



Legal Aid  
Agency

Providing access to justice through working with others  
to achieve excellence in the delivery of legal aid

# Civil billing and escape case – Help Us Say Yes Webinar – Your Questions

## Civil cost appeals

February 2024



# Your questions answered:

## **Q: What is a good reason for an extension?**

**A:** We consider each extension request on its own merit. Examples of extension applications requested received:

- The fee earner has urgent ongoing work which they cannot delay.
- The fee earner has been off work due to unforeseen circumstances.

We will not grant an extension request for annual leave as this is an anticipated absence.

## **Q: Can you claim for final letters after the date of the final order?**

**A:** Yes. They are claimable and necessary at the conclusion of your case.

## **Q: We normally only provide file notes for 30+ units. We do provide a schedule of all time recording with a brief description of each item. Do we need to provide notes for any 10+ units?**

**A: Civil billing:** File notes are required for claims of thirty units and above and should carry sufficient detail to justify the time claimed. A file note is not always necessary for claims of ten units, but we advise you do provide a description of the work undertaken for a claim of ten units. For example, it is a file review or preparation of documents, page numbers and documents considered. Additionally, if it relates to an application, confirm the type of application and if it is an LAA and there is a time standard being exceeded, let us know why.

**Escape cases:** We require a file note for all work over ten units.

## **Q: Will you accept universal credit proof which is 2 months old?**

**A:** We accept an award notification letter if it is no more than 6 months old. However, if it is a bank statement, it needs to cover the computation period. This is one month prior to the signature date on the funding form.

## **Q: Why is the full file of papers requested for escape cases for assurance check purposes? We submit all evidence required with the initial claim but are still getting this request on a sizeable percentage of our claims for file notes on all items.**

**A:** Assurance checks are more in depth than escape case checks. Assurance checks will check every item of work claimed including individual letters and phone calls. The escape case team adopts a risk-based approach, focusing on items of work over ten units (60 minutes).

## **Q: In relation to requests for escape cases full files, can we send them by post?**

**A:** Yes, we can accept escape cases by post. However, due to postal timings, this will take longer for us to receive these cases and for you to get your file back.

Use the following for sending files to the escape cases team by post:

Mental health and asylum & immigration files:

- Escape cases team, Liverpool,  
DX 745810  
Liverpool 35  
(LAA, Level 6 The Capital, Union Street Liverpool L3 9AF)

Civil escape case files:

- Escape cases team, South Tyneside,  
DX 742350  
Jarrow  
(Unit B8 Berkley Way, Viking Business Park, Jarrow South Tyneside NE31 1SF)

Another option is using our secure file exchange hosted by Galaxkey.

For more details:

[Secure File Exchange - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Course: Secure file exchange \(Galaxkey\) \(justice.gov.uk\)](https://justice.gov.uk)



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