

SJS Agent Training

Single Justice Service - Multiple Touchpoint Service - Contact Centre Agent Training Guide

20/11/2023

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01

Introduction to SJS

What you need to
know



What is the SJS process?

Definition of SJS

The Single Justice Service is a way minor cases are resolved without court hearings



HM Courts &
Tribunals Service

The Single Justice Service (SJS) allows magistrates' courts to deal with minor offences by a single Magistrate based on Prosecution papers alone **without the requirement of either party having to attend for a hearing.**

This *process* is known as the Single Justice Procedure (SJP).

A single magistrate, sitting with a legal adviser, can decide adult, summary-only, non-imprisonable and victimless offences. As well as company prosecutions.

They can do this **when the defendant has pleaded guilty or has not responded to notification that they're being prosecuted.**

Examples of SJS cases

Definition of SJPN Single Justice Procedural Notice – the notice of the offence that is sent by post



HM Courts &
Tribunals Service

Defendants receive a notice containing the charge by post, with a statement setting out the facts of the offence and guidance on what steps to take, including their right to a lawyer. **They have the option to plead guilty by post or online or ask for a court hearing.**

The defendant always has the option to choose to attend a hearing in court in person.

Through this service we support users to pay fines for the following:

- court fines
- compensation
- victims surcharge
- prosecutor costs
- criminal courts charge
- confiscation orders
- fixed penalties that have been registered in a magistrates' court
- vehicle excise back duty

02

SJS Service User Vulnerabilities

And how to respond



Potential service user vulnerabilities

Deadlines and Timings

There is a **deadline of 21 days from the date shown on the notice to respond** and **if the recipient misses this deadline, they are automatically assumed to be guilty**. If they have been unaware of the proceedings until after the conviction or sentence, then they are then required to make a [statutory declaration](#) to explain mitigating factors. If they do not do this, they may be unable to provide the circumstances, or to receive a reduced fine and may be asked to pay in a lump sum.

If a case has been dealt with and the person who is accused doesn't find out about it until they have been convicted, this can be **confusing and worrying**. Sometimes a case can be reopened, this would likely involve the user sending a request by email.

Potential service user vulnerabilities

Fines and Finances

A guilty plea can reduce the fine by up to 33%, which could influence decision making.

It is possible that the fine or court costs the defendant is liable for could be taken from their pay or benefits, although this step is taken as a last resort. **For some people this could be distressing, and they may need help to access support.**

Penalties

Users may be liable to receive points for motoring offences, which **could mean that they lose their license** if they already have 9 or more points. For people who rely on the use of their vehicle to work the prospect of losing their licence could be very concerning.

Potential service user vulnerabilities

Criminal Record

Most SJPN's are for non-recordable offences, meaning that they are not normally recorded on the Police National Computer or disclosed on criminal record checks. If a guilty plea is entered and the fine is paid, this does not usually amount to a criminal record. However, some might, and this **could worry some users** about **long term consequences**.

Knowledge and Understanding

Users are rarely able to access free legal advice when they receive a Single Justice Procedural Notice (SJPN), so they may be **confused, anxious or frustrated**.

AdviceNow has a guide on [dealing with an SJPN](#), while Citizens Advice can assess whether a defendant is eligible for free legal representation.

How to respond

Make sure you

- are patient
- Listen carefully
- Show compassion
- Recognise distress
- Refer and signpost appropriately

Tips

- All users should be treated fairly and equally when they reach us. **There is no situation in which the user having been found guilty of an offence through this process should affect in any way the service that they receive.**
- We can't give users suggestions on what they should do, but we can explain and give information of options so they can make an informed choice.
- Remember that CTSC may be the right place for some enquiries

Preparing users for booked appointments

What to remember

If you are booking a user on for an appointment with a network partner, remind the user of what they may need for the supported session.

This will vary depending on the service and the help needed, but it could include:

- Identification
- Documents, such as a marriage certificate and/or translation
- Paperwork about their finances for Help with Fees application
- Debit or Credit card to pay the court fee.

Statutory Declaration – further information

A statutory declaration is a statement made by the defendant that they had no knowledge of the proceedings until after the conviction or sentence. This is sometimes referred to as an ‘ignorance of proceedings’ form.

This could happen, for example, when an SJPN is sent to the defendant’s old address. If there is no response to the notice, the court assumes a guilty plea and issues a fine. **When they find out, the defendant can complete a statutory declaration form, and we can signpost users to CTSC for further guidance on how to do this.**

Once the declaration is made, the proceedings, conviction and sentence will be set aside (become void) and any fines are written off and penalty points removed from the driver’s record. The case will begin again.

The declaration can sometimes be rejected by the court.

A defendant has 21 days after they became aware of the prosecution to make their statutory declaration.

