



Legal Aid  
Agency

# Claim for Crown Court Defence

## Frequently Asked Questions

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# **FAQ**

## **1. Aims and Objectives**

### **1.1. What is Claim for Crown Court Defence (CCD)?**

Claim for Crown Court Defence (CCD) is an online billing application for the Advocates' and Litigators' Graduated Fee Schemes. This was developed by the Crime Billing Online (CBO) project, which was part of the Legal Aid Agency's (LAA) Crime Change Programme.

### **1.2. What does CCD do?**

CCD enables advocates, litigators and support staff to submit all Advocate Graduated Fee Scheme (AGFS) and Litigator Graduated Fee Scheme (LGFS) bills online.

### **1.3. Where is CCD available?**

The application is available nationwide to all advocates, litigators and support staff who wish to submit their AGFS and LGFS bills electronically.

For further information on how to gain access to the billing application, please refer to Q2.1

### **1.4. What can I do in the billing application?**

The billing application allows advocates, litigators and support staff to:

- submit full AGFS bills;
- submit LGFS bills, including final fees, interim payments and transfer bills.
- upload associated evidence;
- see how much has been assessed on each bill;
- submit a request for a redetermination;
- submit a request for written reasons;
- send messages directly to our caseworkers on a bill;
- submit bills without the need for a signature

### **1.5. What are the benefits of using the online billing application?**

Benefits for advocates and support staff include:

- Submit AGFS and LGFS bills (including evidence submission) directly to the LAA online
- Immediate bills submission; eradicating postal delays
- Reduced postage and printing costs
- Online messaging and instant notifications from the processing teams
- No need for a 'wet' signature

### **1.6. When will CCD be mandatory to use?**

The application will be mandatory for both AGFS and LGFS bill submission from 31 October 2017. Any AGFS or LGFS bill will be accepted on paper providing it is received by the Legal Aid Agency on or before 31 October 2017. Training and support will not be available on CCD after 31 October 2017.

Consideration will be given to accepting AGFS and LGFS paper bills in exceptional circumstances for two months up until 31 December 2017.

## 2. Access

### 2.1. How do I access the online billing application?

The LAA will provide a nominated user with an initial login so you can access the billing application. The nominated user will need to provide the following information to [crowncourtdefence@legalaidsi.gov.uk](mailto:crowncourtdefence@legalaidsi.gov.uk)

Name	Role – ie Clerk/ Advocate/ Solicitor advocate
Chambers/ Firm	LAA Advocate Supplier Number * ie 02ABC
Email address	VAT Status *

\*For solicitors' firms only

### 2.2. How long will it take for my account to be created?

Once your request has been received, your account will be set up within 5 working days of receipt. Your login details will be communicated to you via email, you will be provided with a temporary password which may be changed once you have logged into the account for the first time.

### 2.3. What if I don't receive my login details within 5 working days?

If you have not received your login details within 5 working days, please check your junk mail folders to ensure your invitation email has not been filtered out. Should you be unable to find your invitation email to CCD, please contact [crowncourtdefence@legalaidsi.gov.uk](mailto:crowncourtdefence@legalaidsi.gov.uk)

### 2.4. How can I set up other members of my organisation?

Additional members of your organisation can be set up within the 'Manage Users' function of CCD. Once you input their personal information and select the appropriate user role, a confirmation email will be sent to the individual, along with a temporary password to access the system.

### 2.5. Will I still be able to access CCLF?

Your access to the CCLF system (for litigator billing) will be switched off when CCD becomes mandatory on 31 October. This is so that all bills can be submitted online through CCD.

## 3. Roles and Responsibilities

### 3.1. What roles and responsibilities are in the billing application and what do they do?

There are two user roles:

- 'Advocate', and
- 'Admin'

Claim for Crown Court Defence actions							
User actions	Create Bill	Update Bill	Submit Bill	Review Bill	Review Other Bills	Delete Bill	Set up other advocates/advocate administrators
<b>Advocate</b>	✓	✓	✓	✓	–	✓	–
<b>Admin</b>	✓	✓	✓	✓	✓	✓	✓

### 3.2. What is the Advocate and Litigator role?

The 'Advocate' and 'litigator' role can create, edit, submit, view, manage and delete their own bills only.

### **3.3. What is the Admin role?**

The 'Admin' role can create, edit, submit, view, manage and delete bills of any advocate they have set up on the billing application. Advocate/Litigator administrators can also set up and manage other users as 'admin' and 'advocate' roles.

