

## **Introduction**

The Legal Services Commission is responsible for delivering, through high quality service providers, legal aid, advice and representation to people with problems in England and Wales.

We deliver legal services through two overarching schemes: the Community Legal Service (CLS) and the Criminal Defence Service (CDS):

- The CLS is a network of organisations which funds, provides and promotes civil legal advice and representation.
- The CDS provides legal advice and representation to people being investigated or charged with a criminal offence.

A detailed statistical analysis of our work, including comparisons over time, is available [here](#).

As with last year, figures are presented on an accruals basis, unless otherwise stated. Prior to 2007/08 figures were generally presented on a cash basis. The main impact of this on the statistical tables is that we are reporting on gross costs in civil representation cases closed during the year (tables CLS7 and CLS8 in this document). This has enabled us to include more detail on the types of cases paid for and the composition of the payments made.

These statistics give headline numbers on key aspects of the Legal Services Commission's work on providing legal aid including the number and type of providers, acts of assistance and outcomes.

## **Key points:**

### **CLS: Controlled work**

The number of acts of assistance increased by 9% between 2008/9 and 2009/10, from 1.16m to 1.26m. The increase included over 20,000 more acts of assistance than last year provided on a 'face to face' basis by solicitors and not-for-profit organisations, and over 80,000 more acts of assistance provided by the Community Legal Advice telephone service.

The number of contracts under different categories of law held by providers decreased by 7%, with more work therefore carried out under each contract.

### **CLS: Licensed work**

There has been an increase in both family and non-family cases authorised between 2008/9 and 2009/10 – increasing by 12 per cent and 1 per cent respectively. This includes full help authorised for nearly 10,000 more Special Children Act proceedings in 2009/10 than in 2008/9.

The average cost of licensed work for family cases has increased by 1%, whilst for non-family cases it has dropped by 2%.

### **CDS: Crime Lower**

There has been a 2% drop in the volume of cases for services provided (usually at a police station) to suspects who had not yet been charged, and a 1% drop in the volume of cases for services provided to defendants who had been charged (such as at a Magistrates court). There was a 2% drop in the volume of means assessment applications, and means assessments granted, at Magistrates Courts - the rate of applications being granted remained unchanged at 94%.

Average costs per claim decreased by 1% for both services provided to those who had not yet been charged, and those who had been charged.

### **CDS: Crime Higher**

For Crime Higher (services provided at the Crown Court or higher courts), the effect of the introduction of the Litigator Graduated Fee Scheme (in January 2008) impacts the figures significantly. Claims for litigator (solicitor) work in Crown Court are now paid on a different basis than previously, with timing changes affecting the level of expenditure relative to past years (bringing forward claims for earlier payment). Overall, expenditure on Crime Higher in 2009/10 was 5% higher than in 2008/9.

Note: The following tables provided last year are currently unavailable: FUND1, CLS3, CLS11.

## Glossary of key terms

Some of the more technical terms used in the tables are explained below.

Act of assistance	An event which gives rise to a unique claim from a solicitor or not-for-profit service provider for giving advice, assistance or representation to one or more people.
Civil Representation	Representation by solicitors and barristers for civil cases, which could go to court.
Community Legal Service	The LSC provides publicly funded civil legal and advice services as part of the CLS network.
Controlled Work	Work under the civil contract that covers the basic levels of legal advice and representation, including initial meetings and in family cases negotiations, and is referred to as Legal Help or as Family Help Lower. It also encompasses Help at Court and representation in front of Mental Health Review Tribunals and the Asylum and Immigration Tribunal. In Controlled Work an act of assistance is every instance in which a service provider gives legal help to a client, not including representation in court.
Crime Higher	Legal representation in the Crown Court and above.
Crime Lower	Work carried out by our providers at police stations and in the magistrates' courts.
Legal Help	Legal advice and assistance.
Licensed Work	Work under the civil contract that covers all Legal Representation (representation by solicitors and barristers for civil cases which could go to court) except work covered by Controlled Work or Very High Cost Cases, which are managed under separate contracts.
Matter starts	A matter refers to an instance of help given by a service provider to a legal aid client under Controlled Work, and does not cover representation at court.
MoJ	The Ministry of Justice is the LSC's sponsoring government department.