After 21 days, they can still make a statutory declaration, but would need permission from the prosecuting court (normally the court they have received the letter from) to make their declaration “out of time” (they can apply for this from within the statutory declaration form).

Any questions?



03

Recognising SJS Short Tasks

When you can offer
direct support



Short tasks – quick links

Currently supported:

- [Pay a Court Fine Online](#)

Pay a Court Fine Online

Supporting users to make their
court fine payment online

Pay a Court Fine Online

The user will receive notice of their fine in the post.

Their letter, called a “notice of fine” or an “order” will instruct them to go online to make payment.

Tip: For this service there is no online portal or area for the user to sign in.

The letter will tell the user where to go online, the address is as follows:

www.gov.uk/pay-court-fine-online

Example copies of paper letters for illustrative purposes only, users' letters may look different to these



Staffordshire Magistrates Court
Code 2805
Staffordshire Magistrates' Court, Combined Court, Victoria Square, Stafford, ST16 2JQ
CFSU, Bryans Lane, Rugeley, Stafford, WS15 2FX Tel: 01889 503600
24/7 Credit/Debit Card Payments: 0300 790 9801 www.gov.uk/pay-court-fine-online

Division:
Case number:
Born: ...

Please allow 5 days for

- By Phone:
Payments can be made 24 hours per day using
tollfree 0300 790 9801
You will need to have your Division number 038
before the date ordered.

NOTE: Upon completion of your payment you will
be sent a payment receipt with the date and amount.

- On Line at:
www.gov.uk/pay-court-fine-online
You will need to have your Division number 03
before the date ordered.

Note:
All payments must be made direct to HRA Court
including prosecutors or victims, may result in
have no record of the payment. Amounts owed
have been ordered to pay has been paid to HM
There are a number of fraudulent websites that
please be aware that the only way to pay your
fine, is above.

If you use any other service to pay a fine you
will be liable to pay the fine. You may be liable

- Payment Card/Direct Debit:
If you are granted time to pay you can ask to
Outlets or set up a direct debit payment.

For further information regarding your account
of the document.

Difficulty in making payments
You must contact the Enforcement Team if:
• You are having difficulties paying by
• You did not submit a statement of all
any as instructed
• You can no longer pay as agreed due

What should I do if my details change?
If your name or address changes it is your
responsibility to update the contact details in

Notice of fine and collection order

Offences and penalties

Date	Offences and Impositions	Amount £
14 Sep 2017	1 / Dishonestly fail to notify change of circumstances affecting entitlement to social security benefit / advantage / payment.	130.00
	Victim Sur	30.00
	Costs	185.00
	Total:	345.00

The court has made a Collection Order to collect the sum due.

See reverse for details on how to pay. Failure to pay as ordered will make you liable for further enforcement action, unless you pay the full balance immediately. This could include:

- Deductions from your earnings
- Deductions from your benefit
- A warrant of control being issued to the enforcement agents to take control of your goods (which will incur additional costs)
- Warrant for your arrest to return you to court
- Increasing your fine by 50%
- Clamping, removal and sale of your vehicle
- Registering the account in the Register of Judgements, Orders and Fines (affecting your ability to obtain credit)
- If after these sanctions have been imposed, your fine remains outstanding, the court may order that you are imprisoned for non-payment.

If you have difficulties in paying the amount you must immediately contact the Enforcement Team on the number above.

All enquiries regarding this notice should be made to the above address.

John Stephenson
Justices' Clerk

Date: 14 September 2017

Mr William Richard JONES-EDGAR

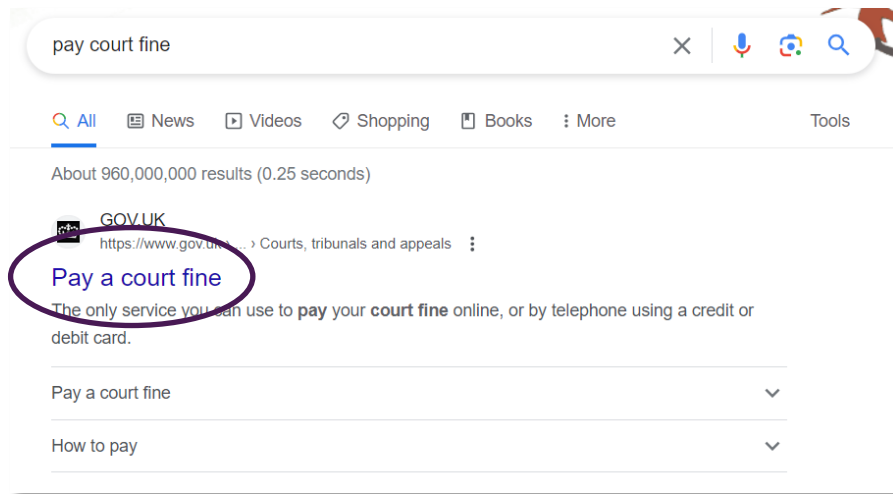
15 September 2017/FIN045_01514571

Pay a Court Fine Online

If it is difficult for the user to type the hyphens and the full address into their browser, you can direct them to type the words

