



Legal Aid Manager



We've built the **future** of Legal Aid Practice.

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By rethinking matter setup, time recording, funding management, and collaboration, we have made a Legal Aid system that removes barriers to making a profit.

Legal Aid lawyers operate under intense financial pressure. They manage the highest cost and billing overheads in legal services, yet receive the lowest fee income and until now, have had limited software solutions to help improve efficiencies. Our Legal Aid Manager addresses this head-on.

Legal Aid Manager is a SaaS case management and billing platform purpose-built for Legal Aid practices. It is designed to seamlessly integrate with other systems, or can be used as a stand-alone application.

It streamlines operations, automates compliance-heavy workflows, and ensures every billable activity is captured, validated, and submitted accurately – helping firms reduce overheads and operate sustainably.

Solutions

What problems does the Legal Aid Module solve?



Getting Paid what a Case is Worth

Getting paid what a case is worth is not about simply billing time recorded. With complex cost schemes for Civil and Criminal Legal Aid, VHCC's and Events, cases need to be budgeted, and costs managed to maximise the true value of the case.



PCMS Harmony

Many modern PCMS platforms are not designed to handle the complexity of Legal Aid billing. Legal Aid Manager bridges that gap, providing the specialist Legal Aid functionality your core system lacks while integrating seamlessly with your existing accounting and reporting workflows.



Software Gaps

Software gaps cause incorrect matter set up, incomplete time recording, inaccurate WIP & WIP write off, failure to predict cost extensions, exceeding cost limits, missing out on enhancements, low confidence and user adoption and exporting data to "fix" errors for time, billing and accounts inaccuracies.



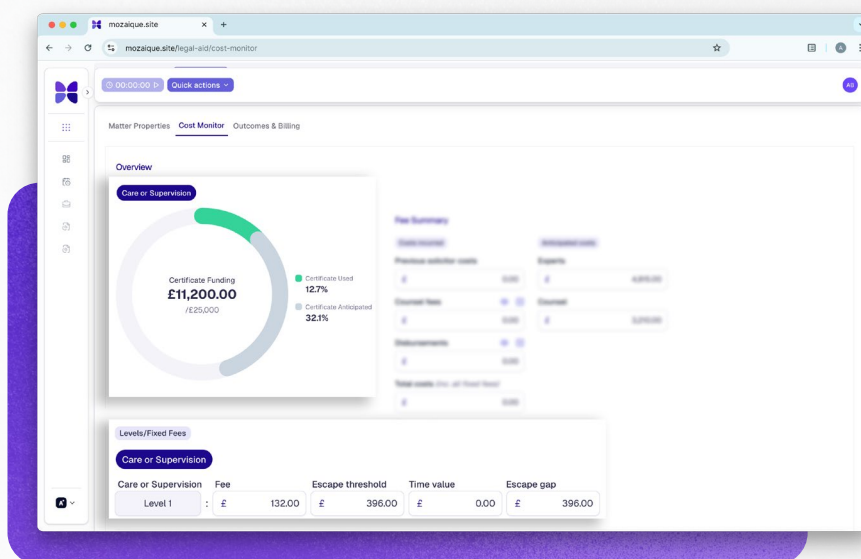
Getting Paid Before Final Bill

Getting paid before final bill reducing WIP lock up is key. Understanding the value of any enhancements for cost limitations, whilst separating from the core WIP streamlines the billing process. Scheduling when POA's will be claimed for Civil cases should mean 80-100% of WIP is paid before the final bill is claimed, leaving enhancements within the cost limitation, to be assessed.



Visual Cost Monitor

Cost monitor shows a visual summary of the funding status and different views for fixed fee and certificated cases. Added features mean you can see how close a case is to escaping and any anticipated costs on a certificate. You can also see the Fixed Fees, Escape Fee and the time value, in one easy to read graph, with a highlight on how far you are from the Escape Threshold.



