

Guidance for clerks wishing to add Barristers to the Clerksroom Direct portal.

Website Address:

The website address is www.clerksroomdirect.com

Registration Address:

The registration address is <http://www.clerksroomdirect.com/register> or you can click on the “joining us” tab on the website.

FAQ's:

The most frequently asked questions are updated in the “joining us” tab as and when we are asked a new question. They are also set out below.

Email Address:

The email address used for the Barristers profile must be the Barristers email address, not the clerks generic email. The Bar Standards Board require us to identify the Barrister, check the Bar Council records and then ensure the Barrister accepts the terms and conditions of the site. One of the BSB's rules for Barristers is that they must not delegate this responsibility to their clerk. It is a code of conduct point. Once the Barrister has added a profile, verified the email address and accepted the T&CC's, the clerks can be CC'd into all communications and the chambers administrator can update the profiles on the Barristers behalf.

Adding a new Barrister profile:

- (1) Go to the website www.clerksroomdirect.com
- (2) Click on “Joining us”
- (3) Click register in the Barrister section
- (4) Add your Barristers email, Name, telephone and create a password.
- (5) The Barrister needs to read through the T&CC's and click “I agree” on the right hand side

Bar Council Check:

At this point our administration team are advised that a new profile has been added to the system. We will undertake an online check of the Bar Council records to ensure the Barrister is who they say they are, that they have undertaken the training and authorised to practice. If the online check fails we will undertake a manual check on the telephone with the records office.

Publication:

As soon as the checks are completed, the profile is published to the database and the profile will then be live and ready to be seen by potential clients.

Editing your profile:

You can now view your profile and edit your profile. Please add details into the summary and content box. Summary is designed to be the snappy intro to the Barrister as the client sees only this box when short listing profiles. The content is designed for the more lengthy text once the client has short listed you. Add experience and expertise, education and essentially, complete the “My Expertise” section and the “Geographical Location” section. If the expertise and location sections are not ticked, the profile will not match potential enquiries.

Chambers administrator:

Chambers can appoint an administrator who will be able to access all the Barristers profiles within chambers and edit the profiles, log in as the Barrister and review quotes or case history. Please contact Stephen Ward using ward@clerksroom.com if you would like to nominate a chambers administrator for your chambers. We will set up the access by return and you will see the associated profiles for your members.

Copying in your clerks:

Each profile has a CC section where the clerks name and email is added. Barristers can nominate a clerk and email address so they are CC'd when quote requests are sent or any client communications are sent. Barristers add the clerks details into their profile using the edit profile section.

1. WHY IS THIS WEBSITE DIFFERENT TO OTHERS?

Clerksroom Direct is free for barristers to sign up and use. We do not charge commission or any fee to a barrister, clerk or chambers. It is completely free.

Clerksroom Direct is an online service for promoting yourself to public access clients, securely sending quotes and responding to opportunities for work, in addition to providing you with tools to securely communicate, take payments, produce client care letters and to store documents for 6 years. Our highly automated system provides email verification, address verification, compliance with Bar Standards Board rules, secure payment processing, a client account facility, links to ATE, ESCROW, and solicitors willing to help as required offering a 2 hour response time under an agreed SLA. Online quote tracking, full audit trails, electronic IP tracking and electronic signatures of client care documents are also provided. The Clerksroom Direct portal is a complete public access management system for barristers. Clerks are CC'd into each quote request if required simply by adding the clerk's name and email to your profile. Did we mention, it's completely free? [Create an account and get started here.](#)

2. DO YOU HAVE A VIDEO EXPLAINING HOW THE SYSTEM WORKS FOR BARRISTERS?

[Yes. Click here to view our video.](#)

3. HOW DO I RE-SET MY PASSWORD?

[Click here to request a reset of your password.](#) An email will be sent to your registered email address. (Please check your spam filter)

4. WHAT GEOGRAPHICAL AREAS DO YOU COVER?

Barristers select the geographical areas in which they are prepared to work based on the traditional circuits. Barristers may also click the "nationwide" button within the login to accept enquiries nationally. Clerksroom Direct operates in England & Wales only.

5. WHAT DOES "RELEVANCE" MEAN WHEN THE CLIENT FILTERS RESPONSES?

Relevance of a barristers profile to the enquiry is based on a number of factors but mainly on the number of areas of expertise each barrister lists as specialist areas. If a barrister has signed up to undertake a wide range of areas of law, the relevance score will be lower than someone with one or two areas of expertise. Our system also looks at the relevance of the profile text to the enquiry.

6. WHY DO YOU ASK BARRISTERS TO SAY IF THEY ARE WILLING TO SPEAK TO CLIENTS FOR 30 MINUTES FOR FREE BEFORE ACCEPTING A QUOTE?

In our experience, clients prefer to establish contact with a barrister on the telephone before they instruct them to carry out the work. It is not mandatory for a barrister to offer this service but a client will see who is and who is not prepared to offer this service and they can factor that into their decision as to who to proceed with. Please remember that it is not 30 minutes free advice, it is an opportunity for the client to discuss what is required and for you to assess if you are able to assist.