# CLS1 – Controlled work: Categories of law held under contract

## Volume of categories of law held under contract by providers continues to decrease

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Category of law	Current year by type of provider				Previous year by type of provider				% Change by type of provider			
	All	Solicitors	NFP	Telephone advice service	All	Solicitors	NFP	Telephone advice service	All	Solicitors	NFP	Telephone advice service
<b>Family</b>	<b>2,434</b>	<b>2,414</b>	<b>16</b>	<b>4</b>	<b>2,677</b>	<b>2,658</b>	<b>15</b>	<b>4</b>	<b>(9%)</b>	<b>(9%)</b>	<b>7%</b>	<b>0%</b>
Housing	501	326	165	10	561	381	170	10	(11%)	(14%)	(3%)	0%
Welfare benefits	428	124	297	7	445	140	298	7	(4%)	(11%)	(0%)	0%
Debt	404	129	267	8	423	150	265	8	(4%)	(14%)	1%	0%
Personal injury	386	386	-	-	354	354	-	-	9%	9%	0%	0%
Immigration	223	161	62	-	247	176	71	-	(10%)	(9%)	(13%)	0%
Mental health	210	207	3	-	243	239	4	-	(14%)	(13%)	(25%)	0%
Employment	190	103	78	9	218	126	83	9	(13%)	(18%)	(6%)	0%
Clinical negligence	218	218	-	-	175	175	-	-	25%	25%	0%	0%
Community care	100	71	29	-	113	82	31	-	(12%)	(13%)	(6%)	0%
Actions against the police et	57	57	-	-	67	67	-	-	(15%)	(15%)	0%	0%
Public law	45	45	-	-	46	46	-	-	(2%)	(2%)	0%	0%
Education	38	29	7	2	44	33	9	2	(14%)	(12%)	(22%)	0%
Consumer	33	31	2	-	37	34	3	-	(11%)	(9%)	(33%)	0%
<b>Total non-family</b>	<b>2,833</b>	<b>1,887</b>	<b>910</b>	<b>36</b>	<b>2,973</b>	<b>2,003</b>	<b>934</b>	<b>36</b>	<b>(5%)</b>	<b>(6%)</b>	<b>(3%)</b>	<b>0%</b>
<b>Total</b>	<b>5,267</b>	<b>4,301</b>	<b>926</b>	<b>40</b>	<b>5,650</b>	<b>4,661</b>	<b>949</b>	<b>40</b>	<b>(7%)</b>	<b>(8%)</b>	<b>(2%)</b>	<b>0%</b>

Please note that this table does not include the 5 social welfare law (SWL) contracts held by community legal advice centres as these are issued under a different basis from other contracts

## CLS2 - Controlled work: Matters started

9% increase in acts of assistance

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LSC

Category of law	Current year by type of provider					Previous year by type of provider					% by type of provider				
	All	Solicitors	NFPs	Telephone advice service	CLAC	All	Solicitors	NFPs	Telephone advice service	CLAC	All	Solicitors	NFPs	Telephone advice service	CLAC
Family	309,708	289,781	2,540	16,525	862	287,004	277,472	3,209	5,825	498	8%	4%	(21%)	184%	73%
Housing	140,575	56,715	52,647	28,328	2,885	139,771	59,281	51,963	26,450	2,077	1%	(4%)	1%	7%	39%
Welfare benefits	143,814	26,304	88,452	26,724	2,334	137,557	25,358	87,778	22,615	1,806	5%	4%	1%	18%	29%
Debt	146,735	20,516	88,199	35,395	2,625	132,936	18,812	84,032	28,026	2,066	10%	9%	5%	26%	27%
Immigration	98,643	56,394	42,249	-	-	94,983	55,933	39,050	-	-	4%	1%	8%	0%	0%
Mental health	38,177	37,919	258	-	-	36,374	36,259	115	-	-	5%	5%	124%	0%	0%
Employment	31,725	5,966	8,817	16,333	609	28,218	6,117	8,766	12,942	393	12%	(2%)	1%	26%	55%
Community care	8,794	6,657	1,914	-	223	7,527	5,744	1,673	-	110	17%	16%	14%	0%	103%
Education	5,335	1,208	587	3,540	-	7,102	1,427	728	4,947	-	(25%)	(15%)	(19%)	(28%)	0%
Miscellaneous	4,751	4,635	95	21	-	6,971	6,466	359	46	-	(31%)	(28%)	(74%)	(54%)	0%
Actions against the police etc.	4,905	4,900	5	-	-	4,709	4,705	4	-	-	4%	4%	25%	0%	0%
Clinical negligence	4,024	4,023	1	-	-	3,597	3,596	1	-	-	12%	12%	0%	0%	0%
Consumer	2,776	2,567	209	-	-	3,084	2,736	348	-	-	(10%)	(6%)	(40%)	0%	0%
Public law	2,218	2,201	17	-	-	2,463	2,415	48	-	-	(10%)	(9%)	(65%)	0%	0%
Personal injury	1,724	1,716	8	-	-	1,616	1,614	2	-	-	7%	6%	300%	0%	0%
Total non-family	634,196	231,721	283,458	110,341	8,676	606,808	230,463	274,867	95,026	6,452	5%	1%	3%	16%	34%
Total	943,904	521,502	285,998	126,866	9,538	893,812	507,935	278,076	100,851	6,950	6%	3%	3%	26%	37%

	Current year	Previous year	% Change
Housing duty solicitor scheme	31,831	33,842	(6%)
Telephone triage	290,574	235,947	23%
Total including other schemes	1,266,309	1,163,601	9%

