

## Statistical Information **2006/07**



*Helping more people with legal aid*

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## 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 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. This is supplemental to our *Annual Report 2006/07*, which reviews the LSC's progress during the year towards fulfilling our commitments and objectives, as agreed with the Secretary of State and set out in our *Corporate Plan 2007/08*.

### Helping more people

In 2006/07 the Legal Services Commission helped more people with civil legal aid than at any point since 2000. Together with criminal legal aid we helped more than 2 million people.

## 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.
Criminal Defence Service	The CDS ensures access for individuals involved in criminal investigations or proceedings to such advice, assistance and representation as the interests of justice require, subject to a means test.
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 legal advice and assistance (Legal Help), Help at Court and Legal Representation in front of Mental Health Review Tribunals and the Asylum and Immigration Tribunal.
Criminal Higher	Legal representation in the Crown Court and above.
Criminal 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 (formerly the Department for Constitutional Affairs) is the LSC's sponsoring government department.
Public Defender Service	CDS services delivered directly to the public, rather than through private practice solicitors.
VHCCs	Very High Cost Cases are civil cases where the costs are likely to exceed £25,000. The LSC manages these under individual case contracts.
VHCCCs	Very High Cost Criminal Cases are criminal cases with an expected trial length of 41 days or over. The LSC manages these under individual case contracts.

# Community Legal Service statistical tables 2006/07

## Controlled Work

Table CLS1 shows that the number of contracts held in specific categories of law decreased by 4% overall, from 6,756 as at 31 March 2006 to 6,463 as at 31 March 2007. This table now includes services provided through the CLS Direct telephone service.

Table CLS1: Controlled Work categories held in contracts 2006/07

	March 2006			All	March 2007			Change	
	Solicitors	NfPs	CLS Direct		Solicitors	NfPs	CLS Direct		All
Family	2,881	6	0	2,887	2,749	7	0	2,756	-5%
Actions against the police etc.	75	0	0	75	72	0	0	72	-4%
Clinical negligence	273	0	0	273	275	0	0	275	1%
Community care	63	13	0	76	60	13	0	73	-4%
Consumer	37	3	0	40	36	3	0	39	-3%
Debt	138	263	10	411	130	266	11	407	-1%
Education	43	12	2	57	39	10	2	51	-11%
Employment	136	80	6	222	126	83	7	216	-3%
Housing	420	167	5	592	394	170	7	571	-4%
Immigration	264	103	0	367	222	91	0	313	-15%
Mental health	276	7	0	283	266	7	0	273	-4%
Personal injury	960	0	0	960	914	0	0	914	-5%
Public law	45	1	0	46	44	0	0	44	-4%
Welfare benefits	144	315	8	467	127	321	11	459	-2%
<b>Total non-family</b>	<b>2,874</b>	<b>964</b>	<b>31</b>	<b>3,869</b>	<b>2,705</b>	<b>964</b>	<b>38</b>	<b>3,707</b>	<b>-4%</b>
<b>Total categories</b>	<b>5,755</b>	<b>970</b>	<b>31</b>	<b>6,756</b>	<b>5,454</b>	<b>971</b>	<b>38</b>	<b>6,463</b>	<b>-4%</b>

Table CLS2 shows the number of matters started for clients under the Controlled Work schemes, including immigration work. The information is split by type of service provider including the CLS Direct telephone service. Although the number of contracts has gone down, the number of acts of assistance has again gone up. In 2006/07 legal aid service providers delivered nearly 800,000 Legal Help acts of assistance, excluding immigration and asylum. This represents a 12.5% increase on 2005/06 and is our most successful performance to date.