Automatic Legal Aid Contract Upload

Adding in a certificate in most PCMS systems can be time consuming and complicated, especially if you have multiple contracts. In Legal Aid Manager, you can upload your PDF certificate and using our proprietary AI, we automatically extract the data from your certificate and do all of the hard work for you. Simply setup your branch, upload the contract and you're ready to start creating cases, time recording & billing.

The screenshot displays the 'Automatic Legal Aid Contract Upload' interface. It includes a form for 'Contract Reference' and 'Principal Office' details, and a table titled 'Matter Summary' showing contract work details.

Schedule Reference Number	Type of Contract Work	Matter Starts (Max)	Licensed Work	Start Date	End Date	Last Update
01/0M767b/2024/24	Family	100	Yes	01/01/2025	01/01/2025	01/11/2025
01/0M767b/2023/20	Housing	108	Yes	01/01/2025	01/01/2025	01/01/2025
02/0M767b/2023/23	Public law	52	No	01/01/2025	01/01/2025	03/06/2023



Seamless Case Management

All case data is consolidated into a single, easy to use view, providing full oversight of case descriptions and dates, client information, funding arrangements, critical dates, disabilities, certificate details, court information, fee earners, and profit costs.

The screenshot displays the 'Matter & Client Details' form in the Mozaique site. The form is organized into sections: 'Matter Properties' (Client & Matter Ref: MOR100/1), 'Matter & Client Details', and 'Matter Funding'. The 'Matter & Client Details' section includes fields for Matter Ref, Date Created (04/12/2025), Branch (Whitechapel), Matter UFN (041225/501), Client Ref (MOR100), Forename (Julie), Surname (Poppins), Postcode (BA12 6PY), Gender (Female), Date of Birth (25/01/2000), Ethnicity (White British), and Disability (Not Known). The 'Matter Funding' section shows a table with columns for Matter Type A, Matter Type B, and Matter Type C, with a total of 27 Matter Types.

AI Assessment Assistant - Overview

Our Enhancement uses the latest AI technology to establish the best costs assessment for your matter. Our bespoke AI system is trained on the official LAA Cost Assessment guidance, so that once details about your case are provided, it will provide you with enhancement uplift guidance to increase the time recording fee.

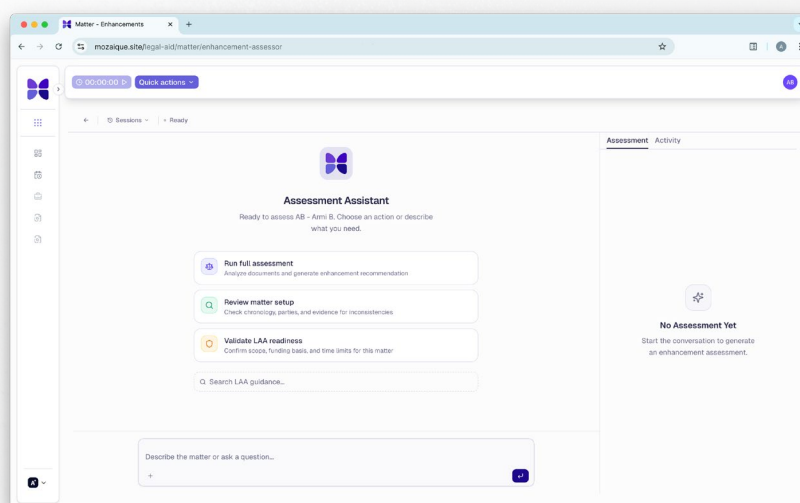
The screenshot displays the 'Matter - Enhancements' form in the Mozaique site. The form is organized into sections: 'Reasoning', 'Case Data Loaded', 'LAA Guidance Retrieved', and 'Summary'. The 'Reasoning' section includes a 'Planned steps' list: Retrieve matter overview, time summary, and cost snapshot; Review evidence for each enhancement factor; Check LAA guidance on enhancement bands and thresholds; Recommend an uplift percentage with factor-by-factor summary; Save a draft assessment for your billing file. The 'Case Data Loaded' section shows 'Case Data Loaded' and 'LAA Guidance Retrieved' (39 sections). The 'LAA Guidance Retrieved' section shows 'Costs Assessment Guidance 2024' (91% complete, 39 sections) and a list of costs: \$5.1, \$6, \$6.12, \$6.13, \$6.15, \$6.17, \$6.83, \$6.84, and 31 more. The 'Summary' section shows an 'ENHANCEMENT' of 35% and a 'Summary' of the case: Care proceedings – acting for the child in Higher Court under certificate up to final hearing. On current information (no time recorded yet, no vulnerability or urgency notes in the system) I recommend a provisional 35% enhancement on hourly-rate work, to be reviewed once detailed time entries and case characteristics are fully recorded. The 'Reasoning' section is also visible, showing 'Reasoning', 'LAA Justification', 'Compliance' (2/4), and 'Certificate covers claimed work'.