Additional acts of assistance included in corporate target

	Current year	Previous year	% Change
Family mediation <sup>2</sup>	5,149	4,577	12%
Excluding immigration	(98,643)	(94,983)	4%
Acts of assistance corporate target <sup>1</sup>	1,172,815	1,073,195	9%

<sup>1</sup> This total corresponds to the acts of assistance achieved against the relevant corporate target

<sup>2</sup> Family mediation is normally included in licensed work, however it is report here as it was included within the LSC's acts of assistance target

CLS4 - Controlled work: Outcomes reported

Overall success rate is unchanged, but there was an increase in success rate in immigration work, and decrease in family work

LSC

Category of law	Matters reported	% of matters						Previous year	
		Not concluded		Concluded matters by benefit for the client				Success rate	Change
		Proceeded under other CLS funding	Outcome not known or client ceased to give instructions	Financial A	Non-financial B	None C	Success rate (A+B)/(A+B+C)		
<b>Family</b>	<b>273,272</b>	<b>25%</b>	<b>21%</b>	<b>15%</b>	<b>19%</b>	<b>20%</b>	<b>63%</b>	<b>66%</b>	<b>-6%</b>
Welfare benefits	137,987	0%	20%	38%	32%	10%	88%	88%	0%
Housing	132,852	6%	18%	26%	45%	5%	93%	93%	1%
Debt	142,016	1%	19%	33%	41%	5%	94%	94%	0%
Mental health	38,113	0%	6%	0%	57%	37%	61%	59%	2%
Employment	31,218	1%	26%	15%	53%	6%	92%	89%	4%
Community care	7,423	8%	22%	2%	61%	7%	89%	89%	1%
Miscellaneous	4,279	7%	22%	4%	46%	21%	70%	65%	7%
Actions against the police etc.	4,253	13%	30%	9%	38%	10%	83%	79%	4%
Clinical negligence	3,367	36%	34%	1%	24%	6%	81%	66%	21%
Consumer	3,131	5%	31%	17%	40%	7%	88%	87%	2%
Education	4,867	3%	18%	0%	72%	6%	92%	93%	-1%
Personal injury	1,910	5%	24%	32%	26%	13%	82%	78%	5%
Public law	1,684	25%	20%	18%	31%	6%	88%	80%	10%
<b>Total non-family/immigration</b>	<b>513,100</b>	<b>3%</b>	<b>19%</b>	<b>27%</b>	<b>42%</b>	<b>9%</b>	<b>89%</b>	<b>88%</b>	<b>1%</b>
Immigration: asylum <sup>1</sup>	67,594	2%	55%	0%	26%	17%	62%	58%	7%
Immigration: nationality and visit visas	49,624	1%	52%	0%	32%	14%	69%	64%	9%
<b>Total Immigration</b>	<b>117,218</b>	<b>1%</b>	<b>54%</b>	<b>0%</b>	<b>29%</b>	<b>16%</b>	<b>65%</b>	<b>61%</b>	<b>7%</b>
<b>Total non-family</b>	<b>630,318</b>	<b>2%</b>	<b>25%</b>	<b>22%</b>	<b>39%</b>	<b>10%</b>	<b>86%</b>	<b>85%</b>	<b>1%</b>
<b>Total</b>	<b>903,590</b>	<b>9%</b>	<b>24%</b>	<b>20%</b>	<b>33%</b>	<b>13%</b>	<b>80%</b>	<b>80%</b>	<b>0%</b>

<sup>1</sup> The immigration volume is calculated by counting the number of unique cases during the year as this category makes use of staged claims.

CLS5 - Controlled work and licensed work summary

LSC

Wide range in grant rate of licensed work depending on category

Category of law	Controlled work		Licensed work			
	New matters started	Completed matters	Applications received	Certificates		Closed
				Granted <sup>1</sup>	% Applications granted	
<b>Family</b>	<b>309,708</b>	<b>273,272</b>	<b>166,817</b>	<b>134,651</b>	<b>81%</b>	<b>114,717</b>
Housing	140,575	132,852	15,476	12,531	81%	11,963
Welfare benefits	143,814	137,987	68	51	75%	37
Debt	146,735	142,016	915	459	50%	439
Immigration	98,643	117,218	3,242	2,991	92%	1,681
Mental health	38,177	38,113	562	452	80%	211
Employment	31,725	31,218	117	71	61%	71
Community care	8,794	7,423	909	810	89%	728
Education	5,335	4,867	293	206	70%	272
Miscellaneous	4,751	4,279	1,798	840	47%	1,084
Actions against the police etc.	4,905	4,253	1,545	989	64%	778
Clinical negligence	4,024	3,367	4,667	3,446	74%	3,790
Consumer	2,776	3,131	1,093	474	43%	595
Public law	2,218	1,684	2,354	1,724	73%	1,199
Personal injury	1,724	1,910	94	20	21%	1,368
<b>Total non-family</b>	<b>634,196</b>	<b>630,318</b>	<b>33,133</b>	<b>25,064</b>	<b>76%</b>	<b>24,216</b>
<b>Total</b>	<b>943,904</b>	<b>903,590</b>	<b>199,950</b>	<b>159,715</b>	<b>80%</b>	<b>138,933</b>
<b>Total previous Year</b>	<b>893,812</b>	<b>844,932</b>	<b>183,026</b>	<b>145,286</b>	<b>79%</b>	<b>146,587</b>

