

[Crime news: process change for intermediaries helping court users](#)

News story

Criminal Bills Assessment manual updated to reflect new guidance on the use of intermediaries to help vulnerable users of courts and tribunals.



We are updating our guidance following changes to the process governing the use of intermediaries to help vulnerable users of the court system.

This follows the launch of the HMCTS Appointed Intermediary Service on 1 April 2022. This aims to help vulnerable people with specialist communication needs to take part in court or tribunal hearings.

COVID-19 contingency record

We are also taking the opportunity to add in an annex of the COVID-19 contingencies now that these are mostly no longer in effect.

This annex will serve mainly as an historical record for the use of providers and the LAA. It also confirms the position regarding travel and remote attendances as we move forwards to business as usual.

Further information

[Legal aid guidance: crime](#) – to view and download Criminal Bills Assessment Manual

[HMCTS intermediary services](#)

Published 7 April 2022