
Children	Enter	
Legal Aid history	Enter	
Associated party	Enter	
Opponents	Enter	
Other parties	Enter	
Solicitor	Enter	
Supporting documents	Edit	

[Next >](#) [Save and return](#)

23. Click **Enter** at Case details.
Complete as required.
24. Click **Save**.
25. Click **Enter** at Level of representation

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Application request

* Indicates a required field

Level of representation

[Guidance document](#)

* Do you want to submit a level of representation request?

Yes

No

Ensure you upload all relevant documentation to support your request

[Back](#) [Save](#)

26. Choosing **Yes**, exposes more questions asking for details of your requirement. Complete as required.

Supplier management | Case management | Messages | John41 Brown41

nirect
government services

LSANI

Application request

* Indicates a required field

Level of representation

[Guidance document](#)

* Do you want to submit a level of representation request?

Yes

No

* Are you requesting Junior Counsel?

Yes

No

* Are you requesting Senior Counsel?

Yes

No

* How is the opponent funded?

Legally aided

Privately funded/fee paying

Other

Not known

27. Click **Save**.

28. Click **Enter** at Legal Aid history.
Complete as required.

Supplier management | Case management | Messages | John41 Brown41

nirect
government services

LSANI

Legal aid history

* Indicates a required field

* Has the applicant been involved in any previous or currently ongoing related proceedings?

Yes

No

* Has the applicant previously applied for legal aid or received Advice and Assistance about this matter or any other relevant proceedings?

Yes

No

* Please provide details of any previously applied for legal aid or received Advice and Assistance about this matter or any other relevant proceedings

Previous AA appointment.

* Has the applicant previously applied for legal aid or received Advice and Assistance about any other matter?

Yes

No

29. Click **Save**.

30. Click **Enter** at Associated party.

Choosing **Yes** will expose more questions about the Associated party.
Complete as required.

Associated party

* Indicates a required field

* Is there an associated party?

Yes

No

* What type of party is associated with the case?

Person

Organisation

* Organisation Name

Guardian Ad Litem

31. Click **Save**.

32. Click **Enter** at Opponents.

33. Click **Add**.

Application request

* Indicates a required field

Opponent

* What type of opponent is associated with the case?

Person

Organisation

* Organisation Name

SEHSCT

Complete the details of the Person or Organisation.

34. Click **Save**.

35. Click **Add** to add further opponents or **Back** to return to the main screen.

36. Click **Enter** at Other parties.

If you answer Yes, continue by clicking **Add party** and providing details until all parties to the proceedings have been entered.

The screenshot shows the 'Other parties' section of a web application. At the top, there is a navigation bar with 'Supplier management', 'Case management', 'Messages', and a user profile 'John151 Brown151'. The 'nidirect government services' logo is on the left, and 'LSANI' is on the right. The main heading is 'Other parties'. Below it, a legend indicates that an asterisk (*) denotes a required field. A question asks 'Are there any other parties?' with a subtext: 'Any other person or organisation that may be connected to these proceedings or the subject incident, including other persons who have applied or may apply for legal aid'. There are two radio button options: 'Yes' (which is selected) and 'No'. Below the question is a table with four columns: 'Full Name', 'Address line 1', 'Post town', and 'Postcode'. At the bottom of the form, there are three buttons: 'Add party' (in blue), 'Back' (in grey), and 'Save' (in blue).

37. Click **Enter** at Solicitor.

A list of all solicitors associated with the firm is shown.

38. Choose one of them by clicking the Select link to the right of the solicitor name.

The screenshot shows the 'Choose solicitor' section of a web application. At the top, there is a navigation bar with 'Supplier management', 'Case management', 'Messages', and a user profile 'John41 Brown41'. The 'nidirect government services' logo is on the left, and 'LSANI' is on the right. The main heading is 'Choose solicitor'. Below it, the instruction reads 'Select which solicitor to assign to the case:'. There is a table with three columns: 'First name', 'Last name', and an empty column. The first row contains the names 'Claire' and 'Atcheson', with a blue 'Select' link in the third column. At the bottom of the form, there is a 'Back' button in grey.

39. A confirmation message appears.

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Choose solicitor

Solicitor updated.

Select which solicitor to assign to the case:

First name	Last name	Currently selected
Claire	Atcheson	Currently selected

[Back](#)

40. Click **Back**.

41. Click **Save**.

42. Click **Edit** at Supporting documents.

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Supporting documents

Received date	Description
No documents uploaded	

[Add document](#)

[Back](#)

43. Click **Add document**.

Supplier management | Case management | Messages | John41 Brown41

nidirect
government services

LSANI

Attach file

* Indicates a required field

* Select file

Browse...

* Document category

--- Please select ---

* Document description

---Please select---

Received from

Received date

DD/MM/YYYY

Cancel Confirm

Prior to starting this application, you should have scanned all relevant papers and stored them somewhere on your machine or network.

Here you will browse through your drives to locate a document and categorise it. It is important that you select your document from the correct category. This will assist LSANI with identifying the required document from the table.

Supplier management | Case management | Messages | John151 Brown151

nidirect
government services

LSANI

Attach file

* Indicates a required field

* Select file

Browse...

* Document category

--- Please select ---

* Document description

---Please select---

Received from

Received date

DD/MM/YYYY

Cancel Confirm

Click **Confirm**.

NOTE: Only upload documents relevant to this case. (Refer to GDPR guidelines.)

Remember: Documents stored in LAMS are discoverable under the Freedom of Information Act.

44. Click **Add document** again and repeat for as many documents as you wish to attach.
45. When all have been added, click **Back**.

At this stage you have entered most of the information related to the application.

The next screen to be displayed is the **Applicant declaration** screen.