<sup>1</sup> Granted number of applications does not include any family mediation work (5,149) as these have already been stated in the CLS2 report

CLS6 – Licensed work: Level of help authorised

LSC

12% increase in family cases authorised and a 1% increase in non-family cases

Category of law	Current Year			Previous year			% Change		
	Level of help authorised			Level of help authorised			Level of help authorised		
	Family / Investigative	Full	Total	Family / Investigative	Full	Total	Family / Investigative	Full	Total
Private law Children Act proceedings	47,212	9,523	56,735	34,602	16,509	51,111	36%	(42%)	11%
Special Children Act proceedings	-	38,477	38,477	-	28,757	28,757	0%	34%	34%
Domestic violence	193	18,458	18,651	188	18,127	18,315	3%	2%	2%
Financial provision	10,148	1,628	11,776	10,882	2,310	13,192	(7%)	(30%)	(11%)
Other public law Children Act proceedings	206	7,395	7,601	209	7,630	7,839	(1%)	(3%)	(3%)
Other family proceedings	144	1,147	1,291	162	986	1,148	(11%)	16%	12%
Combined family proceedings	88	32	120	64	37	101	38%	(14%)	19%
Help with Mediation	-	-	-	5	-	5	(100%)	0%	(100%)
<b>Total family</b>	<b>57,991</b>	<b>76,660</b>	<b>134,651</b>	<b>46,112</b>	<b>74,356</b>	<b>120,468</b>	<b>26%</b>	<b>3%</b>	<b>12%</b>
Housing	573	11,958	12,531	606	12,022	12,628	(5%)	(1%)	(1%)
Clinical negligence	3,288	158	3,446	3,513	370	3,883	(6%)	(57%)	(11%)
Immigration	33	2,958	2,991	15	2,270	2,285	120%	30%	31%
Public law	287	1,437	1,724	247	1,187	1,434	16%	21%	20%
Actions against the police etc.	522	467	989	612	478	1,090	(15%)	(2%)	(9%)
Community care	208	602	810	327	595	922	(36%)	1%	(12%)
Miscellaneous	160	680	840	146	748	894	10%	(9%)	(6%)
Consumer	140	334	474	135	358	493	4%	(7%)	(4%)
Debt	43	416	459	42	400	442	2%	4%	4%
Mental health	43	409	452	33	311	344	30%	32%	31%
Education	85	121	206	99	161	260	(14%)	(25%)	(21%)
Personal injury	10	10	20	18	34	52	(44%)	(71%)	(62%)
Welfare benefits	14	37	51	16	32	48	(13%)	16%	6%
Employment	23	48	71	7	36	43	229%	33%	65%
<b>Total non-family</b>	<b>5,429</b>	<b>19,635</b>	<b>25,064</b>	<b>5,816</b>	<b>19,002</b>	<b>24,818</b>	<b>(7%)</b>	<b>3%</b>	<b>1%</b>
<b>Total</b>	<b>63,420</b>	<b>96,295</b>	<b>159,715</b>	<b>51,928</b>	<b>93,358</b>	<b>145,286</b>	<b>22%</b>	<b>3%</b>	<b>10%</b>

## CLS7 – Licensed work: Total case cost in family work

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Average costs continue to increase