Table CLS2: Controlled Work matters started 2006/07<sup>1</sup>

	March 2006			All	March 2007			All	Change
	Solicitors	NFPs	CLS Direct		Solicitors	NFPs	CLS Direct		
Family	282,244	1,586	0	283,830	278,219	2,247	0	280,466	-1%
Actions against the police etc.	4,554	7	0	4,561	4,652	23	0	4,675	2%
Clinical negligence	3,558	0	0	3,558	3,724	0	0	3,724	5%
Community care	3,700	530	0	4,230	3,838	721	0	4,559	8%
Consumer	3,393	455	0	3,848	3,310	517	0	3,827	-1%
Debt	16,710	56,324	29,508	102,542	16,493	67,297	37,497	121,287	18%
Education	2,192	456	4,631	7,279	1,831	553	9,546	11,930	64%
Employment	5,833	5,676	11,562	23,071	5,747	6,503	9,972	22,222	-4%
Housing	59,092	38,915	12,397	110,404	58,464	45,693	29,154	133,311	21%
Immigration	64,669	26,648	0	91,317	61,607	29,430	0	91,037	0%
Mental health	34,144	167	0	34,311	34,123	200	0	34,323	0%
Personal injury	2,844	10	0	2,854	2,710	80	0	2,790	-2%
Public law	1,765	35	0	1,800	1,729	29	0	1,758	-2%
Welfare benefits	23,935	60,983	14,047	98,965	23,962	77,305	23,885	125,152	26%
Miscellaneous	8,953	452	1,480	10,885	7,990	707	1,265	9,962	-8%
<b>Total non-family</b>	<b>235,342</b>	<b>190,658</b>	<b>73,625</b>	<b>499,625</b>	<b>230,180</b>	<b>229,058</b>	<b>111,319</b>	<b>570,557</b>	<b>14%</b>
<b>Total categories</b>	<b>517,586</b>	<b>192,244</b>	<b>73,625</b>	<b>783,455</b>	<b>508,399</b>	<b>231,305</b>	<b>111,319</b>	<b>851,023</b>	<b>9%</b>

1. Based on starts reported as at 8 May 2007

Table CLS3 shows the outcomes of completed Controlled Work matters reported in 2006/07. The success rates of concluded matters were highest in debt work, where service providers reported that the outcome was of significant benefit to the client in 87.7% of concluded cases. The data in this table now includes CLS Direct.

**Table CLS3: Outcomes reported in Controlled Work cases 2006/07<sup>1</sup>**

	Matters reported with valid codes	% of all matters reported	% of matters proceeded under other CLS funding	% of matters otherwise not concluded, outcome not known or client ceased to give instructions	% of matters concluded with financial benefit for the client	% of matters concluded with non-financial benefit for the client	% of matters concluded with no reported benefit for the client	% success rate of concluded matters
Family	274,858	100.0%	23.2%	38.9%	3.9%	15.6%	18.4%	51.4%
Actions against the police etc.	4,099	99.8%	10.8%	36.9%	5.4%	16.8%	30.1%	42.5%
Clinical negligence	3,166	99.9%	45.0%	25.8%	0.5%	4.0%	24.8%	15.3%
Community care	4,485	100.0%	13.5%	32.7%	3.9%	31.8%	18.0%	66.5%
Consumer	4,000	100.0%	5.9%	48.8%	12.2%	16.8%	16.3%	64.1%
Debt	103,301	99.5%	1.1%	45.0%	25.3%	22.0%	6.6%	87.7%
Education	5,691	100.0%	5.3%	63.0%	0.4%	16.5%	14.8%	53.3%
Employment	20,666	100.0%	1.2%	63.7%	17.4%	5.7%	12.0%	65.9%
Housing	120,092	100.0%	8.1%	45.7%	2.9%	35.8%	7.5%	83.8%
Mental health	35,239	100.0%	2.7%	6.1%	0.1%	30.4%	60.7%	33.5%
Personal injury	2,923	100.0%	9.6%	36.6%	22.6%	4.2%	26.9%	49.9%
Public law	1,565	99.9%	25.2%	21.2%	4.1%	25.4%	24.1%	55.1%
Welfare benefits	109,638	99.9%	0.8%	37.2%	36.9%	10.0%	15.0%	75.7%
Miscellaneous	8,868	100.0%	6.0%	39.8%	1.5%	23.8%	28.9%	46.7%
<b>Total non-immigration</b>	<b>698,591</b>	<b>99.9%</b>	<b>11.6%</b>	<b>39.9%</b>	<b>12.3%</b>	<b>19.7%</b>	<b>16.4%</b>	<b>66.1%</b>
Immigration asylum	47,580	99.8%	1.4%	40.9%	-	25.2%	32.5%	43.7%
Immigration non-asylum	46,176	99.7%	0.9%	46.5%	-	31.2%	21.4%	59.3%
<b>Total immigration</b>	<b>93,756</b>	<b>99.7%</b>	<b>1.2%</b>	<b>43.7%</b>	<b>-</b>	<b>28.2%</b>	<b>27.0%</b>	<b>51.0%</b>

1. Outcomes data includes CLS Direct

## Controlled Work and Licensed Work

Table CLS4 shows the number of applications we received for civil and family legal aid funding, the number of certificates for funding that we issued, and the number of main bills we paid for certificated cases during 2006/07. The Controlled Work data in this table now include CLS Direct.

