



Legal Aid
Agency

LAA Online Portal List of Services & Access Guide

This List of Services (access guide) summarises the applications that are available via the Online Portal. The first table below provides a brief description of the applications available through the Online Portal. Following this the subsequent tables provide further detail on the specific forms and claims that can be completed or submitted via LAA Online, the available MI reports and the necessary user roles required.

Application	Summary	Description
CWA	Contracted Work & Administration	Submit Monthly Crime Lower Submission / Legal Help Claims / Mediation Claims / New Matter Starts and manage your LAA Online Users and Contacts / Online Acceptance of Contracts
eForms	Electronic Forms	Complete online Payment on Accounts (POAs) and Crime forms (CRM4 / 5 / 7 / 14)
CCLF	Crown Court Litigator's Fee	Enter Crown Court Litigator's Fee Claims and associated disbursements
MI	Management Information	View your Organisation's Financial information
CCMS	Civil Legal Aid Online	Apply for and manage civil certificated work, including requests for amendments, prior authorities, POAs and billing.

1. A guide to Criminal forms available through LAA Online

Activity	Summary	Which role do I need?	System?
CRM4	Enter 4 / 4A claims using this electronic form (4) Enter an application for prior authority to incur disbursements in magistrates court work under the contract as well as non contracted work in the Crown Court (4A) Enter an application for prior authority to incur disbursements in criminal cases in the Central Criminal Court only	<ul style="list-style-type: none"> (eForms) eForms Author 	eForms
	Track & Review eForms	<ul style="list-style-type: none"> (eForms) eForms Reviewer 	eForms
CRM5	Enter an application for an extension to the upper limit (as specified in the Criminal Contract)	<ul style="list-style-type: none"> (eForms) eForms Author 	eForms

	Track & Review eForms	<ul style="list-style-type: none"> (eForms) eForms Reviewer 	eForms
Monthly Crime Lower Submission	Input & Edit your organisation's Crime Lower claims (i.e. all Criminal claims apart from non-standard magistrates court claims)	<ul style="list-style-type: none"> CWA Activity Reporter 	CWA
	Input, Edit & Submit your organisation's Crime Lower submission	<ul style="list-style-type: none"> CWA Activity Reporter Manager 	CWA
	View all historic Criminal submissions (and individual claim details) from April 2007 to the present	<ul style="list-style-type: none"> CWA Activity Reporter CWA Activity Reporter Manager CWA Firm Manager CWA Office Manager 	CWA
CRM7	Enter non-standard fee magistrates' court claims	<ul style="list-style-type: none"> (eForms) eForms Author 	eForms
	Track & Review eForms	<ul style="list-style-type: none"> (eForms) eForms Reviewer 	eForms
CRM14	Fill in and submit an application for legal aid in criminal proceedings	<ul style="list-style-type: none"> (eForms) eForms Author 	eForms
	Track & Review eForms	<ul style="list-style-type: none"> (eForms) eForms Reviewer 	eForms
LF1	Submit Crown Court claims under the litigator graduated fee scheme. Enter interim payment & final fixed fee claims for costs incurred & associated disbursements	Contact the Online Support team to request access to the CCLF application	CCLF

2. A guide to Civil forms available through LAA Online

Activity	Summary	Which role do I need?	System?
Legal Help / Mediation Claims & New Matter Starts	Input & Edit your organisation's monthly Legal Help / Mediation Claims & New Matter Starts	<ul style="list-style-type: none"> CWA Activity Reporter 	CWA
	Input, Edit & Submit your organisation's Legal Help / Mediation submission	<ul style="list-style-type: none"> CWA Activity Reporter 	CWA

		Manager	
	View all historic Civil submissions (and individual claim details) from April 2007 to the present	<ul style="list-style-type: none"> • CWA Activity Reporter • CWA Activity Reporter Manager • CWA Firm Manager • CWA Office Manager 	CWA
Civil Legal Aid	Input applications for civil and family legal aid	<ul style="list-style-type: none"> • CCMS Case Management 	CCMS
	Input requests for amendments and prior authorities, and report proceeding and case outcomes		
	Attach documentary evidence to applications, amendments and outcomes		
	Input applications for civil and family legal aid	<ul style="list-style-type: none"> • CCMS Case Management 	CCMS
	Input requests for amendments and prior authorities, and report proceeding and case outcomes		
	Attach documentary evidence to applications, amendments and outcomes		
Submit applications for civil and family legal aid	<ul style="list-style-type: none"> • CCMS Case Management Supervisor 	CCMS	
Submit requests for amendments and prior authorities			
Submit documentary evidence			
Input claims for payments on account, and interim and final claims for payment	<ul style="list-style-type: none"> • CCMS Bill Preparation 	CCMS	
Submit payments on account, interim and final claims for payment	<ul style="list-style-type: none"> • CCMS Bill Supervisor 	CCMS	