LSC

Family proceedings	Volume	Solicitors' profit costs (£'000)	Disbursements (£'000)	Counsel's fees (£'000)	Total Cost (£'000)	Average cost	% Change in average cost <sup>1</sup>	Average duration (months) <sup>2</sup>
Special Children Act	27,233	158,645	46,682	60,364	265,690	£9,756	0%	25
Other public law Children Act	7,078	21,790	4,799	11,508	38,097	£5,382	11%	19
<b>Total public law</b>	<b>34,311</b>	<b>180,434</b>	<b>51,481</b>	<b>71,872</b>	<b>303,788</b>	<b>£8,854</b>	<b>2%</b>	<b>24</b>
Children Act only	43,472	93,416	21,767	28,046	143,229	£3,295	3%	19
Children Act with financial provision	843	4,201	659	1,375	6,236	£7,397	10%	38
Children Act with domestic violence	959	4,589	958	1,779	7,326	£7,639	(0%)	27
Children Act with both of the above	107	716	122	281	1,119	£10,454	(9%)	46
Children Act with other family matters	1,310	4,148	1,007	1,396	6,551	£5,000	(4%)	22
Children Act with multiple other matters	118	1,098	199	401	1,697	£14,383	8%	47
Financial provision only	10,333	20,263	2,458	5,306	28,028	£2,712	2%	28
Financial provision with domestic violence	313	1,086	166	347	1,599	£5,110	(4%)	35
Financial provision with other family matters	89	381	59	236	676	£7,594	(15%)	48
Financial provision with multiple other matters	2,438	9,913	1,321	3,126	14,359	£5,890	(1%)	37
Domestic violence only	11,350	10,655	3,250	1,972	15,877	£1,399	(2%)	10
Domestic violence with other family matters	8,037	23,126	4,998	7,404	35,528	£4,421	(4%)	19
Combined family only	12	17	2	7	26	£2,150	(10%)	92
Other family matters only	452	922	184	407	1,513	£3,348	19%	61
Help with Mediation only	573	323	13	2	338	£590	30%	36
<b>Total private law</b>	<b>80,406</b>	<b>174,855</b>	<b>37,162</b>	<b>52,085</b>	<b>264,102</b>	<b>£3,285</b>	<b>3%</b>	<b>21</b>
<b>Total family costs</b>	<b>114,717</b>	<b>355,289</b>	<b>88,643</b>	<b>123,957</b>	<b>567,889</b>	<b>£4,950</b>	<b>1%</b>	<b>22</b>

<sup>1</sup> Some re-coding between categories has been made to more accurately reflect where work has been done. Therefore the calculation of the change in average cost is based on a reallocation of previous-year figures on a comparable basis

<sup>2</sup> Average claim durations are measured up to the date of processing of the case's final bill



## CLS8 – Licensed work: Total case cost in non-family work

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LSC

Overall average costs decrease, but there is wide variability between categories of law

Non-family proceedings: Gross costs met from public funds	Volume	Solicitors' profit costs (£'000)	Disbursements (£'000)	Counsel's fees (£'000)	Total Cost (£'000)	Average cost	% Change in average cost <sup>1</sup>	Average duration (months) <sup>2</sup>
Housing only	10,573	15,748	2,034	9,062	26,844	£2,539	(1%)	17
Housing with other matters	36	295	19	265	579	£16,096	33%	41
Clinical negligence only	2,330	8,112	6,549	1,984	16,646	£7,144	5%	34
Clinical negligence with other matters not included above	3	5	0	3	8	£2,659	(36%)	76
Immigration and nationality only	1,442	2,224	294	1,869	4,387	£3,043	(15%)	25
Consumer/general contract only	486	1,328	240	1,373	2,941	£6,051	(23%)	57
Consumer/contract with other matters not included above	15	72	12	27	110	£7,344	56%	172
Public law only	1,001	3,109	444	2,629	6,182	£6,176	21%	21
Public law with other matters not included above	20	69	9	48	126	£6,282	(43%)	28
Personal injury only	965	2,676	698	1,049	4,423	£4,583	(23%)	124
Personal injury with other matters not included above	15	65	17	58	140	£9,314	(44%)	135
Actions against the police etc. only	467	1,134	345	801	2,281	£4,885	(2%)	36
Actions against the police etc. with other matters not included above	0	0	0	0	0	£0	N/a	0
Community care only	683	1,596	264	620	2,480	£3,631	3%	17
Debt only	414	874	113	633	1,621	£3,914	(8%)	31
Education only	248	738	215	505	1,458	£5,880	9%	28
Mental health only	205	826	150	408	1,384	£6,749	30%	18
Employment only	69	165	6	207	378	£5,471	(9%)	30
Welfare benefits only	37	92	22	131	245	£6,631	120%	23
Miscellaneous	960	3,001	596	2,655	6,252	£6,512	1%	65
<b>Total costs met from public funds</b>	<b>19,969</b>	<b>42,131</b>	<b>12,026</b>	<b>24,327</b>	<b>78,484</b>	<b>£3,930</b>	<b>(2%)</b>	<b>29</b>

<sup>1</sup> Some re-coding between categories has been made to more accurately reflect where work has been done. Therefore the calculation of the change in average cost is based on a reallocation of previous-year figures on a comparable basis

<sup>2</sup> Average claim durations are measured up to the date of processing of the case's final bill

CLS9 – Licensed work: Total case costs at agreed rates

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Case costs increase in cases where costs are met by opponents at agreed (or 'market') rates, which are generally higher than legal aid rates