7. DO I NEED MY CLERKS ANYMORE?

The portal is a tool to help you with compliance and audit your public access work. It does not change any aspect of the working relationship you have with your clerks or chambers. The portal has been designed by clerks specifically not to conflict with chambers, clerks or any existing relationships.

8. WHAT HAPPENS IF A CLIENT WANTS TO COME TO ME DIRECT AND NOT PAY THE PORTAL FEES?

The portal is a tool designed to provide protection, assist with compliance and to streamline the Public Access process. There is, frankly, nothing to stop a client contacting a barrister directly or

through chambers but we expect everyone to understand the value of the portal and the fact the administration fee is nominal.

9. WHAT IS THE “PUBLIC OR PRIVATE” BUTTON IN THE BARRISTER LOGIN?

Our original intention was to publish the profiles on our main website but some barristers have asked for their profiles to be private and not published on any websites for fear that their own Google ranking via their own Chambers site could be affected. We agreed this is a very valid concern so we added the option to allow the profile to be listed as private and therefore only shown to a client who is wishing to shortlist you and establish contact with you via the portal. A profile marked as private will not be published on a public website. We have now decided that no profile will ever be listed in a directory format as they will remain only searchable within the password protected client login space. The button marked public or private will shortly be removed and then this FAQ will also be removed.

10. CAN YOU CONFIRM THAT THERE ARE NO COSTS ASSOCIATED WITH ME LISTING MY PROFILE, USING THE PORTAL AND OBTAINING WORK FROM THIS SOURCE?

Clerksroom Direct make no charge to any barrister, clerk or chambers for use of the portal. It is free for barristers to use and obtain leads for Public Access enquiries. We have no plans to make any charges to barristers for any aspect of the service.

11. HOW DOES CLERKSROOM DIRECT MAKE ANY MONEY FROM THIS SERVICE?

Clerksroom Direct Access Portal makes a small administration charge to the client at the point when they wish to proceed with a quote that has been obtained from a barrister. An example would be that a client submits an enquiry, asks for a barrister to go to court for a small claims hearing and sets a budget of £250 + VAT. A barrister replies to confirm they are available for the date and confirms the fee of £250 + VAT is acceptable. The client reviews the profile and wishes to engage the barrister. The client is provided with an invoice to say that the fee for the barrister is £250 + VAT, the administration fee for the portal to pay for marketing, administration and finance is £20 + VAT so the

total invoice is £270 + VAT. Payment is made online using our integrated card payment system and the barristers fees are paid in full when the work has been carried out. Our administration fee, paid separately by the client will not exceed 10% of total spend.

12. DO I HAVE TO PROVIDE MY PUBLIC ACCESS SERVICES EXCLUSIVELY TO CLERKSROOM DIRECT?

No. You are welcome to join any other service provider.

13. WHAT IS THE FEEDBACK SYSTEM?

A unique point of the portal is the feedback system. The feedback system will be automated upon completion of the work so it will take time to build a feedback record. (In the same way as feedback is recorded for all mediator profiles registered at [Clerksroom Mediation](#)). Clients will, in due course, be able to build into their search criteria the feedback rating of the barrister concerned. We have various safeguards in place to remove malicious or vexatious feedback should it occur.

14. WHO DEALS WITH COMPLAINTS?

Complaints are dealt with in the normal way. In the first instance a client will outline their concern and it will be sent to the barrister or the barrister's clerk. The client may take the complaint further to the Legal Ombudsman if they are dissatisfied with the response. Our role will be to provide information about the client's right to complain and how the complaint can be progressed. A barrister will always be required to accept responsibility for complaints or concerns about work they have undertaken. Guidance is also offered in the ["links"](#) section of this website.

15. HOW CAN I SIGN UP AND CREATE A FREE PROFILE?

You can create an account and build your profile at www.clerksroomdirect.com/login

16. ARE THE PRE-PAID FEES FOR BARRISTERS PROTECTED IN ANY WAY?

Pre-paid fees for barristers are held in a "client account" with Lloyds Bank and protected by all the rules surrounding client accounts.

17. WHY NOT PUT ALL MONIES INTO AN ESCROW ACCOUNT?

There is no requirement to put pre-payment of agreed barristers fees into an ESCROW account. ESCROW accounts are used to hold client monies. Pre-payment of an agreed fee with a barrister is pre-payment. Should an ESCROW account be required, we have arrangements through BarCo to establish an ESCROW account quickly with Barclays. ESCROW facilities are built into the portal system should they be required. For more information about the Bar Council's ESCROW account, [click here](#).

18. WHERE WILL CUSTOMERS HEAR ABOUT THE SERVICE?

The Clerksroom Direct model is to provide administration and efficient I.T. systems to help barristers manage direct access enquiries from members of the public. We work with marketing partners who are experienced web marketers and use highly effective Google campaigns. Clerksroom Direct will focus on the management of enquiries and looking after barristers who have signed up to use the portal. Our marketing partners will generate leads for us. If you would like to become a marketing partner, please contact Stephen Ward on 0845 083 3000.

19. CAN SOMENE HELP ME WITH MY PROFILE OR VIDEO PROFILE?

Yes, we work with partners who offer profile writing services and video production if you would like an additional video bio. Please ask us for details.