### **3.4. What if I need to submit bills on behalf of myself and others?**

You may select both roles in CCD concurrently - this will enable you to submit bills in both your name and on behalf of other members of your firm or chambers.

### **3.5. How do I update my firm or chambers' records if important details have changed?**

All advocate information can be updated within the 'Manage Users' function of the billing application.

If you wish to update the information held by the Legal Aid Agency, please contact our Provider Records team in the usual way.

## **4. Messages**

### **4.1. What is the purpose of the Message function?**

Users can utilise the message function to send and receive messages relating to specific claims only.

## **5. Billing requirements**

### **5.1. Do I need a signature or authorisation to submit a bill?**

No signature is required to submit a claim online via CCD. This requirement is now contained within the terms and conditions of use of the billing application. You will still be required to submit a signature with your paper bills.

### **5.2. Do I need to submit a Representation Order?**

The requirements for submitting representation orders are the same as for paper bills - <https://www.gov.uk/government/news/crime-news-simpler-crown-court-billing>

### **5.3. Do I need to submit a LAC1 Form?**

The requirements for submitting LAC1 forms are the same as for paper bills - <https://www.gov.uk/government/news/crime-news-lac1-committal-forms-and-graduated-fee-claims>

### **5.4. What other evidence do I need to support my bill?**

You will need to submit the same supporting evidence as you would with a paper bill, the regulations and assessment of claims have not changed. For further information on the AGFS and LGFS schemes - <https://www.gov.uk/government/publications/crown-court-fee-guidance>

### **5.5. How do I submit prosecution evidence served electronically?**

Should you wish to claim for prosecution evidence served electronically (on disk or otherwise) and are unable to upload and attach this to your bill submitted via CCD you may submit the disk evidence separately to the LAA via the post.

When submitting evidence on disk you must ensure the following –

- You should indicate in the Additional Information section on CCD that disk evidence has been submitted separately to the LAA

- The disk should be sent as soon as possible after submitting the bill on CCD to ensure that the LAA has received this in plenty of time.
- The disk should be clearly labelled with the case name, court name and case number along with an indication that the bill has been submitted via CCD.
- You must provide the appropriate justification in line with Appendix D of the Crown Court Fee Guidance as you would with paper bills. You may do this either in the Additional Information section of CCD or along with the copies of the disks.

If we have not received the disk evidence upon processing the bill on CCD, we will be unable to make payment for this claim element and your bill will be assessed appropriately and returned to you.

## **6. Rejections and redeterminations**

### **6.1. How do I progress a reject?**

Claims that have been rejected for payment by caseworkers will be clearly indicated when the bill has been returned and will appear red in CCD's dashboard. You can progress rejected bills through the message function.

### **6.2. How do I progress a redetermination?**

For electronic bills submitted via CCD, you do not need to fill out a separate form to request a redetermination. All redeterminations will be dealt with the messaging function where you will have the opportunity to provide your reasons for appeal and upload any additional evidence to support your redetermination request.

### **6.3. Will there still be a soft rejects process?**

Yes. If the team identify that the claim isn't complete and this falls within the soft reject reasons, the caseworker will contact you via the application's messaging function to request the missing information. If a response is received within the 48 hours, the caseworker will process the claim accordingly. If no response is received, the claim will be rejected at which point you may resubmit the claim along with the required information.

## **7. Security**

### **7.1. Is the billing application secure?**

Yes. The billing application is secure and allows users to upload documents securely. Always remember that if you need to email sensitive or personal information outside the system, you should use CJSM Secure email or otherwise ensure the content is encrypted. This is the best way of safeguarding such data and avoids the risk of possible data breaches under the Data Protection Act 2018 and Relevant General Data Protection Regulations.

## **8. Find out more**

### **8.1. I am experiencing problems with the billing where can I get help?**

Should you experience any problems, or wish to give feedback, you can contact the team via the feedback button on each page as below.

**BETA** This is a new service – your [feedback](#) will help us to improve it.

[All claims](#) | [Archive](#) | [Start a claim](#) | [Manage users](#) | [Manage provider](#)



## 8.2. Further support

If you have not been able to resolve your query using this frequently asked questions document, please contact– [crowncourtdefence@legalaid.gsi.gov.uk](mailto:crowncourtdefence@legalaid.gsi.gov.uk)

END