LSC

<b>Non-family proceedings : Costs agreed with and met by opponents</b>	<b>Number</b>	<b>Solicitors' profit costs (£'000)</b>	<b>Disbursements (£'000)</b>	<b>Legal aid only costs (£'000)</b>	<b>Counsel's fees (£'000)</b>	<b>Total Cost (£'000)</b>	<b>Average cost</b>	<b>% Change in average cost</b>	<b>Average duration (months)<sup>1</sup></b>
Housing only	1,345	6,916	952	542	1,720	10,129	£7,531	16%	24
Housing with other matters	9	53	31	6	23	114	£12,660	(6%)	46
Personal injury only	385	8,604	2,481	275	1,679	13,038	£33,865	48%	121
Personal injury with other matters not included above	3	310	40	0	205	556	£185,444	48%	119
Public law only	178	2,075	178	250	1,114	3,616	£20,317	(5%)	23
Clinical negligence only	1,457	50,694	16,222	518	10,111	77,545	£53,222	31%	54
Actions against the police etc. only	311	4,132	655	45	1,088	5,921	£19,037	(2%)	37
Immigration and nationality only	239	805	90	329	499	1,723	£7,211	(2%)	24
Consumer/general contract only	94	1,287	277	105	298	1,968	£20,934	21%	46
Debt only	25	117	15	23	53	208	£8,304	(34%)	17
Community care only	45	485	62	71	128	746	£16,572	73%	24
Education only	24	140	16	36	58	250	£10,436	(30%)	23
Mental health only	6	74	9	8	49	139	£23,222	292%	27
Welfare benefits only	0	0	0	0	0	0	£0	N/a	0
Employment only	2	8	0	31	12	52	£25,828	36%	22
Miscellaneous	124	2,175	477	509	845	4,005	£32,300	17%	74
<b>Total costs agreed and met by opponents</b>	<b>4,247</b>	<b>77,875</b>	<b>21,506</b>	<b>2,748</b>	<b>17,882</b>	<b>120,011</b>	<b>£28,258</b>	<b>24%</b>	<b>46</b>

<sup>1</sup> Average claim durations are measured up to the date of processing of the case's final bill

CLS10 – Licensed work: Outcomes on closed certificates

LSC

7% Overall increase in benefit to clients

Category of law	Stages reached and % with substantive benefits to client						Previous year				
	proceedings issued		No final hearing		Final hearing or appeal		Total number in sample	% Substantive benefit to client	Total number in sample	% Substantive benefit to client	% Change
	Volume	% Benefit	Volume	% Benefit	Volume	% Benefit					
Special Children Act proceedings	187	39%	3,340	51%	21,173	57%	24,700	56%	26,635	50%	11%
Other public law Children Act proceedings	279	19%	1,590	46%	4,841	63%	6,710	57%	7,497	53%	9%
Private law Children Act proceedings	2,327	26%	20,344	69%	19,350	75%	42,021	69%	40,041	64%	9%
Domestic violence	1,176	16%	7,454	76%	9,435	82%	18,065	75%	17,533	70%	8%
Financial provision	1,830	45%	5,897	84%	4,581	84%	12,308	78%	15,423	78%	0%
Combined family proceedings	3	0%	12	83%	18	83%	33	76%	31	52%	47%
Other family proceedings	138	24%	439	63%	370	73%	947	61%	945	60%	2%
Help with Mediation	336	66%	206	94%	58	69%	600	76%	2,188	72%	5%
<b>Total family</b>	<b>6,276</b>	<b>32%</b>	<b>39,282</b>	<b>70%</b>	<b>59,826</b>	<b>69%</b>	<b>105,384</b>	<b>67%</b>	<b>110,293</b>	<b>63%</b>	<b>7%</b>
Actions against the police etc.	303	24%	379	62%	87	48%	769	46%	752	48%	(4%)
Clinical negligence	2,056	20%	1,347	70%	293	70%	3,696	42%	3,951	40%	4%
Community care	505	53%	107	61%	48	48%	660	54%	668	58%	(6%)
Consumer	198	15%	204	71%	120	52%	522	45%	603	50%	(10%)
Debt	40	20%	164	60%	164	53%	368	53%	351	54%	(3%)
Education	176	36%	70	47%	32	34%	278	38%	317	38%	3%
Employment	18	11%	9	33%	38	37%	65	29%	63	30%	(3%)
Housing	2,513	42%	4,085	77%	4,604	70%	11,202	66%	11,682	64%	4%
Immigration and nationality	488	64%	866	57%	236	40%	1,590	57%	1,619	51%	12%
Mental health	74	34%	64	50%	64	50%	202	44%	185	42%	6%
Personal injury	207	43%	339	74%	302	80%	848	69%	1,081	69%	(1%)
Public law	504	40%	441	48%	264	42%	1,209	44%	1,093	41%	5%
Welfare benefits	27	48%	3	100%	5	20%	35	49%	40	50%	(3%)
Miscellaneous	280	28%	311	53%	327	50%	918	44%	1,142	40%	10%
<b>Total non-family</b>	<b>7,389</b>	<b>36%</b>	<b>8,389</b>	<b>70%</b>	<b>6,584</b>	<b>65%</b>	<b>22,362</b>	<b>57%</b>	<b>23,547</b>	<b>55%</b>	<b>3%</b>
<b>Total</b>	<b>13,665</b>	<b>34%</b>	<b>47,671</b>	<b>70%</b>	<b>66,410</b>	<b>69%</b>	<b>127,746</b>	<b>66%</b>	<b>133,840</b>	<b>62%</b>	<b>7%</b>