In this scenario where the solicitor has been appointed by NIGALA, there is no requirement for an 'applicant' declaration. LSANI will accept the letter of appointment as evidence to act for the child(ren).

46. Scan the letter of appointment and store it on your computer/network.
47. Add a date to the Date applicant/representative signed declaration field.

* Confirm that you have explained in detail the terms and conditions associated with the applicant declaration form and that the applicant/representative has confirmed that they have fully understood these terms and conditions.

* Date applicant/representative signed declaration
09/05/2019

< Back Next >

Save and return

48. Click **Next**.
49. Click **Add document** to upload the letter of appointment scanned earlier.
50. Click **Next**.

The Application request is now ready to be submitted to LSANI. However, only a solicitor can do this. This page is as far in the process that non-qualified office employees can draft an application request.

If the logged in user is registered as a solicitor in LAMS, the screen will display a **Submit** button.

51. Read and confirm that you agree with the declaration.

Supplier management | Case management | Messages | John41 Brown41 ▾

nidirect
government services

LSANI

Application request

* Indicates a required field

Declaration

I certify that the information provided in this application is accurate and complete.

I understand fully the responsibilities I have to my client and to the Legal Services Agency Northern Ireland, applicable to the type of civil legal services selected.

I have advised my client of their obligations to the Legal Services Agency Northern Ireland based on the type of civil legal services requested and the implications for them if they do not fulfil these obligations.

* By ticking this box, you are agreeing to the above declaration

UPLOAD GUIDANCE

You should ensure, where applicable, that all relevant documentation to include copy proceedings, court orders, inter party correspondence, reports, opinions of Counsel, evidence of financial eligibility and corroborative evidence have been uploaded with the request.

[← Back](#) [Submit](#)

52. Click **Submit** to send the Application request to LSANI.

The previous steps will need to be repeated for each child being represented and for any new application requests e.g. when the proceedings are being transferred to the FCC or when an appeal is being lodged against a decision of the court.

Submit an Authority Request

You can submit an Authority request in a number of circumstances:

1. Requesting a higher Level of Representation
2. Requesting Disbursements (typically expert witnesses)

Each one will be explained in turn.

Submit an Authority Request – Level of Representation

1. Login to LAMS.
2. Click the **Case Management** link in the top bar.
3. Search for and open the case to which the amendment relates.

Summary of case

The summary of the case you have selected is produced below.

Legal aid reference: RH/19/05/00017
Level of service: Representation Higher
Nature of proceedings/advice: Children Order Articles 7 - 41
Status: Active
Applicant: Susan Smith
Current Solicitor: Claire Atcheson
Date received: 07 May 2019
Legal aid granted: 07 May 2019

[← Back](#)
[Submit request](#)
[View requests](#)
[View certificates](#)
[View forms and letters](#)

[Messages](#)
[Barristers](#)
[3rd party payees](#)
[Payment history](#)
[Client reference](#)

1. Click **Submit request**.
2. Choose Primary request type = Authority.
3. Choose Secondary request type = Level of Representation.

Choose request type

* Indicates a required field

You have chosen the option to submit another request against the case listed below.

Legal aid reference: RH/19/05/00017
Level of service: Representation Higher
Nature of proceedings: Children Order Articles 7 - 41
Applicant: Susan Smith
Current Solicitor: Claire Atcheson

Choose the request type you wish to submit by selecting the appropriate primary and secondary type from the lists below

The application will ensure you cannot select an invalid combination:

* Primary request type

* Secondary request type

[← Back](#)
[Next >](#)

4. Click **Next**.

5. Complete the details as required.

nidirect
government services

LSANI

1 2 3

Authority Request

* Indicates a required field

Level of representation

[Guidance document](#)

* Are you requesting Junior Counsel?

Yes

No

* Quantity

1

* Step(s)

All steps in proceedings in

* Are you requesting Senior Counsel?

Yes

No

* How is the opponent funded?

Legally aided

Privately funded/fee paying

Other

Not known

* Have any other parties engaged a higher level of representation?

Yes

No

Not known

Ensure you upload all relevant documentation to support your request

[Back](#) [Next](#) [Save and return](#)

6. Click Next.
If for some reason you are not able to continue to submit this request, click **Save and return**.
The request will be saved in **Draft** status for completion later.
7. Click **Add document** to upload documents to support your request.

nidirect
government services

LSANI

1 2 3

Authority request

Supporting documents

Received date	Description
No documents uploaded	

Add document

Back Next Save and return

- Browse** to where the scanned document is stored.
Categorise it by choosing from the dropdown lists.
Although, not required by LAMS, please also complete the **Received from** and the **Received date** fields.

nidirect
government services

LSANI

Attach file

* Indicates a required field

* Select file

Z:\Claire - Training Docu Browse...

* Document category
Authority

* Document description
Counsel's opinion

Received from
Steven Crown

Received date
13/05/2019

Cancel Confirm

- Click **Confirm**.

nidirect
government services

LSANI

1 2 3

Authority request

Supporting documents

Received date	Description	
13 May 2019	Counsel's opinion	View Remove

[Add document](#)

[Back](#) [Next](#) [Save and return](#)

10. Repeat for all other relevant documents.

11. Click **Next** to submit the request.

A message appears confirming that your request has reached LSANI and providing a reference number so that you can monitor the request's progress.

nidirect
government services

LSANI

1 2 3

Authority request

Confirmation

LSANI has received your authority request.

It has been given the reference RH/19/05/00017-008.