**Table CLS4: Work started, completed and billed 2006/07**

	Controlled Work <sup>1</sup>		Licensed Work <sup>2</sup>		
	New matters started	Completed matters reported	Funding applications received	Funding certificates granted	Main bills paid
Family	280,466	274,681	157,117	127,659	129,241
Non-family:					
Actions against the police etc	4,675	4,101	1,612	1,043	972
Clinical negligence	3,724	3,165	5,692	4,187	5,651
Community care	4,559	4,152	701	620	625
Consumer	3,827	3,923	1076	506	1,177
Debt	121,287	120,148	796	398	430
Education	11,930	13,832	468	362	482
Employment	22,222	19,471	149	87	102
Housing	133,311	128,324	15,130	12,021	13,441
Immigration	91,037	135,472	2,000	1,789	1,597
Mental health	34,323	35,237	261	223	188
Personal injury	2,790	2,924	195	33	2,943
Public law	1,758	1,562	1,645	1,185	1,041
Welfare benefits	125,152	118,029	66	48	57
Miscellaneous	9,962	11,050	2,547	1,086	2,302
<b>Total non-family</b>	<b>570,557</b>	<b>601,389</b>	<b>32,338</b>	<b>23,588</b>	<b>31,008</b>
<b>Total</b>	<b>851,023</b>	<b>876,070</b>	<b>189,455</b>	<b>151,247</b>	<b>160,249</b>
<b>Total 2005/06</b>	<b>783,455</b>	<b>789,069</b>	<b>194,795</b>	<b>155,065</b>	<b>175,536</b>

1. Data include CLS Direct and are based on cases reported as at 8 May 2007

2. Certificates are classified according to the first or main proceedings authorised.

## Licensed Work - family

Table CLS5 shows that the overall number of certificates we issued for family legal aid decreased slightly in 2006/07. As a result of the “New Focus” changes introduced during 2005/06 there was a substantial shift from full representation certificates to approved family help in private law Children Act proceedings. There was a sharp reduction in certificates issued for full representation in financial matters.

**Table CLS5: Certificates issued in family proceedings 2006/07<sup>1</sup>**

	Level of help authorised		Total certificates issued	Total 2005/06 <sup>2</sup>
	Approved Family Help	Full Representation		
Special Children Act proceedings	0	28,497	28,497	27,898
Other public law Children Act proceedings	313	8,906	9,219	9,159
Private law Children Act proceedings	25,341	20,213	45,554	45,335
Domestic violence	88	18,618	18,706	18,531
Financial provision	15,674	3,408	19,082	22,622
Combined family proceedings <sup>3</sup>	20	34	54	59
Other family proceedings	185	794	979	912
Help with Mediation	5,568	0	5,568	6,082
<b>Total</b>	<b>47,189</b>	<b>80,470</b>	<b>127,659</b>	<b>130,598</b>

1 Certificates are classified according to the first or main proceedings authorised.

2 These totals have been revised to include back-dated certificates issued after the year-end. Further information has also led to the reclassification of a few certificates.

3 May include two or more from: private law Children Act proceedings, domestic violence or financial provision.

Table CLS6 shows that we paid fewer bills for family legal aid work in 2006/07 than in 2005/06, which is consistent with the decline in certificates issued in previous years. Gross payments nevertheless increased as the result of an 11% increase in average cost per case. The sharpest increase was in the cost of representing parents and children in care proceedings, up by 20% from £6,425 to £7,691.

