

## LSA Circular 11/2021

2 November 2021

Dear Practitioner,

### **Changes to the Legal Aid Management System (LAMS) to ensure compliance with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018**

This Circular advises practitioners that on the evening of **4 November 2021** there will be changes to the look and feel of LAMS to ensure compliance with Accessibility Regulations. **This Circular highlights actions which practitioners should take to ensure they are using the latest version of LAMS.**

#### **Background**

- 1.1 The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (“the Regulations”) implement the EU Directive on the accessibility of the websites and mobile applications of public sector bodies (“the Directive”). The Directive requires the UK to ensure that the websites and applications of public sector bodies are made more accessible for users.
- 1.2 The Directive and Guidelines ensures content is accessible to a wider range of people with permanent, temporary and situational limitations, including blindness and visual impairment, deafness and hearing impairment, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these.

- 1.3 Following an accessibility audit of LAMS a number of changes have been made to LAMS to comply with the accessibility regulations.

## **Impact**

- 2.1 Practitioners will note a dramatically changed look and feel to LAMS. However **there is no new functionality or changes to content or functionality.**
- 2.2 Some screenshots have been provided in the [LAMS Accessibility Remediation High Level Overview](#) which demonstrate how the look and feel of LAMS will change as a result of addressing the accessibility audit recommendations.

## **Actions Users Should Take**

- 3.1 Prior to using LAMS for the first time following the introduction of the accessibility changes, practitioners should **clear their cache**. This can be done by opening your web browser and selecting Ctrl, shift and delete at the same time on your keyboard and following the instructions displayed. Clearing the cache will ensure that your browser loads the latest version of LAMS.
- 3.2 As there is no functional change to LAMS practitioners should continue to refer to the [LAMS Supplier Manual](#) when using LAMS. Screenshots in the current LAMS user manual are being updated to reflect the new look and feel and will be published during November 2021.

## **Help and Support**

- 4.1 If you require support, telephone support is available on 028 9040 8888 between 8.30am and 5.30pm Monday to Friday (excluding Bank and Public Holidays).

4.2 If you have an issue which 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 and the Support Team will provide the necessary support.

Yours faithfully,



**Paul Andrews**  
**Chief Executive**