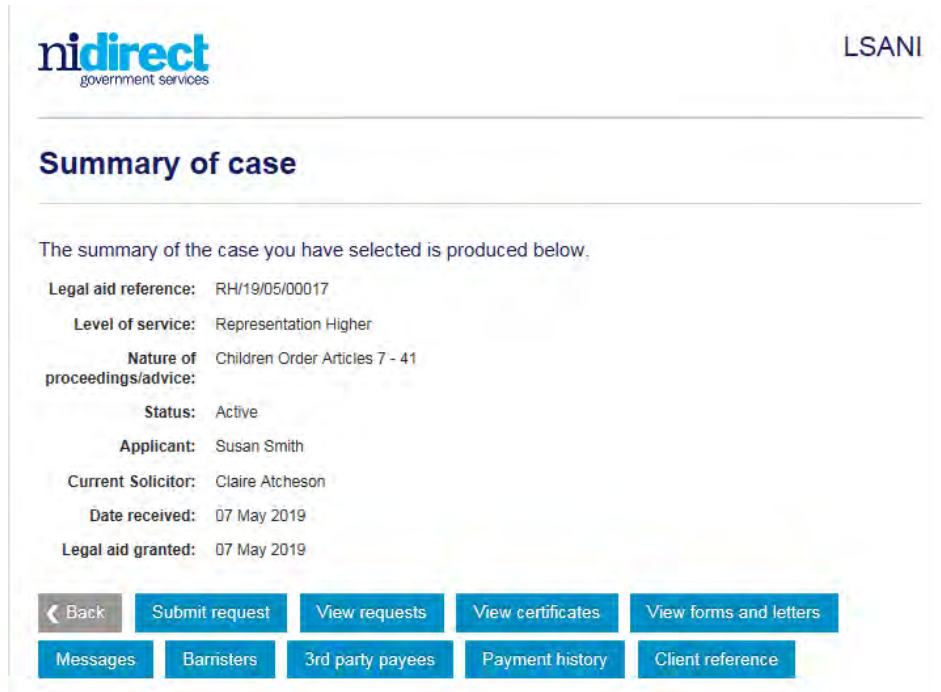
You can view the current status of the request using the case management option on your homepage.

[Continue](#)

12. Click **Continue**.

Submit an Authority Request – (Profit Costs and) Disbursements

53. Search for and open the case to which the amendment relates.



The screenshot displays the 'nidirect government services' interface. In the top right corner, the user is identified as 'LSANI'. The main heading is 'Summary of case'. Below this, a message states: 'The summary of the case you have selected is produced below.' The case details are as follows:

- Legal aid reference:** RH/19/05/00017
- Level of service:** Representation Higher
- Nature of proceedings/advice:** Children Order Articles 7 - 41
- Status:** Active
- Applicant:** Susan Smith
- Current Solicitor:** Claire Atcheson
- Date received:** 07 May 2019
- Legal aid granted:** 07 May 2019

At the bottom of the summary, there is a row of navigation buttons: 'Back', 'Submit request', 'View requests', 'View certificates', and 'View forms and letters'. Below this row is another row of buttons: 'Messages', 'Barristers', '3rd party payees', 'Payment history', and 'Client reference'.

54. Click **Submit request**.

55. Choose Primary request type = Authority.

56. Choose Secondary request type = Profit Cost and Disbursement.

nidirect
government services

LSANI

Choose request type

* Indicates a required field

You have chosen the option to submit another request against the case listed below.

Legal aid reference: RH/19/05/00017

Level of service: Representation Higher

Nature of proceedings: Children Order Articles 7 - 41

Applicant: Susan Smith

Current Solicitor: Claire Atcheson

Choose the request type you wish to submit by selecting the appropriate primary and secondary type from the lists below

The application will ensure you cannot select an invalid combination:

* Primary request type
Authority

* Secondary request type
Profit Cost And Disbursement

[Back](#) [Next](#)

57. Click **Next**.

58. Complete the details as required noting instructions that are displayed here and the links to guidance documents.



Authority Request

* Indicates a required field

Reason for authority request

[Guidance document](#)

* Have you utilised the appropriate General Authority?

Yes
 No

* Are you requesting authority to instruct one or more Expert Witness?

Yes
 No

* Has the Court directed a specific expert be retained?

Yes
 No

If required, you should upload 3 estimates to support this request for the expert you wish to engage. Refer to the Agency's guidance which outlines the circumstances where 3 estimates are required to allow the request to be considered. If the request falls into one of those categories, but 3 estimates cannot be obtained, provide full reasons.

59. Click **Next**.

If for some reason you are not able to continue to submit this request, click **Save and return**.

The request will be saved in **Draft** status for completion later.

60. Click **Add Expert** to provide the details of the expert you wish to engage

nidirect
government services

LSANI

1 2 3 4 5

Authority Request

Expert witnesses

First name	Last name	Type of expert
No expert witnesses		

Add Expert

< Back **Next >** **Save and return**

61. Complete all the details as required.

nidirect
government services

LSANI

Authority Request

* Indicates a required field

Add expert witness

* First name
Jim

* Last name
Beam

* Type of expert
Alcohol/Drug Addiction report

* Is the expert from outside Jurisdiction?
 Yes
 No

* Is a hearing date available?
 Yes
 No

Is the expert required

* To provide report based on papers only?
 Yes
 No

62. Click **Save** when all required fields have been completed.
A summary of the requirement is displayed.

nidirect
government services

LSANI

1 2 3 4 5

Authority Request

Expert witnesses

First name	Last name	Type of expert	
Jim	Beam	Alcohol/Drug Addiction report	Edit Remove

[Add Expert](#)

[Back](#) [Next](#) [Save and return](#)

63. Repeat if you need to add other experts.
64. Click **Next**.
65. Now add costs against the requirement.
66. Click **Add another row**.