**Table CLS6: Bills paid in family proceedings 2006/07<sup>1</sup>**

	Bills paid		
	Number	Amount £'000	Average cost
Special Children Act proceedings	29,011	223,114	£7,691
Other public law Children Act proceedings	8,128	33,785	£4,157
Private law Children Act proceedings	43,917	138,354	£3,150
Domestic violence	19,112	49,479	£2,589
Financial provision	23,462	71,743	£3,058
Combined family proceedings <sup>2</sup>	76	429	£5,644
Other family proceedings	974	3,943	£4,048
Help with Mediation	4,561	1,584	£347
<b>Total</b>	<b>129,241</b>	<b>522,430</b>	<b>£4,042</b>
<b>Total 2005/06</b>	<b>139,375</b>	<b>507,488</b>	<b>£3,641</b>

1 Certificates are classified according to the first or main proceedings authorised.

2 May include two or more from: private law Children Act proceedings, domestic violence and financial provision.

Table CLS7 shows the outcomes reported in family work. Legal aid service providers reported a substantive benefit to the client in 56% of family cases completed during the year, marginally lower than in 2005/06.

Table CLS7: Outcomes reported in family proceedings on final main bills submitted 2006/07<sup>1</sup>

	Stages reached							
	No proceedings issued	Substantive benefit to client <sup>2</sup>	Proceedings issued, no final hearing	Substantive benefit to client	Final hearing or appeal	Substantive benefit to client	Total number in sample <sup>3</sup>	Substantive benefit to client
Special Children Act proceedings	399	20%	1,864	36%	21,314	43%	23,577	42%
Other public law Children Act proceedings	463	17%	1,158	36%	6,290	49%	7,911	45%
Private law Children Act proceedings	2,999	15%	15,298	54%	22,496	61%	40,793	55%
Domestic violence	1,582	14%	5,306	62%	11,324	67%	18,212	61%
Financial provision	3,738	47%	9,462	82%	9,109	77%	22,309	74%
Combined family proceedings <sup>4</sup>	8	13%	20	60%	47	64%	75	57%
Other family proceedings	301	17%	358	59%	588	40%	1,247	40%
Help with Mediation	2,513	55%	993	89%	282	66%	3,788	65%
<b>Total</b>	<b>12,003</b>	<b>34%</b>	<b>34,459</b>	<b>62%</b>	<b>71,450</b>	<b>57%</b>	<b>117,912</b>	<b>56%</b>

1 Certificates are classified according to the first or main proceedings authorised.

2 Includes awards or recoveries of money and/or property and other orders or settlements in the client's favour.

3 In 6,495 cases the supplier reported that the final outcome was unknown, as the client had ceased to give instructions or was proceeding under other funding or as a litigant in person. In a further 94 cases the supplier reported that an explanation or apology had been secured for the client.

4 May include two or more from: private law Children Act proceedings, domestic violence or financial provision.

## Licensed Work – non-family

Table CLS8 shows that we issued fewer certificates for non-family legal aid than last year, which is a continuation of the trend since the implementation of the *Funding Code* in April 2000.

**Table CLS8: Certificates issued in civil non-family proceedings, 2006-07** <sup>1</sup>

	Level of help authorised		Total certificates issued	Total 2005/06 <sup>2</sup>
	Investigative Help	Full Representation		
Actions against the police etc.	587	456	1,043	922
Clinical negligence	3,766	421	4,187	4,383
Community care	135	485	620	674
Consumer	148	358	506	565
Debt	39	359	398	412
Education	90	272	362	389
Employment	13	74	87	74
Housing	442	11,579	12,021	12,734
Immigration and nationality	31	1,758	1,789	1,715
Mental health	24	199	223	198
Personal injury	10	23	33	79
Public law	192	993	1,185	1,155
Welfare benefits	8	40	48	34
Miscellaneous	197	889	1,086	1,133
<b>Total</b>	<b>5,682</b>	<b>17,906</b>	<b>23,588</b>	<b>24,467</b>

1 Certificates are classified according to the first or main proceedings authorised.

2 These totals have been revised to include back-dated certificates issued after the year-end. Further information has also led to the reclassification of a few certificates to different categories.

Table CLS9 shows the bills paid for civil non-family proceedings. A number of categories of law were taken out of the scope of legal aid after the introduction of the *Funding Code* in April 2000, which sets out eligibility for legal aid. As cases started before 2000 finish, the number of bills that we have to pay decreases; this year we paid 14% fewer bills than in 2005/06.