AI Assessment Assistant - Options

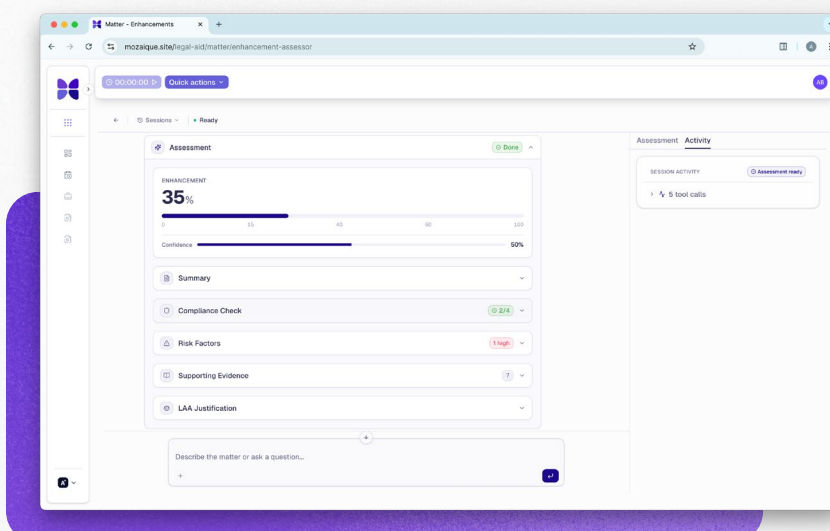
Our AI Assistant gives you flexible validation options:

- A) Run a full assessment to check a matter against all relevant Legal Aid Agency rules, analyse documents and generate an enhancement recommendation.
- B) Review matter setup to identify configuration issues early, check chronology, parties and evidence for inconsistencies, or;
- C) Validate work against current LAA guidance before submission – confirm scope, funding basis and time limits, reducing rejections and rework.



AI Assessment Assistant - Enhancement Prediction

The AI Assessment Assistant provides a clear, estimated enhancement percentage, along with a plain-English summary of the outcome. It explains the reasoning behind the estimate, references the relevant LAA justification, highlights any compliance considerations, and recommends next actions to strengthen the matter and reduce risk.





Billing Tracker

View all claims created, submitted and paid on a matter, as well as an overall system view. Track WIP all the way through the billing process, from draft to payment for all claims across all departments.

Client Ref	Matter Ref	Bill No.	Disbursements	Costs	VAT	Submitted
<input checked="" type="checkbox"/> Suzie Campbell	Expert	Psychologist	01/01/2025	01/01/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Karina Owens	Expert	Psychologist	04/03/2024	03/05/2025	Delivered report ahead of time	Yes
<input type="checkbox"/> Richard Brown	Expert	Psychologist	24/09/2024	14/04/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Monique Santinez	Expert	Psychologist	15/04/2025	01/06/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Suzie Campbell	Expert	Psychologist	01/01/2025	01/01/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Karina Owens	Expert	Psychologist	04/03/2024	03/05/2025	Delivered report ahead of time	Yes
<input type="checkbox"/> Richard Brown	Expert	Psychologist	24/09/2024	14/04/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Monique Santinez	Expert	Psychologist	15/04/2025	01/06/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Suzie Campbell	Expert	Psychologist	01/01/2025	01/01/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Karina Owens	Expert	Psychologist	04/03/2024	03/05/2025	Delivered report ahead of time	Yes
<input type="checkbox"/> Richard Brown	Expert	Psychologist	24/09/2024	14/04/2025	Follows instructions clearly	Yes
<input type="checkbox"/> Monique Santinez	Expert	Psychologist	15/04/2025	01/06/2025	Follows instructions clearly	Yes