nidirect
government services

LSANI

1 2 3 4 5

Authority request

Add authority item

Date	Description	Quantity claimed	Total (£)	Total claimed (£)
Add another row				

	Solicitor	Counsel
Profit costs (£)	£0.00	£0.00
Adjustment (%)	<input type="text"/>	<input type="text"/>
Profit costs adjusted total (£)	£0.00	£0.00
Profit cost VAT (£)	£0.00	£0.00
Disbursements (£)	£0.00	£0.00
Gross claimed (£)	£0.00	£0.00

[Back](#) [Next](#) [Save and return](#)

67. Complete the details as required.

nidirect
government services

LSANI

Authority request

* Indicates a required field

Add authority item

* Date
The date must be in the form DD/MM/YYYY
13/05/2019

* Level of representation
Solicitor

* Expense type
Disbursements

* Description
Alcohol/Drug Addiction report

* Quantity
1

* Rate (£)
500.00

Adjustment

Notes

* Total
500.00

* Adjusted total
500.00

[Back](#) [Save](#)

68. Click **Save**.

69. Repeat for more line items

70. Click **Next**.

71. Click **Add document** to upload documents to support your request.

nidirect
government services

LSANI

1 2 3

Authority request

Supporting documents

Received date	Description
No documents uploaded	

Add document

< Back Next > Save and return

72. **Browse** to where the scanned document is stored.
Categorise it by choosing from the dropdown lists.
 Although, not required by LAMS, please also complete the **Received from** and the **Received date** fields.

nidirect
government services

LSANI

Attach file

* Indicates a required field

* Select file

Z:\Claire - Training Docu Browse...

* Document category

Authority

* Document description

Estimates

Received from


Dr Arthur Guinness

Received date

13/05/2019 X

Cancel Confirm

73. Click **Confirm**.


LSANI

1
2
3
4
5

Authority request

Supporting documents

Received date	Description	
13 May 2019	Estimates	View Remove


Add document

← Back
Next >
Save and return

74. Repeat to add all other relevant documents.

75. Click **Next** to submit the request.

A message appears confirming that your request has reached LSANI and providing a reference number so that you can monitor the request's progress.


LSANI

1
2
3
4
5

Authority request

Confirmation

LSANI has received your authority request.

It has been given the reference **RH/19/05/00017-009**.

You can view the current status of the request using the case management option on your homepage.

Continue

76. Click **Continue**.

Add a Barrister to a Case

77. Access the case to which you wish to add a barrister.

78. Click **Barristers**.



The screenshot shows a web interface for 'nirect government services' with 'LSANI' in the top right. The main heading is 'Summary of case'. Below it, a text block states: 'The summary of the case you have selected is produced below.' This is followed by a list of case details: 'Legal aid reference: CC/19/06/00048', 'Level of service: Criminal', 'ICOS proceeding ID: 12/11212/12', 'Type of certificate: One Counsel', 'Court venue: Antrim Court Office', 'Nature of proceedings/advice: Summary', 'Status: Open', 'Applicant: Manoj Thonu', 'Current Solicitor: John104 Brown104', 'Date received: 04 Jun 2019', and 'Legal aid granted: 01 Feb 2018'. At the bottom, there are two rows of buttons: the first row contains 'Back', 'Submit request', 'View requests', 'View criminal certificates', and 'View forms and letters'; the second row contains 'Messages', 'Barristers', '3rd party payees', 'Payment history', 'Client reference', and 'Case access'.

79. Click **Add barrister**. This button is only available when you have the authority to engage counsel (either at the application stage or later if an authority request is submitted and approved).

nidirect
government services

LSANI

Add barrister

Choose a barrister that is already registered with the LSANI.

Enter at least two characters of the surname to search

* Supplier reference number

* Last name

[Back](#) [Search](#)

80. Click **Search**.
 A matching barrister appears.

nidirect
government services

LSANI

Add barrister

Choose a barrister that is already registered with the LSANI.

Enter at least two characters of the surname to search

* Supplier reference number

* Last name

[Back](#) [Search](#)

Reference number	First name	Last name	
1000351	John102	Brown102	Select

81. Click **Select**.
 The barrister is now attached to this case and payments can be requested by you or him/her at the appropriate time.

nidirect
government services

LSANI

Barristers

Barrister added successfully.

Added by	Date/Time	Name	Supplier reference number	
John104 Brown104	06 Jun 2019 12:26:52	John102 Brown102	1000351	Remove

[← Back](#) [Add barrister](#)

Please note:

More than one barrister can be added to a case.

Barristers can be removed from a case. See the Remove link as indicated above.

Deal with Queried Requests

LSANI staff may require further details or documentation in order to progress a request. For example, in some circumstances you are asked to provide three estimates to support an Authority request. If you provide only two, LSANI must issue a Query to ask for the third.

LSANI will issue a **Query** on the original request to ask for this extra information and clarification from the supplier.

While the Query is being dealt with by the supplier, the request status changes to **Queried** and all work by LSANI will stop until the supplier provides the required information/clarification.

When the supplier deals with the query, s/he **resubmits** the request.

The request status changes to **Resubmitted**.

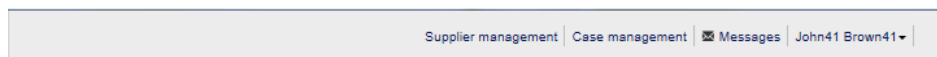
The request appears at the bottom of the LSANI queue.