**Table CLS9: Bills paid in civil non-family proceedings 2006-07<sup>1</sup>**

	Bills paid		
	Number	Amount £'000	Average cost
Actions against the police etc.	972	8,480	£8,724
Clinical negligence	5,651	81,844	£14,483
Community care	625	2,927	£4,683
Consumer	1,177	8,848	£7,518
Debt	430	2,262	£5,260
Education	482	2,553	£5,297
Employment	102	572	£5,607
Housing	13,441	38,743	£2,882
Immigration and nationality	1,597	5,105	£3,197
Mental health	188	1,079	£5,737
Personal injury	2,943	49,850	£16,938
Public law	1,041	8,345	£8,016
Welfare benefits	57	380	£6,668
Miscellaneous	2,302	21,119	£9,174
<b>Total</b>	<b>31,008</b>	<b>232,105</b>	<b>£7,485</b>
<b>Total 2005/06</b>	<b>36,161</b>	<b>296,139</b>	<b>£8,189</b>

1 Certificates are classified according to the first or main proceedings authorised.

Table CLS10 shows that the proportion of non-family cases where providers reported a substantive benefit to the client was also marginally lower than in 2005/06, down from 44.7% to 44.4% .

Table CLS10: Outcomes reported in civil non-family proceedings on final main bills submitted 2006/07<sup>1</sup>

	Stages reached							
	No proceedings issued	Substantive benefit to client <sup>2</sup>	Proceedings issued, no final hearing	Substantive benefit to client	Final hearing or appeal	Substantive benefit to client	Total number in sample <sup>3</sup>	Substantive benefit to client
Actions against the police etc.	382	26%	338	65%	201	36%	921	42%
Clinical negligence	3,009	16%	1,882	66%	533	56%	5,424	37%
Community care	358	56%	102	65%	51	65%	511	59%
Consumer	601	12%	469	37%	575	16%	1,645	20%
Debt	85	12%	167	57%	232	37%	484	40%
Education	261	35%	103	46%	34	44%	398	38%
Employment	26	19%	22	68%	66	35%	114	38%
Housing	2,867	41%	4,153	76%	5,539	58%	12,559	60%
Immigration and nationality	304	55%	759	43%	375	32%	1,438	43%
Mental health	75	29%	46	48%	52	35%	173	36%
Personal injury	1,277	25%	1,283	61%	1,544	18%	4,104	34%
Public law	437	38%	272	46%	587	20%	1,296	31%
Welfare benefits	23	61%	7	43%	285	4%	315	9%
Miscellaneous	814	23%	657	57%	1,265	23%	2,736	31%
<b>Total</b>	<b>10,519</b>	<b>28%</b>	<b>10,260</b>	<b>65%</b>	<b>11,339</b>	<b>41%</b>	<b>32,118</b>	<b>44%</b>

1 Certificates are classified according to the first or main proceedings authorised.

2 Includes awards or recoveries of money and/or property and other orders or settlements in the client's favour.

3 In 1,568 cases the supplier reported that the final outcome was unknown, as the client had ceased to give instructions or was proceeding under other funding or as a litigant in person. In a further 122 cases the supplier reported that an explanation or apology had been secured for the client.

## Exceptional funding

Table CLS11 shows the outcomes of exceptional funding applications during 2006/07, where clients have applied for funding for cases that are outside the normal scope of CLS funding.

Table CLS11: Exceptional funding applications 2006/07

	Applications received	Refused by LSC <sup>1</sup>	Awaiting MoJ decision	Granted by LSC/MoJ	Refused by MoJ	Totals	Total %
Inquest	104	82	3	16	3	104	41
In scope inquest	110	13	0	87	0	100	40
Enquiries/tribunals	57	17	0	3	1	21	8
Personal injury	4	4	0	0	0	4	2
Director disqualification	1	1	0	0	0	1	0
Other	28	18	2	3	0	23	9
<b>Totals</b>	<b>304</b>	<b>135</b>	<b>5</b>	<b>109</b>	<b>4</b>	<b>253</b>	<b>-</b>
<b>Total %</b>	<b>-</b>	<b>53</b>	<b>2</b>	<b>43</b>	<b>2</b>	<b>-</b>	<b>-</b>

1 Includes cases abandoned or withdrawn.

## Criminal Defence Service statistical tables 2006/07

Tables CDS1 and CDS2 set out the work claimed in 2006/07 under the General Criminal Contract.