CDS1 – Crime Lower: Services provided to suspects who had not yet been charged

LSC

2% drop in the volume of cases

Type of service	Current year			Previous year			% Change		
	Number of cases	Total claimed/Paid ('€000)	Average cost per claim	Number of cases	Total claimed/Paid ('€000)	Average cost per claim	Number of cases	Total claimed/Paid ('€000)	Average cost per claim
Attendance	672,021	174,385	€259	671,118	178,577	€266	0%	(2%)	(2%)
Duty Solicitor standby	N/A	148	N/A	N/A	394	N/A	N/A	(62%)	N/A
<b>Attendance and duty Solicitor standby</b>	<b>672,021</b>	<b>174,533</b>	<b>€260</b>	<b>671,118</b>	<b>178,972</b>	<b>€267</b>	<b>0%</b>	<b>(2%)</b>	<b>(3%)</b>
Telephone advice only	43,419	1,592	€37	54,406	2,065	€38	(20%)	(23%)	(3%)
CDS Direct telephone advice	127,332	2,815	€22	134,141	3,221	€24	(5%)	(13%)	(8%)
<b>Total telephone advice</b>	<b>170,751</b>	<b>4,406</b>	<b>€26</b>	<b>188,547</b>	<b>5,286</b>	<b>€28</b>	<b>(9%)</b>	<b>(17%)</b>	<b>(8%)</b>
Telephone advice admin costs (provide by First Assist)	N/A	6,737	N/A	N/A	6,492	N/A	N/A	4%	N/A
<b>Total telephone advice and admin</b>	<b>170,751</b>	<b>11,144</b>	<b>€65</b>	<b>188,547</b>	<b>11,778</b>	<b>€62</b>	<b>(9%)</b>	<b>(5%)</b>	<b>4%</b>
Attendance on immigration issues	98	28	€290	226	64	€283	(57%)	(56%)	3%
Warrants of further detention	662	149	€225	689	163	€237	(4%)	(9%)	(5%)
Free standing advice and assistance (not in Police station)	9,554	1,421	€149	10,355	1,434	€138	(8%)	(1%)	7%
<b>Other police station work</b>	<b>10,314</b>	<b>1,598</b>	<b>€155</b>	<b>11,270</b>	<b>1,661</b>	<b>€147</b>	<b>(8%)</b>	<b>(4%)</b>	<b>5%</b>
<b>Total amount claimed</b>	<b>853,086</b>	<b>187,275</b>	<b>€220</b>	<b>870,935</b>	<b>192,411</b>	<b>€221</b>	<b>(2%)</b>	<b>(3%)</b>	<b>(1%)</b>

CDS2 – Crime Lower: Services provided to defendants who had been charged  
Average cost for representation continues to decrease

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LSC

Type of service	Current Year			Previous year			% Change		
	Number of cases	Total claimed (£000)	Average cost per claim	Number of cases	Total claimed (£000)	Average cost per claim	Number of cases	Total claimed (£000)	Average cost per claim
<b>Where a representation order is required</b>									
Lower standard fees	396,311	129,395	€326	403,404	132,190	€328	(2%)	(2%)	(0%)
Higher standard fees	70,444	60,861	€864	71,344	61,505	€862	(1%)	(1%)	0%
Non-standard fees and exempt cases	23,048	42,504	€1,844	25,707	48,775	€1,897	(10%)	(13%)	(3%)
Second claims for deferred sentencing	597	171	€287	643	188	€293	(7%)	(9%)	(2%)
<b>Total where a representation order is required</b>	<b>490,400</b>	<b>232,931</b>	<b>€475</b>	<b>501,098</b>	<b>242,658</b>	<b>€484</b>	<b>(2%)</b>	<b>(4%)</b>	<b>(2%)</b>
<b>Where no representation order is required or refused</b>									
Post charge police station advice and assistance	2,944	281	€95	4,472	381	€85	(34%)	(26%)	12%
Refused means test form completion fee	1,745	72	€41	1,798	84	€46	(3%)	(14%)	(11%)
Early cover	3,197	278	€87	3,131	272	€87	2%	2%	0%
Preparation: Representation Order refused	4,285	252	€59	3,931	233	€59	9%	8%	(1%)
Advocacy assistance	1,187	483	€407	1,167	600	€514	2%	(19%)	(21%)
Appeals, reviews and other courts	2,949	4,005	€1,358	2,279	2,434	€1,068	29%	65%	27%
Civil assistance on criminal matters	1,004	253	€252	683	204	€299	47%	24%	(16%)
Firms claiming for File Review payments	807	2,475	€3,066	915	2,580	€2,820	(12%)	(4%)	9%
<b>Total where no representation order is required or refused</b>	<b>18,118</b>	<b>8,097</b>	<b>€447</b>	<b>18,376</b>	<b>6,787</b>	<b>€369</b>	<b>(1%)</b>	<b>19%</b>	<b>21%</b>
Court Duty Solicitor (sessions)	N/A	22,666	N/A	N/A	22,812	N/A	N/A	(1%)	N/A
Prison law	47,539	25,211	€530	42,447	21,603	€509	12%	17%	4%
<b>Total amount claimed</b>	<b>556,057</b>	<b>288,906</b>	<b>€520</b>	<b>561,921</b>	<b>293,861</b>	<b>€523</b>	<b>(1%)</b>	<b>(2%)</b>	<b>(1%)</b>