	Submit case specific and general queries regarding civil legal aid View detailed information relating to cases managed through the system	<ul style="list-style-type: none"> • CCMS Case Management • CCMS Case Management Supervisor • CCMS Bill Preparation • CCMS Bill Supervisor • CCMS Office Manager 	CCMS
	Input and submit payments on account and final bills for counsel assigned to a case	<ul style="list-style-type: none"> • CCMS Counsel 	CCMS
Civil POA	Enter a claim for payment on account in civil cases (including civil applications arising from criminal proceedings)	<ul style="list-style-type: none"> • (eForms) eForms Author 	eForms
	Track & Review eForms	<ul style="list-style-type: none"> • (eForms) eForms Reviewer 	eForms

3. A guide to reports / documents and administration tools available through LAA Online

Activity	Summary	Which role do I need?	System?
View Contract for Signature	View your contract for signature (in PDF format)	<ul style="list-style-type: none"> • CWA Activity Reporter Manager • CWA Firm Manager • CWA Office Manager • CWA Firm System Administrator • CWA Designated Signatory 	CWA
View Schedule	View your Schedule (in PDF format) this includes allowed NMS (new matter start) allocations	<ul style="list-style-type: none"> • CWA Activity Reporter Manager 	CWA

		<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager • CWA Firm System Administrator • CWA Designated Signatory 	
Accept Contracts in CWA	Review the full suite of Contract Documentation and Accept Contracts in CWA	<ul style="list-style-type: none"> • CWA Designated Signatory 	CWA
Reports & Management Information	Civil Financial Statement. The civil financial statement reports your current account balance(s) on your civil contracted work	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	MI
	Mediation Financial Statement. The mediation financial statement reports your current account balance on your Mediation contracted work		
	Criminal Financial Statement. The crime financial statement reports your current account balance[s] on your criminal contracted work	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	MI
	Financial Statement Summary. The financial statement summary provides an overview of all the offices within your firm. The summary contains information about civil, mediation and crime contracted balances and value of certificated work	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	MI
	Outcomes Post Submission. A summary of all civil, mediation or criminal outcomes for a single office over multiple submission months	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office 	CWA

		Manager	
	Escape Fee Cases Pre Assessment. A list of civil or criminal outcomes that have been flagged as Cases but have not yet been assessed by the LAA	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	CWA
	Escape Fee Cases Post Assessment. A list of civil or criminal outcomes that have been flagged as Escape Fee Cases and have been assessed by the LAA	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	CWA
	Post Submission Non-Assessed Outcome Changes. A list of civil, mediation or criminal outcomes that have been amended but not assessed by the LAA	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	CWA
	Post Submission Non-Exceptional Assessment. A list of civil or criminal outcomes that have been assessed by the LAA, but not as part of the Escape Fee Cases process	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	CWA
	Immigration and Asylum Staged Claims. Associates the different stages of Immigration and Asylum cases together across various submission months	<ul style="list-style-type: none"> • CWA Firm Manager • CWA Office Manager 	CWA
Administration	Manage CWA users within your organisation. Create and amend user access and roles (including applying office restrictions)	<ul style="list-style-type: none"> • CWA Firm System Administrator 	CWA
	Manage nominated Contacts within your organisation. Add, edit and delete	<ul style="list-style-type: none"> • CWA Firm System 	CWA

	the nominated LAA contacts within your organisation. Contacts are used as reference points for the LAA to contact your firm. A contact does not necessarily need to be a LAA Online user	Administrator	
	Manage eForms users within your organisation. Create & amend user access and roles (including applying office restrictions)	<ul style="list-style-type: none"> (eForms) eForms Administrator 	CWA

For detailed guidance documents please visit the Justice website @ www.justice.gov.uk/legal-aid (Launches in a new window).