Please note:

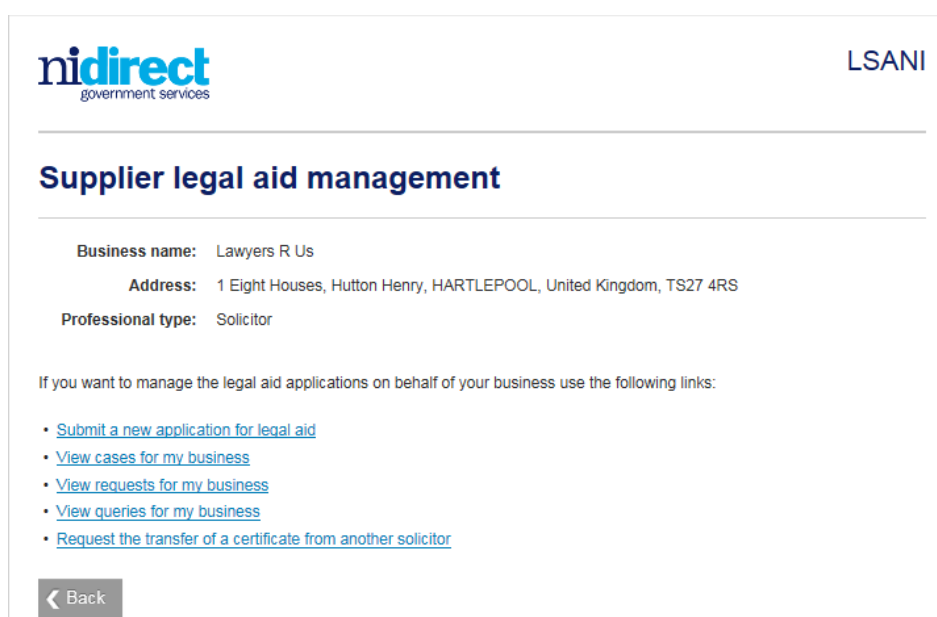
The responsibility is on the supplier to deal with Queried requests quickly so that processing by LSANI can resume processing in a timely manner.

[Access Queries for your Business](#)

82. Log in to LAMS.
See *Section 10.0 Log In to LAMS* for details.
83. Click the **Case management** link on the top bar.



84. Click **View queries for my business**.

A screenshot of the LSANI 'Supplier legal aid management' page. The page header includes the 'nidirect government services' logo on the left and 'LSANI' on the right. The main heading is 'Supplier legal aid management'. Below this, the following details are displayed: 'Business name: Lawyers R Us', 'Address: 1 Eight Houses, Hutton Henry, HARTLEPOOL, United Kingdom, TS27 4RS', and 'Professional type: Solicitor'. A message states: 'If you want to manage the legal aid applications on behalf of your business use the following links:'. Below this are five blue links: 'Submit a new application for legal aid', 'View cases for my business', 'View requests for my business', 'View queries for my business', and 'Request the transfer of a certificate from another solicitor'. At the bottom left, there is a grey button with a left arrow and the text 'Back'.

A list of queries relating to requests submitted by your business appears showing the date it was received by you, the LSANI staff member who sent it, its ID number, its subject and a button for you to start to deal with it.

nidirect
government services

LSANI

Queries for your business

Showing 3 of 3 [Filter Queue](#)

Date received	Sent by	Context	Subject	
08 May 2019 16:16	Claire Atcheson	Query 00004	Please provide further documentation to support your request. Specifically please supply 1. Written agreement 2. Proof of name	Action
01 May 2019 12:32	Claire Atcheson	Query 00002	Please provide extra info on...	Action
01 May 2019 12:31	Claire Atcheson	Query 00001	Can't do this because.... Please provide...	Action

[Back](#)

Respond to a Query and Resubmit the Request

You are looking at a list of the queries associated with your business.

85. Click **Action...View** to the right of the query.

nidirect
government services

LSANI

Queries for your business

Showing 3 of 3 [Filter Queue](#)

Date received	Sent by	Context	Subject	
08 May 2019 16:16	Claire Atcheson	Query 00004	Please provide further documentation to support your request. Specifically please supply 1. Written agreement 2. Proof of name	Action
01 May 2019 12:32	Claire Atcheson	Query 00002	Please provide extra info on...	Action
01 May 2019 12:31	Claire Atcheson	Query 00001	Can't do this because.... Please provide...	Action

[Back](#)

View
Go to request

86. Click **View** against the description.

nidirect government services LSANI

Query

ID: RH/19/04/00001-008
Primary type: Amendment
Secondary type: Amendment
Level of service: Representation Higher
Nature of proceedings/advice: Maintenance
Applicant: Laura maya
Submitted by: Claire Atcheson
Date of submission: 08 May 2019

Messages

From	To	Added	Context	Subject	
Claire Atcheson	Claire Atcheson	08 May 2019 16:16	Query 00004	Request RH/19/04/00001-008 queried	View

87. Read the detail of what you have been asked for in the **Content** field.

nidirect government services LSANI

Message

* Indicates a required field

Subject: Request RH/19/04/00001-008 queried
Sender: Claire Atcheson
Date sent: 08 May 2019
Case reference number: RH/19/04/00001
Applicant / Assisted person name: Laura maya
Client reference:

Content: Please provide further documentation to support your request. Specifically please supply 1. Written agreement 2. Proof of name

88. Only click **Reply** for one of the following reasons:

- i. To acknowledge receipt of the query or;
- ii. To ask for further clarification on what you are being asked to provide.

Please note:

Reply is not used to actually deal with the contents of the query, only to acknowledge it or seek clarification.

The screenshot shows the 'Reply to message' form. At the top left is the 'nidirect government services' logo, and at the top right is 'LSANI'. Below the header is a horizontal line, followed by the title 'Reply to message'. A note states '* Indicates a required field'. The main section is titled 'Original message' and contains the following details: Subject: Request RH/19/04/00001-008 queried; Content: Please provide further documentation to support your request. Specifically please supply 1. Written agreement 2. Proof of name; Sender: Claire Atcheson; Date sent: 08 May 2019; Case reference number: RH/19/04/00001; Applicant / Assisted person name: Laura maya; Client reference: (blank). Below this is a 'Reply' section with a text input field containing the text: 'Please confirm what is meant by written agreement in your query. Thank you.' At the bottom are two buttons: 'Back' and 'Submit'.