CDS3 – Crime lower: Means assessment and appeals at Magistrates courts  
 Volumes of granted applicants decreased by 2% while the grant rate remained unchanged

LSC

Application type	Current year			Previous year			% Change in		
	Applications	Granted	% Granted	Applications	Granted	% Granted	Applications	Granted	Grant rate
Self Employed	4,922	3,157	64%	7,069	4,835	68%	(30%)	(35%)	(6%)
Employed	40,890	30,474	75%	48,495	36,249	75%	(16%)	(16%)	(0%)
Unemployed	171,060	165,514	97%	194,268	188,224	97%	(12%)	(12%)	(0%)
Passported Benefit	211,751	194,872	92%	184,825	169,371	92%	15%	15%	0%
Under 18	91,589	90,276	99%	101,425	99,911	99%	(10%)	(10%)	0%
Early indication of proceeding to Crown Court	62,668	62,464	100%	60,560	60,345	100%	3%	4%	0%
Other <sup>1</sup>	4,083	3,793	93%	5,019	4,325	86%	(19%)	(12%)	8%
<b>Total</b>	<b>586,963</b>	<b>550,550</b>	<b>94%</b>	<b>601,661</b>	<b>563,260</b>	<b>94%</b>	<b>(2%)</b>	<b>(2%)</b>	<b>0%</b>

<sup>1</sup> Application types of "Other" occur where the application result is known but the categorisation of the application type is currently unclear, over time these will move to the categories above as they are revisited

## Litigator and Advocate graduated fees continue to replace legacy schemes

Crown court schemes	Current Year			Previous year			% Change <sup>1</sup>		
	Value (£'000)	Volume of claims	Average claim cost	Value (£'000)	Volume of claims	Average claim cost	Value	Volume of claims	Average claim cost
Litigator graduated fee <sup>2</sup>	266,296	135,660	1,963	78,383	77,524	528	>100%	75%	>100%
Advocate graduated fee	284,126	134,936	2,106	274,564	155,895	1,761	3%	(13%)	20%
Complex crime unit	95,309	8,553	11,143	112,094	5,920	12,340	(15%)	44%	(10%)
Court of appeal and supreme court	11,416	5,891	1,938	10,879	7,142	1,523	5%	(18%)	27%
Income from recovering defence orders	(1,459)	N/A	N/A	(686)	N/A	N/A	>100%	N/A	N/A
Legacy	77,922	8,907	8,748	224,210	65,855	3,405	(65%)	(86%)	>100%
<b>Total</b>	<b>733,610</b>	<b>293,947</b>	<b>2,496</b>	<b>699,444</b>	<b>312,336</b>	<b>2,239</b>	<b>5%</b>	<b>(6%)</b>	<b>11%</b>

<sup>1</sup> Where the increase relative to the previous year is greater than 100%, this is shown by '>100%'.

<sup>2</sup> The litigator graduated fee scheme came into effect in January 2008 and had its first full year in 2008/9, average costs were significantly lower than in the current year because cases paid in 2008/9 were typically shorter, cheaper cases than in 2009/10.

LSC

	Current year				Previous year			
	Merits	Means	Merits & means	Total	Merits	Means	Merits & means	Total
Number received	1,175	1,281	131	2,587	1,145	1,178	136	2,459
(As % of total)	45%	50%	5%	-	47%	48%	6%	-
<b>Outcome of investigation into representations</b>								
No change	888	876	80	1,844	1,012	847	96	1,955
Application refused	26	4	4	34	14	7	2	23
Certificate amended	13	25	1	39	8	35	2	45
Certificate discharged	202	125	20	347	189	140	15	344
Certificate revoked	17	268	21	306	18	260	32	310
<b>Total representations closed out</b>	<b>1,146</b>	<b>1,298</b>	<b>126</b>	<b>2,570</b>	<b>1,241</b>	<b>1,289</b>	<b>147</b>	<b>2,677</b>

When we grant public funding to an individual, their opponents or other third parties may make representations against the grant or continuation of funding. Representations may be made concerning the legal merits of the case, the financial means of the applicant, or both. Table LSC1 gives detailed figures about our handling of representations during 2008/09.

Please note the total representations closed out can be greater than those received as they include representations received from the previous year