Time Recording

Record core time and FAS time with rates built in and maintained by us. Smart time capture provides real-time validation against LAA rates and fees, enables time to be deleted, re-allocated or moved and offers a simple, intuitive interface that significantly reduces errors.

Client & Matter Ref: MOR100/1 All today's time: 01:30 All today's fees: £ 94.59

1. Select charge type
Chargeable

2. Matter details
Care Proceedings Select level Select Fee Earning

3. Select activity Rate Date
Select a level £ 00.00 Select a date

Enter units
Hours Units £ 0.00

4. Notes
Leave some notes (optional).

Submit



FAS (Family Advocacy Scheme)

Record and manage FAS hearings, bolt-ons, and claim bundles from a single, intuitive screen. Capture court level, judge, hearing type, dates, duration, attendance, manage multiple bolt-ons and attendance notes all with fees calculated automatically as you work.

The screenshot displays the Mozalque FAS (Family Advocacy Scheme) form interface. The form is titled "mozalque.site/legal-aid/time-fas" and includes a "Quick actions" button. The form is divided into several sections:

- 1. Matter details:** Includes dropdowns for "Care Proceedings", "Level 3 - Care or Supervision", and "Hayley Biddlecombe".
- 2. Select the judge:** Includes a dropdown for "High Court Judge".
- 3. Select hearing type:** Includes a dropdown for "Final Hearing".
- 4a. Date of hearing:** Includes a date picker set to "27/12/2025".
- 4b. Duration of hearing:** Includes a "Days" field set to "3" and a "£" field set to "2004.75".
- 5. Are there any bolt-ons?:** Includes radio buttons for "Yes" (selected) and "No". Below this is a table with one row: "Allegations of Harm" with a "£" field set to "501.19" and a "Remove" button.
- 6. Do you have any travel fees to add?:** Includes radio buttons for "Yes" and "No" (selected).
- 7. Do you have any court bundle to claim?:** Includes radio buttons for "Yes" and "No" (selected).
- 8. Attendance note:** Includes a text area with the placeholder "Enter your attendance note here..."



Easily View Fees

View fixed fees, escape fees, and time value in a single, easy-to-read section, with a clear indicator showing how close you are to the escape threshold.



Submit Claims to the LAA

You can export your monthly submission for upload to the LAA directly from the Legal Aid Manager. You can highlight matters eligible for an exception claim and generate the relevant PDF forms with ease.



Manage Draft Matters

Create matters in draft mode and return to them later. This allows incomplete information to be saved safely while ensuring accuracy before activation.



Automated LAA Rates

All LAA rates are stored, maintained, and applied automatically within LAM, ensuring calculations always reflect the latest guidance without manual updates or risk of error.



Secure SSO Login

Access Legal Aid Manager using Microsoft single sign-on (SSO) for improved security and a seamless login experience, reducing password fatigue while meeting firm security requirements.



PCMS Integration

Send your complete bill — including profit costs with fee earner allocation, disbursements, and VAT — directly to your Legal Accounts or PCMS such as Actionstep, for inclusion in your matter ledger and financial reports.



Quick Actions Toolbar

Use the Quick Actions toolbar to instantly record time or create a new matter from anywhere in the system, keeping day-to-day work fast and uninterrupted.



Family Matter Management

Manage Family matters within a single platform, supporting both Legal Aid and Private Legal Aid work without separate systems or duplicated data.



Intuitive Gateway

It doesn't matter what CMS/PMS/DMS you are using now or planning to use in the future. The Legal Aid Manager leverages our Mozaique Gateway, which is designed to seamlessly transform data and integrate nicely with other systems. Or if you prefer, you can use LAM as a stand-alone application.