“pay court fine”

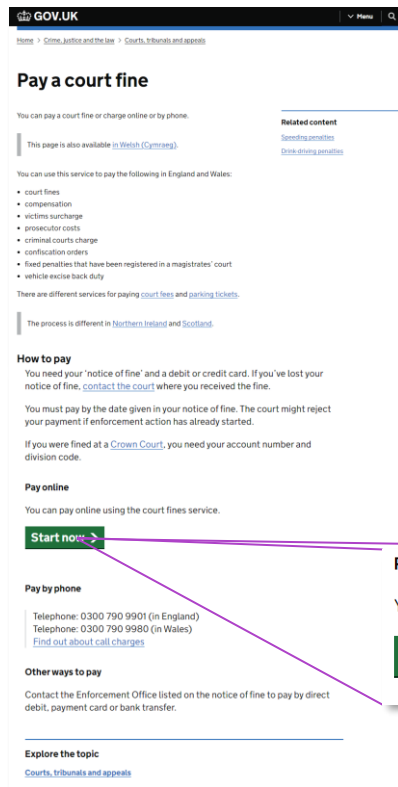
into a search engine, this should generate the link to click as shown:



Pay a Court Fine Online

The user will be presented with this screen and should click on the “start now” button to proceed.

They will then be asked if they want to pay a court fine or make a maintenance order payment. We are currently only supporting the payment of court fines.



Pay online

You can pay online using the court fines service.

Start now →

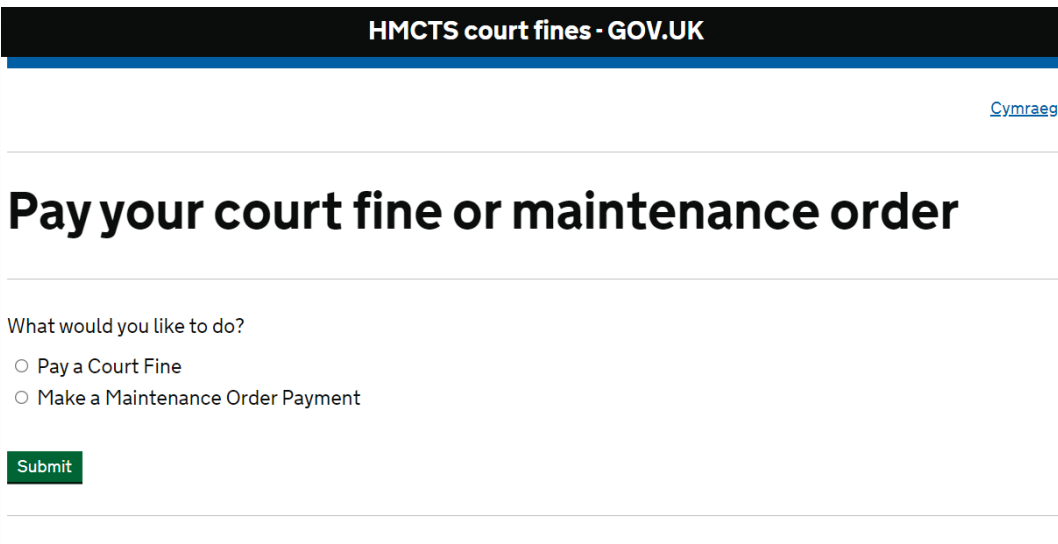
The user should select

“Pay a Court Fine”

and then click

“Submit”

to progress.

A screenshot of the HMCTS court fines - GOV.UK website. The page has a black header with the text 'HMCTS court fines - GOV.UK' in white. Below the header is a white main content area. In the top right corner of the main area is a blue link that says 'Cymraeg'. The main heading is 'Pay your court fine or maintenance order' in a large, bold, black font. Below this heading is a question 'What would you like to do?' followed by two radio button options: 'Pay a Court Fine' and 'Make a Maintenance Order Payment'. At the bottom of the form is a green 'Submit' button.

HMCTS court fines - GOV.UK

[Cymraeg](#)

Pay your court fine or maintenance order

What would you like to do?

- ☐ Pay a Court Fine
- ☐ Make a Maintenance Order Payment

Submit

Pay a Court Fine Online

The user is now required to **enter a division number and an account number**.

These are printed at the top of their “notice of fine” or “order” letter.

The Division number is **three digits** long.