In 2006/07 we continued to maintain coverage of duty solicitor schemes across police stations and magistrates' courts in England and Wales and CDS providers delivered 1.6 million acts of assistance.

**Table CDS1: Services provided to suspects who had not yet been charged 2006/07**

Type of service	Number of cases	Total claimed £000	Average claim per case
Police station: attendance	633,131	170,795	£270
Police station: attendance on immigration issues <sup>1</sup>	807	139	£172
Police station: telephone advice only	103,800	4,350	£42
Police station: warrants of further detention	1,032	725	£703
Police station: standby (claims) <sup>2</sup>	33,881	10,462	£309
Free standing advice and assistance	13,790	1,543	£112
Total amount claimed	-	188,015	-

1 May also include advice and assistance on criminal matters.

2 Standby claims are made on a monthly basis.

**Table CDS2: Services provided to defendants who had been charged 2006/07**

<b>Type of service</b>	<b>Number of cases</b>	<b>Total claimed £000</b>	<b>Average claim per case</b>
Representation where a Representation Order had been granted by the court:			
Lower standard fees	410,630	141,423	£344
Higher standard fees	87,412	79,487	£909
Non-standard fees and exempt cases	34,401	66,596	£1,936
Second claims for deferred sentencing <sup>1</sup>	1,121	311	£277
<b>Total fees for representation</b>	<b>533,564</b>	<b>287,817</b>	<b>£539</b>
Advice, assistance and advocacy where no Representation Order had been granted:			
Post charge police station advice and assistance <sup>2</sup>	15,273	1,016	£67
Refused means test form completion fee <sup>3</sup>	185	7	£39
Early cover <sup>3</sup>	1,311	106	£81
Preparation: Representation Order refused <sup>4</sup>	5,908	349	£59
Court Duty Solicitor (sessions)	85,375	20,299	£238
Early first or administrative hearings <sup>5</sup>	134	22	£167
Advocacy assistance <sup>5</sup>	3,178	1,835	£577
Free standing advice and assistance <sup>5</sup>	1,330	181	£136
Prison law	26,401	12,489	£473
Appeals, reviews and other courts	2,254	1,804	£800
Civil assistance on criminal matters <sup>6</sup>	243	77	£317
Firms claiming for File Review payments <sup>7</sup>	1,390	3,437	£2,472 <sup>8</sup>
<b>Total advice, assistance and advocacy</b>	<b>-</b>	<b>41,623</b>	<b>-</b>
<b>Total amount claimed</b>	<b>-</b>	<b>329,440</b>	<b>-</b>

1 A separate fee can be claimed where sentencing takes place at a further hearing subsequent to conviction.

2 Advice and assistance given to the client after they have been charged and not covered by the standard fee for representation.

3 Introduced following changes in financial eligibility for magistrates' court representation in October 2006.

4 Preparatory work, including form completion fees, and early cover on cases where the client's application for legal aid proved unsuccessful.

5 Removed from scope in May 2004.

6 Public law work arising from criminal work.

7 Under the terms of the General Criminal Contract, supervisors are required to review at least two files per month for each fee earner. A fixed fee may be claimed for each review carried out.

8 Average total claims per firm.

## Public Defender Service statistical tables 2006/07

CDS services are also delivered through the Public Defender Service (PDS). We set up the PDS in 2001 as a pilot of the first directly employed salaried defenders. We commissioned research into the pilot from a team of leading academics and their findings can be found at <http://www.legalservices.gov.uk/criminal/pds/evaluation.asp>. We subsequently reviewed the progress of the PDS and announced a new structure for the Service early in 2007. More information can be found on page 29 of the *LSC Annual Report and Accounts 2006/07*.

Figures for PDS matters started by office are shown in table PDS1. In 2006/07 the service dealt with 5,033 cases, a decrease of 14% on 2005/06 attributable to office closures.

