

## Procedures for Defence Solicitor Call Centre (DSCC) search and timings

### **SEARCHING**

When searching for a named individual solicitor, DSCC can search on surnames or firm name or town or combination of these. When a call is received from the police for an own client matter, DSCC will ask the police if they have a contact number for that adviser

DSCC can search for Accredited Reps the same as solicitors with the following caveats:

The Acc Rep needs to be associated with a firm eg if the client requests John Brown from Bloggs & Co:

DSCC will search under adviser name/firm name;

If no record of John Brown can be found DSCC will ring the Bloggs & Co number. If neither John Brown nor Bloggs & Co can be found DSCC will go back to police for more info before deciding whether to give to Duty.

DSCC cannot search for freelance Reps but if the client gives a name and tel number DSCC will use that number, deploy if accepted, and make a note on the system that they deployed to an 'unknown'. DSCC will then pass to regional offices to make after the event enquiries and to update DSCC records for the future

### **TIMINGS**

DSCC will contact the named solicitor as soon as the police inform them of the detainee's request for advice. The DSCC will call the named individual on all appropriate numbers, approximately every 20 minutes for a maximum of 2 hours. If the DSCC is not able to contact the named solicitor they will call other appropriate numbers, this may include other appropriate members of the same firm.

DSCC will refer clients to accredited representatives if a client requests them by name. A data verification letter was sent to firms asking for the details of all accredited representatives employed by firms. This information will be used by the DSCC for deployment, if any of this information has changed updated details can be forwarded to the DSCC via this e-mail address:

[admin.dsc@firstassist.co.uk](mailto:admin.dsc@firstassist.co.uk)

Where a solicitor is instructed by a third party it is important that this case is logged with the DSCC before any work is undertaken to prevent the case from being allocated elsewhere. A case may also be accepted directly from the police if a solicitor is in the police station at the time the request for legal advice is made. In this instance a solicitor must log the case within DSCC within 48 hours.

The DSCC has produced a template (DSCC case referral form) available on our website to assist solicitors in identifying the information required to allow them to log a case. The DSCC has requested solicitors supply as much of the information requested in the template as possible. The minimum information required by the DSCC is: detainee's name, the police station, the offence and the date the advice was provided.

A case can be logged with the DSCC in the following ways. A completed template can be submitted by e-mail or fax, or the details can be logged verbally by telephone. The DSCC telephone number is 08457 500 640, the email address is: [casereferrals.dsc@firstassist.co.uk](mailto:casereferrals.dsc@firstassist.co.uk) and the fax number is 020 8763 3191.