



Contingency measure – police station exceptional cases (CRM18)

Electronic submission

We are asking that all CRM18 claims now be submitted electronically to safeguard business continuity and minimise disruption to payment.

This electronic system will enable the continued processing of claims and will be in place until further notice.

What does this mean?

Claims and supporting documents will need to be submitted electronically via our new Secure File Exchange system.

We appreciate that not all providers currently work with digital files. As a result, submitting the case file in support of the claim will not be possible.

How do I register for secure file exchange?

You should have received a registration email so that you can enable access to the system. If you haven't received anything contact ATP@justice.gov.uk

Assessing your CRM18

While the government is requesting individuals to work from home when possible, we will assess your CRM18 with the submission of the details set out below:

1. Completed CRM18 form and schedule of time spent
2. CRM1 and CRM2 if any free-standing advice is being claimed
3. Disbursement vouchers
4. Arrival and departure times at the police station
5. Start and finish times for attendances with brief notes of work done such as interviews, conference etc, including start and finish time for interviews
6. Any waiting times, i.e. from/to, and reasons for waiting
7. Evidence of travel times with start and finish times for each individual journey

You should submit each CRM18 claim using secure file exchange and the criminal finance team will process your claim as normal based upon the information submitted.

If a caseworker feels they need to view an item from a file to make an assessment decision they will contact you and request make the appropriate request. We will endeavour to keep such requests to a minimum.

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Assessment decisions

Once the assessment decision is made the result will be issued to you via email. You will still have the usual right of appeal against any reductions made upon assessment and appeals are to be submitted to crime.exceptional@justice.gov.uk

Once the government's advice regarding working at home recommendations alters we will review our approach. We will then communicate any further changes as necessary.

You should avoid sending physical claims until we advise that we can accept them.

Further information

If you have any questions you should contact the Escape Cases team:

crime.exceptional@justice.gov.uk