**PDS1: New matters started by office by year**

Office	New matters started						% from existing clients in 2006/07 <sup>1</sup>
	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	
Birmingham	275	512	419	427	536	521	29%
Cheltenham	-	668	683	1,052	1,690	1,320	30%
Chester	-	12	274	385	415	310	32%
Darlington	-	28	455	540	1,014	1,190	27%
Liverpool	482	781	814	719	843	640	36%
Middlesbrough	327	715	612	582	362	26	69%
Pontypridd	-	384	491	421	479	461	39%
Swansea	626	749	543	508	547	565	41%
<b>PDS total</b>	<b>1,710</b>	<b>3,849</b>	<b>4,291</b>	<b>4,634</b>	<b>5,886</b>	<b>5,033</b>	<b>32%</b>

<sup>1</sup> Percentage of new matters started for existing clients of PDS or fee-earner or referred by existing clients.

Table PDS2 shows performance against workload targets as at 31 March 2007. Staff in the Cheltenham office continued to exceed their file-opening target. The figures were affected by a number of factors this year:

- a reduction in the number of cases going through the magistrates' court generally
- a drop in the number of duty solicitors employed in the Cheltenham office
- announcements about the future of PDS, which had an impact on figures for March 2007.

**PDS2: Workload targets 2006/07**

Office	Number of new files opened	
	Target	Actual
Birmingham	460	521
Cheltenham	1,292	1,320
Chester	453	310
Darlington and Middlesbrough	1,272	1,216
Liverpool	1,050	640
Pontypridd	480	461
Swansea	655	565
<b>PDS total</b>	<b>5,662</b>	<b>5,033</b>

Table PDS3 shows peer review scores at 31 March 2007. The PDS run a full program of internal peer review, conducted by a core team of experienced PDS lawyers, modelled on the same scoring system as the LSC:

- 1 = Excellent
- 2 = Competent Plus/Good
- 3 = Threshold Competence
- 4 = Not Competent/Poor
- 5 = Non Performance/Very Poor

The internal target for each office is Competent Plus: all offices achieved this in 2006/07.

**PDS3: Peer review scores 2006/07**

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<b>Office</b>	<b>Score</b>
Birmingham	2
Cheltenham	2
Chester	2
Darlington	2
Liverpool	2
Middlesbrough	2
Pontypridd	2
Swansea	2
<hr/>	
PDS average	2

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Table PDS4 shows time compliance audit scores at 31 March 2007. The time compliance audit is the PDS' own internal audit tool based on the LSC cost compliance audit. It is used to ensure that the PDS maintains its high standards of contract compliance on files. The system assesses the chargeable time on files that would be claimable under the General Criminal Contract (GCC).

A team of specially trained internal auditors conduct the reviews and receive regular consistency and update training. The team are expert in the requirements of the GCC, the Criminal Bills Assessment Manual, the Police and Criminal Evidence Act and the Court Duty Solicitor manual.

The target score for all offices is 90%, which equates to the LSC's Category 1 cost compliance target.

**PDS4: Time compliance audit scores 2006/07**

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<b>Office</b>	<b>Score %</b>
Birmingham	93
Cheltenham	93
Chester	95
Darlington	94
Liverpool	91
Middlesbrough	91
Pontypridd	97
Swansea	85

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Table PDS5 shows performance against the SAFE (Service Audit for Efficiency) internal audit system at 31 March 2007. SAFE was designed by the PDS business team and introduced in 2004. The audit examines compliance against the Specialist Quality Mark, the GCC and service procedures. Legal quality is also reflected in the score through file review and internal peer review. The target SAFE score is 80%.

**PDS5: SAFE audit scores 2006/07**

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<b>Office</b>	<b>Score %</b>
Birmingham	97
Cheltenham	83
Chester	95
Darlington	87
Liverpool	92
Middlesbrough	84
Pontypridd	97
Swansea	93

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Table PDS6 shows costs by office in 2006/07. The PDS aims to deliver a quality, cost effective service and it continues to use performance management information to highlight areas to improve its service. In 2006/07 the PDS made savings against individual office budgets. The central costs, however, were higher than anticipated as a result of costs incurred in closing offices in Birmingham, Chester and Liverpool and the decision not to re-open the office in Middlesbrough.

**PDS6: Costs 2006/07**

<b>Office</b>	<b>Budget £'000</b>	<b>Costs £'000</b>	<b>Savings £'000</b>
Birmingham	457	401	56
Central	618	1,033	-415
Cheltenham	953	907	46
Chester	428	430	-2
Darlington	564	529	35
Liverpool	649	629	20
Middlesbrough	297	268	29
Pontypridd	392	388	4
Swansea	467	421	46
<b>PDS total</b>	<b>4,825</b>	<b>5,006</b>	<b>-181</b>

Table PDS7 shows the structure for PDS offices as at 31 March 2007.