89. Click **Submit**.

90. If no Reply is needed and you understand what is being asked of you, click **View Request**.

The screenshot shows the 'Message' form. At the top left is the 'nidirect government services' logo, and at the top right is 'LSANI'. Below the header is a horizontal line, followed by the title 'Message'. A note states '* Indicates a required field'. The main section contains the following details: Subject: Request RH/19/04/00001-008 queried; Sender: Claire Atcheson; Date sent: 08 May 2019; Case reference number: RH/19/04/00001; Applicant / Assisted person name: Laura maya; Client reference: (blank); Content: Please provide further documentation to support your request. Specifically please supply 1. Written agreement 2. Proof of name. At the bottom are three buttons: 'Back', 'Reply', and 'View request'.

The request to which the query refers is now on display and you can begin to investigate the query, provide clarification etc.

91. You will often need to upload documents to respond to a query.
Click the **View** link at **Supporting documents** in the Request details section of the screen.

government services

Request

Summary

Request ID: RH/19/04/00001-008
Primary type: Amendment
Secondary type: Amendment
Legal aid reference: RH/19/04/00001
Level of service: Representation Higher

Proceedings:

Nature	Matter name	Means tested	Take/Defend
Maintenance	Article 28 Child Support Order	Yes	Take

Applicant: Laura maya
Submitted by: Claire Atcheson
Date of submission: 08 May 2019
Status of request: Resubmitted
Service status: Received
Outcome:

Request details

Reason for amendment: [View](#)
Supporting documents: [View](#)
Forms and letters: [View](#)

[← Back](#) [View case](#) [Messages](#) [Queries](#)

A list of any documents supplied to date appears.

92. Click **Add document** to upload whatever was missing.

Authority request

Supporting documents

Received date	Description
No documents uploaded	

93. **Browse** to where the scanned document is stored.
Categorise it by choosing from the dropdown lists.
 Although, not required by LAMS, please also complete the **Received from** and the **Received date** fields.

Attach file

* Indicates a required field

* Select file

Z:\Claire - Training Docu

* Document category

Authority

* Document description

Estimates

Received from

Dr. Jack Daniels

Received date

14/05/2019

Click **Confirm**.

Submit a Payment Request

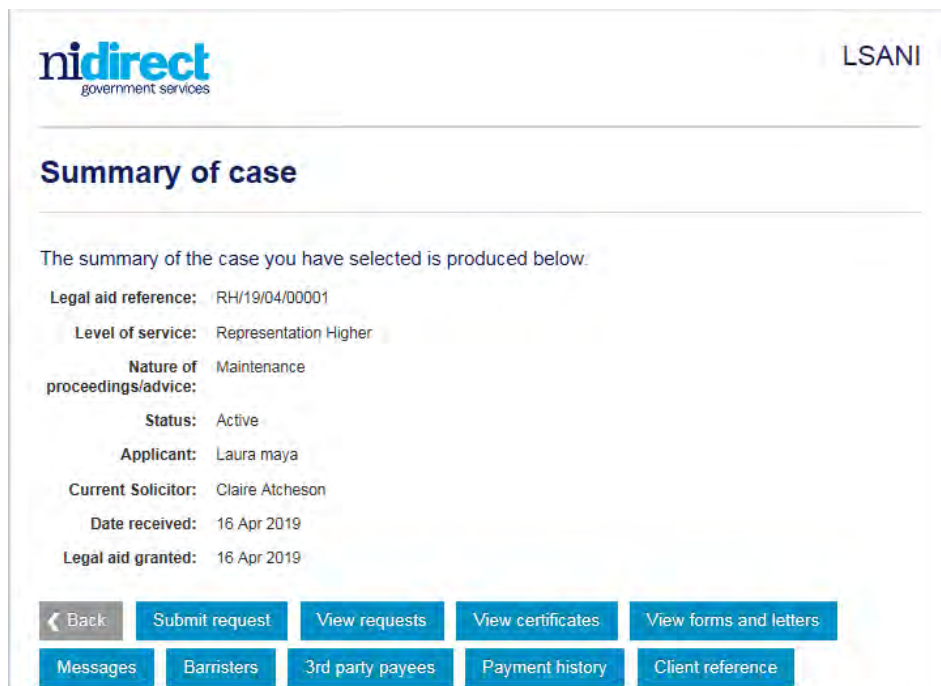
You submit a Payment request in a number of circumstances:

- 94. Interim payment
- 95. Report on case
- 96. Additional fee

Examples of these requests will be outlined below but the principles are the same no matter which type of request you are submitting.

Submit a Payment Request – Interim Payment

- 97. Login to LAMS.
- 98. Click the **Case Management** link in the top bar.
- 99. Search for and open the case to which the amendment relates.



The screenshot displays the 'nidirect government services' interface for LSANI. The main heading is 'Summary of case'. Below this, a message states: 'The summary of the case you have selected is produced below.' The case details are as follows:

- Legal aid reference: RH/19/04/00001
- Level of service: Representation Higher
- Nature of proceedings/advice: Maintenance
- Status: Active
- Applicant: Laura maya
- Current Solicitor: Claire Atcheson
- Date received: 16 Apr 2019
- Legal aid granted: 16 Apr 2019

At the bottom of the summary, there are two rows of navigation buttons:

- Row 1: Back, Submit request, View requests, View certificates, View forms and letters
- Row 2: Messages, Barristers, 3rd party payees, Payment history, Client reference

- 100. Click **Submit request**.
- 101. Choose Primary request type = Payment.
- 102. Choose Secondary request type = Interim Payment.