The Account number is **the first 7 characters** of the code, see the example shown here:

HMCTS court fines - GOV.UK

Make a Court fine payment

To pay your Court Fine online you will need the Division and Account number from your 'Notice of Fine' or 'Order'. The example 'Fine Notice' at the bottom of the page shows where you will find this information. You will also need your debit or credit card details.

No personal card details will be stored by HMCTS, your email address is required for PAYMENT receipt only and is passed to the payment processor.

It is important to provide a valid email address if you require a receipt for this payment, without a valid email address a receipt cannot be issued.

The following cards are accepted.

VISA MasterCard American Express

Fine Account details

Division

Account number

Payment to pay

Where to find the Division and Account numbers

Midshire Adult Court
Code 1687

Fines and Enforcement Office, Magistrates' Court, P.O. Box 121, Midshire, MD3 2AP
Tel 01245 555555 for Enquiries and 0845 555 5555 to make a payment
Opening hours for telephone enquiries Monday - Friday 9am - 5pm

Notice of fine

Mr Andrew Johnson
12 Cliff Walk
Midshire
MD1 3JZ

Division: 164
Account number: 08006811G02
Case number: 00700003479
Born: 02.04.1966

Division number

Division: 164

Account number

Account number: 08006811G02

Pay a Court Fine Online

Once the user has entered the division and account numbers, they must **enter the amount they need to pay**, this will also be detailed in their letter.

They don't need to include a pound sign (£).

They then need to **enter their email address** before clicking

“Make Payment”

HMCTS court fines - GOV.UK

[Contact us](#)

Make a Court fine payment

To pay your Court Fine online you will need the Division and Account number from your 'Notice of Fine' or 'Order'.

The example 'Fine Notice' at the bottom of the page shows where you will find this information. You will also need your debit or credit card details.

No personal card details will be stored by HMCTS. Your email address is required for PAYMENT receipt only and is passed to the payment processor.

It is important to provide a valid email address if you require a receipt for this payment, without a valid email address a receipt cannot be issued.

The following cards are accepted.

Fine Account details

Division

Account number

Amount to pay
Please enter an amount between 5 and 10,000 - for example, 25.50

Email Address

[Make Payment](#) [Back](#)

Where to find the Division and Account numbers



Division number
Account number

Help with this service

If you experience any problems when using this method to make payment, please contact the court that imposed your fine, using the contact details on your 'Notice of Fine'.

It is very important to **make the user aware that they should not disclose their card details** to you in any circumstance and that they shouldn't read them aloud as they enter them into the webpage.

If at any stage the user loses confidence, seems to be struggling with the process or expresses a wish for more help to complete the payment then **it is always an option to make a booking in order that they can receive support from a partner** to complete this task.

Enter card details

Card number



Accepted credit and debit card types

Expiry date

For example, 10/22

Month

Year

Name on card

Card security code

The last 3 digits on the back of the card



Billing address

This is the address associated with the card

Country or territory

United Kingdom

Building number or name and street

Town or city

Postcode

Contact details

We'll send your payment confirmation here

Email

Continue

[Cancel payment](#)

Once they have **checked** that the details entered are correct, and they are happy to continue and to pay the fine, the user should click the “Confirm payment” button.

If they change their mind they can click [“Cancel payment”](#).

They will be sent an email receipt, which they should retain if they need evidence of making the payment for any reason.

[◀ Back](#)

Confirm your payment

Card number	*****7470
Expiry date	11/19
Name on card	Sam Clark
Billing address	101 Regents Road, Shiplake, Henley on Thames, RG9 4BW
Confirmation email	sam.clark@gmail.com

[Confirm payment](#)

[Cancel payment](#)

[▶ Contact us for help](#)

04

Glossary

Key terms and
definitions



Glossary

3D Secure

An online payment security feature for debit and credit cards that usually requires the user to complete additional verification steps before payment is taken and their transaction is processed

Account number

A 7-character code on the user's notice of fine letter

Court fine

The fine the defendant is ordered to pay by the court for their offence

CTSC

Court & Tribunal Service Centres

Defendant

The user is a defendant, they have been accused of an offence. They can also be known as a respondent

Division number

A 3-digit number on the user's notice of fine letter

HMCTS

His Majesty's Courts and Tribunals Service

Magistrate

Magistrates are volunteers supported by legal advisors who hear cases in courts in their community

Glossary

Notice of fine

The postal letter informing the user of the fine to pay for the offence

Order

Another term for the “notice of fine”. The postal letter informing the user of the fine to pay for the offence

Single Justice Procedure (SJP)

The Single Justice Service *process* is known as the Single Justice Procedure

Single Justice Procedural Notice (SJPN)

The notice of an offence that is sent by post, also known as the “notice of fine” or “order”

Single Justice Service (SJS)

The service is a way minor cases are resolved without court hearings.

05

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Search for key terms
within this pack



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Thank you!