PDS7: Office staff

Office	Head <sup>1</sup>	Business Manager	Principal Lawyer <sup>2</sup>	Duty Solicitor	Solicitor <sup>3</sup>	Trainee Solicitor	Accredit- ed Rep	Trainee Accredi- ed Rep	Quality Manager	Admin	Temps	Total
Birmingham	1	0	0	2	0	0	0	0	1	1	1	6
Cheltenham	0	1	1	3	2	0	5	0	1	5	0	18
Chester	1	0	0	2	0	1	1	0	0.5	1	1	7.5
Darlington	0	0.5	0.5	3	0	0	3	0	0.5	2	0	9.5
Liverpool	1	0	0	6	1	0	2	0	0.5	3	0	13.5
Middlesbrough	0	0.5	0.5	1	1	0	2	0	0.5	1	0	6.5
Pontypridd	1	0	0	2	0	0	1	1	0.5	2	0	7.5
Swansea	1	0	0	3	0	0	2	0	0.5	2	1	9.5
PDS total	5	2	2	22	4	1	16	1	5	17	3	78

1 Including Head of Office and Branch Head of Office - all are Duty Solicitors.

2 Including Acting Principal Lawyers - all are Duty Solicitors.

3 Including barristers.

4 Three of the Quality Managers have responsibility for two offices: Liverpool/Chester, Darlington/Middlesbrough and Swansea/Pontypridd.

Table PDS8 shows a summary of complaints received in 2006/07. Any expression Of dissatisfaction by a client or a third party is recorded as a complaint and investigated by the Head of Office or Business Manager. The PDS has a very low threshold in terms of identifying potential complaints. As a result, complaints are categorised as major or minor. Minor complaints are low-level complaints such as failing to return telephone calls where the delay has not been significant or repeated or failing to send enclosures with letters. The Head of Employed Services regularly reviews all PDS complaints, trends are identified and corrective action is put in place.

**PDS8: Complaints 2006/07**

Office	Unjustified complaints	Part justified complaints			Justified complaints			Total
		Total	Minor	Major	Total	Minor	Major	
Birmingham	2	0	0	0	0	0	0	2
Cheltenham	33	6	4	2	12	3	9	51
Chester	4	0	0	0	0	0	0	4
Darlington and Middlesbrough	8	2	1	1	4	2	2	14
Liverpool	3	1	0	1	0	0	0	4
Pontypridd	1	0	0	0	1	0	1	2
Swansea	7	0	0	0	0	0	0	7
<b>PDS total</b>	<b>58</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>17</b>	<b>5</b>	<b>12</b>	<b>84</b>

## Legal Services Commission statistical table 2006/07

### Representations

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 2006/07.

Table LSC1: Representations

	2006/07				2005/06			
	Merits	Means	Merits & means	Total	Merits	Means	Merits & means	Total
Number received	1,325	1,413	149	2,887	1,706	1,614	171	3,491
(As % of total) <sup>1</sup>	46%	49%	5%	-	49%	46%	5%	-
Outcome of investigation into representations								
No change <sup>2</sup>	1,018	892	87	1,997	1,219	1,037	102	2,358
Application refused	3	8	0	11	3	39	2	44
Certificate amended	28	48	7	83	36	57	5	98
Certificate discharged	311	191	26	528	288	230	25	543
Certificate revoked	23	345	30	398	9	424	39	472
Total representations closed out <sup>3</sup>	1,383	1,484	150	3,017	1,555	1,787	173	3,515

1. Percentages may not add up to 100% due to rounding.

2. Outcome 'No change' includes representations that did not merit investigations into the issues raised (for example where the information was irrelevant or already known to the Commission).

3. Total representations closed out (whatever type) can include representations that were received in the previous year. To deal with representations properly takes time, because of the need to contact third parties to confirm information, and regulations allow the funded client or their colisor a reasonable period of time to respond to the issues raised. This means there is a time lag between receipt of representations and when they are fully closed out.

Legal Services Commission  
85 Gray's Inn Road  
London WC1X 8TX

[www.legalservices.gov.uk](http://www.legalservices.gov.uk)