Choose request type

* Indicates a required field

You have chosen the option to submit another request against the case listed below.

Legal aid reference: RH/19/04/00001
Level of service: Representation Higher
Nature of proceedings: Maintenance
Applicant: Laura maya
Current Solicitor: Claire Atcheson

Choose the request type you wish to submit by selecting the appropriate primary and secondary type from the lists below

The application will ensure you cannot select an invalid combination:

* Primary request type

Payment

* Secondary request type

Interim Payment

[← Back](#)

[Next →](#)

103. Click **Next**.

104. Complete the information as required.



Payment request

* Indicates a required field

Prelude questions

[LINK TO GUIDANCE](#)

* Are you requesting an interim payment under the DOJ Interim Payment scheme?

Yes

No

Ensure you have read all available guidance regarding the DOJ Interim Payment Scheme and the case meets the appropriate criteria for payment before applying.

Select why you wish to avail of the Interim Payment Scheme:

The case has lasted at least 12 months.

Fees of at least £10,000 has been properly accrued.

The case is unlikely to conclude within 6 months.

Disbursement request.

* Provide details of the work done to date

105. Click **Next**.

Add line items to the request

106. Click the **Add another row** link.



Payment request

Add expense claim

Date	Description	Quantity claimed	Total (£)	Total claimed (£)
Add another row				

	Solicitor	Counsel
Profit costs (£)	£0.00	£0.00
Adjustment (%)	<input type="text"/>	<input type="text"/>
Profit costs adjusted total (£)	£0.00	£0.00
Profit cost VAT (£)	£0.00	£0.00
Disbursements (£)	£0.00	£0.00
Gross claimed (£)	£0.00	£0.00

107. Complete the required information for the payment item.

Payment request

* Indicates a required field

Add expense claim

* Date

The date must be in the form DD/MM/YYYY

20/04/2019

* Level of representation

Solicitor

* Expense type

Profit costs

* Description

Letters and telephone calls- Solicitor

* Quantity

1

* Rate (£)

3.65

Adjustment

Notes

Letter to Laura Maya re. progress

* Total

3.65

Please note:

i. *Date field:*

Must be entered in the format dd/mm/yyyy.

If the date is entered incorrectly, the dropdown list for Description will not populate correctly.

To solve this you will have to start the fee line again – click Back and click Add another row.

ii. *Description field:*

The content of the description field is tailored based on many other details of the case – firstly whether you have specified a Profit cost or a Disbursement. Then within these categories, the offered list is based on Level of Service, Level of Representation, Nature, Matter etc.

To populate this field, click and type some of the entry you are looking for. The list narrows to display those items that match what you have typed, for example,

* Expense type
 Disbursements

* Description
 --- Please select ---
 repoj
 A & E Consultant report
 Accountant Report
 Actuarial Report
 Addendum Report
 Alcohol/Drug Addiction report
 Ambulance Report
 Antacid Refill report

OR:

* Expense type
 Profit costs

* Description
 --- Please select ---
 opinioj
 Counselor's Opinion
 Counselor's Opinion - up to 5 pages
 Counselor's Opinion - up to 7 pages

iii. *Rate* field:

This is populated for you in the case of a Profit Cost. This rate depends on the general details of the case, for example, level of service, level of representation etc.

In terms of a Disbursement, you enter the rate yourself.

iv. *Notes* field:

Although not a required field, this field should be used for providing clarification in relation to a claimed item (if required).

108. Click **Save**.

109. Repeat for the remaining fee lines.

To add fee lines of the same type, use the Copy function as described next.


Copy fee lines

Over the life of a case, you may have multiple instances of the same profit cost/disbursement, for example, multiple letters or phone calls, journeys.

LAMS provides a **Copy** function to speed up the addition of fee lines.

Assuming you have a fee line you wish to copy:

110. Click **Actions...Copy**.


LSANI

1
2
3
4
5


Payment request

Add expense claim

Date	Description	Quantity claimed	Total (£)	Total claimed (£)	
20 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	<div style="border: 1px solid #0070c0; padding: 2px;"> Actions - Edit Show/hide details Remove Copy </div>
Add another row					

The details of the first one appear.

111. Edit the details to reflect this new fee line, for example, a new date, new Notes etc.


LSANI

Payment request

* Indicates a required field

Add expense claim

* Date
The date must be in the form DD/MM/YYYY

* Level of representation

* Expense type

* Description

* Quantity

* Rate (£)

Adjustment

Notes

112. Click **Save**.

nidirect
government services

LSANI

1 2 3 4 5

Payment request

Add expense claim

Date	Description	Quantity claimed	Total (£)	Total claimed (£)	
20 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	Actions ▾
25 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	Actions ▾

[Add another row](#)

Edit a fee line

If you make a mistake in entering a fee line, you can edit it.

113. In the draft payment request, click **Actions...Edit**.

nidirect
government services

LSANI

1 2 3 4 5

Payment request

Add expense claim

Date	Description	Quantity claimed	Total (£)	Total claimed (£)	
20 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	Actions ▾ Edit Show/hide details Remove Copy
25 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	

The original details appear.

