

LSA Circular 18/23

29 November 2023

Dear Practitioner,

Enhancements to Suppliers 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 30 November 2023. The changes which will be visible to practitioners are:

1. Financial Eligibility Calculation Sheet

- 1.1 In Representation Higher and Exceptional Funding cases, where the applicant is not in receipt of a passport benefit, LSANI's Financial Eligibility Unit complete a financial assessment to determine the applicant's eligibility for legal aid.
- 1.2 New functionality on LAMS will now allow the supplier to see the calculation sheet used to complete the financial assessment. The calculation sheet can be viewed in the Application Request summary page or the Change of Circumstances request summary page under Links.

Links

[View case](#)

[Messages](#)

[Queries](#)

[View report](#)

[Calculation sheet](#)

2. Supplier Portal – Closed Cases

- 2.1 In circular [LSA 12-23](#) practitioners were advised that “Closed” cases were hidden from the default case view. However, practitioners were unable to search for closed cases using just the legal aid reference number.
- 2.2 A fix has been made to LAMS whereby the search using just the legal aid reference number will retrieve the closed case, without having to add the status of closed in the filters.

3. Formatting in Multiline text boxes

- 3.1 Previously, when a supplier used paragraphs, or new lines when adding text to multiline text boxes, the formatting was removed when a request or message was submitted.
- 3.2 Following feedback from practitioners, through the LAMS Change Forum, a fix has been applied to LAMS to allow the layout used by the supplier when adding text to multiline text boxes to be retained following submission.

4. Applicant Declaration

- 4.1 Further to circular [LSA 17-23](#), four new declarations have been added to LAMS, one for each of the following levels of service; Representation Higher, Representation Lower, Advice and Assistance and Exceptional Funding.
- 4.2 Suppliers will now download one declaration for each level of service regardless of whether the nature/matter type is means or non means tested.

5. LAMS guidance, help and support

- 5.1 To support practitioners with this new functionality, the [LAMS Supplier Manual](#) has been updated. Guidance on the Calculation Sheet view can be found at section 16.1.

5.2 If, having consulted the manual, 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