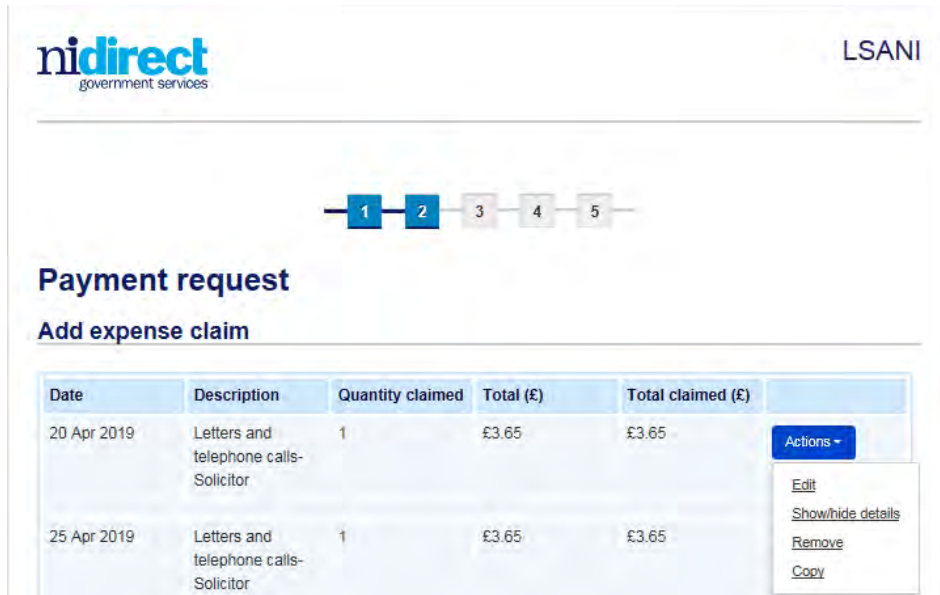
114. Make the necessary changes.

115. Click **Save**.

Delete a fee line

If you make a mistake in entering a fee line, you can delete it.

116. In the draft payment request, click **Actions...Remove**.



The screenshot shows the 'nidirect government services' interface for a user named 'LSANI'. It features a progress bar with five steps, where step 2 is currently active. Below the progress bar, the heading 'Payment request' is followed by the sub-heading 'Add expense claim'. A table displays two expense claims:

Date	Description	Quantity claimed	Total (£)	Total claimed (£)	
20 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	Actions -
25 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	

The 'Actions -' menu for the first row includes the following options: Edit, Show/hide details, Remove, and Copy.

The original details appear.

117. Click **Delete** to confirm the deletion



The screenshot shows the 'nidirect government services' interface for a user named 'LSANI'. The heading 'Payment Request' is followed by the sub-heading 'Confirm remove expense claim'. Below this, a confirmation message reads: 'Please confirm that you wish to remove the Letters and telephone calls- Solicitor claim.' At the bottom of the dialog, there are two buttons: 'Cancel' and 'Delete'.

Continue to Submission

Once all the fee lines have been added to the payment request, you are ready to continue to submission of the request.

118. Click **Next**.

Payment request

Expense claim removed.


Add expense claim

Date	Description	Quantity claimed	Total (£)	Total claimed (£)	
19 Apr 2019	Solicitor Travel 20-50 miles	1	£23.00	£23.00	Actions -
23 Apr 2019	Letter (Children Order)	1	£9.28	£9.28	Actions -
25 Apr 2019	Letters and telephone calls- Solicitor	1	£3.65	£3.65	Actions -

[Add another row](#)

	Solicitor	Counsel
Profit costs (£)	£35.93	£0.00
Adjustment (%)	<input type="text"/>	<input type="text"/>
Profit costs adjusted total (£)	£35.93	£0.00
Profit cost VAT (£)	£7.19	£0.00
Disbursements (£)	£0.00	£0.00
Gross claimed (£)	£43.12	£0.00

119. Click **Add document**.


LSANI

1
2
3
4
5

Payment request

Supporting documents

Received date	Description
No documents uploaded	

120. Prior to starting this application, you should have scanned all relevant papers and stored them somewhere on your machine or network.

Here you will browse through your drives to locate a document and categorise it.

nirect
government services

LSANI

Attach file

* Indicates a required field

* Select file
Z:\Claire - Training Docu Browse...

* Document category
Payment

* Document description
Invoice

Received from
Dr. Jim Beam

Received date
23/04/2019

Cancel Confirm

121. Click **Confirm**.

nirect
government services

LSANI

1 2 3 4 5

Payment request

Supporting documents

Received date	Description	
23 Apr 2019	Invoice	View Remove

Add document

Back Next Save and return

NOTE: Only upload documents relevant to this case. (Refer to GDPR guidelines.)

Remember: Documents stored in LAMS are discoverable under the Freedom of Information Act.

122. Click **Add document** again and repeat for as many documents as you wish to attach.

123. Click **Next**.

124. Read the declaration text and tick the checkbox to confirm your understanding.



Payment request

* Indicates a required field

Declaration

I hereby apply for an interim payment on account for profit costs and / or disbursements incurred in connection with this case. I undertake to:

Submit a bill to the Legal Services Agency Northern Ireland within the statutory timeframe from the date the case has concluded. Repay the Legal Services Agency Northern Ireland any amount by which an interim payment(s) made to me on account exceed the costs to which I am entitled to receive in respect of this case when such costs are determined.

I understand that:

If the amount of the interim payment(s) made to me on account exceeds the costs to which I am entitled, the Agency will deduct the difference from such sums otherwise payable in this case. Failure to submit a payment claim within the statutory timeframe at the conclusion of this case may result in the interim payment being recouped by the Legal Services Agency Northern Ireland.

I undertake to provide such other information which may be requested by the Agency in respect of this case and to respond in a timely manner to any enquires the Legal Services Agency Northern Ireland may have regarding the status of this case if prompted to do so.

* By ticking this box, you are agreeing to the above declaration

< Back

Next >

Save and return

125. Click **Next**.

The payment request has now been submitted to LSANI.

A message appears confirming that your request has reached LSANI and providing a reference number so that you can monitor the request's progress.



Payment request

Confirmation

LSANI has received your payment request.

It has been given the reference RH/19/04/00001-015.

You can view the current status of the request using the case management option on your homepage.

Continue

Click **Continue**.