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CLI001 CLIENT CARE LETTER - A&A

Your Case: [File Description](#)

I write further to your attendance at [Enter details here](#).

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by [Name Of Supervisor](#). We work as a team of lawyers and there will be times when I am not personally available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

[Enter details here](#)

Your instructions

[Enter details here](#)

Advice

[Enter details here](#)

If Funding Status is Advice & Assistance or Police Station + CDS1/2

Legal Aid

You will recall signing a legal aid document when we met. This entitles you to receive free legal help, which covers advice, letters and telephone calls, but will not cover the cost of representation at court. As I advised there is no charge for any of our work and under this type of legal aid we can do the equivalent of *two or six* hours work. Depending how your case develops, you may be entitled to apply for further legal aid. This does not affect your entitlement to free legal advice at the police station whilst you are under investigation for any allegations by the police.

I need a copy of your parents/guardians benefits/income details and would be obliged if you would make arrangements to attend my office with your parents/guardians benefit documents/wage slips at a convenient time.

Funding if you are charged with an offence

Representation at the Magistrates' Court is subject to a financial eligibility test. In the event that you are charged with an offence we will need to assess your income further to determine if you are entitled to free legal representation in the Magistrates' Court. It is important that we do this as soon as possible in order that we can act for you from the first court hearing; therefore you will need to bring the following to my office as soon as possible:

- National Insurance number (If you receive Income Support, Income Based Job Seekers Allowance or Guaranteed State Pension Credit)
- Benefits information (if you receive one of the above but do not know your National Insurance Number)
- Last wage slip (if you are employed)

If your income is over the limit prescribed by the Government, you may have to pay for your defence in court. We will advise you accordingly if this is the case.

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit or income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty, any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI002 CLIENT CARE LETTER – NAREY

Your case: *Name of Magistrates' Court on date at time*

I write further to your attendance at *Enter details here*.

Thank you for asking the Public Defender Service to help you with this matter.

I write to confirm the result of the hearing on the above date.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your Instructions

Enter details here

Advice

Enter details here

Your Plea and Result

Enter details here

Information on Appeal

If you feel that the Court's decision is wrong you can appeal to the Crown Court. An appeal must be started within 21 days of the decision of the Magistrates' Court. This is not a step to be taken lightly however, as the Crown Court can in certain circumstances increase the penalty.

My advice is that you should not consider an appeal as appropriate because *Enter details here*.

Your file of papers will now be closed. Your file will be retained at this office for a period of six years and you can have access to it at any time during that period. If you wish to see your file please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you would complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Thank you for your instructions in this matter. If you require any further assistance please do not hesitate to contact me or my supervisor, *Name of Supervisor*.

Yours sincerely

Public Defender Service

Enc.

CLI003 CLIENT CARE LETTER – 47(3) BAIL RETURN

Your Attendance at *Enter Police Station* on the *Enter Date* at *Enter Time*

I write further to your attendance at *Enter details here*.

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by *Name of Supervisor*. We work as a team of lawyers and there will be times when I am not personally available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

You are now on bail and must attend *Name of Police Station* at the above date and time. It is important that you attend as otherwise you could commit an offence which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional bail

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

We will do our best to speak to the officer on the day that you are to return. If you have provided a contact telephone number we will ring you prior to your bail return to advise what is going to happen.

I confirm that a member of the Public Defender Service will attend the police station if you are to be further questioned or if it is necessary for any other reason.

If you are contacted by the Police to change the date and time of your attendance, please let me know.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your Instructions

[Enter details here](#)

Advice

[Enter details here](#)

If Funding Status is Advice & Assistance or Police Station + CDS1/2

Legal Aid

You will recall signing a legal aid document when we met. This entitles you to receive free legal help, which covers advice, letters and telephone calls, but will not cover the cost of representation at court. As I advised there is no charge for any of our work and under this type of legal aid we can do the equivalent of *two or six* hours work. Depending how your case develops, you may be entitled to apply for further legal aid. This does not affect your entitlement to free legal advice at the police station whilst you are under investigation for any allegations by the police.

I need a copy of you or your parents/guardians benefits/income details and would be obliged if you would make arrangements to attend my office with you or your parents/guardians benefit documents/wage slips at a convenient time.

Funding if you are charged with an offence

Representation at the Magistrates' Court is subject to a financial eligibility test. In the event that you are charged with an offence we will need to assess your income further to determine if you are entitled to free legal representation in the Magistrates' Court. It is important that we do this as soon as possible in order that we can act for you from the first court hearing; therefore you will need to bring the following to my office as soon as possible:

- National Insurance number (If you receive Income Support, Income Based Job Seekers Allowance or Guaranteed State Pension Credit)
- Benefits information (if you receive one of the above but do not know your National Insurance Number)
- Last wage slip (if you are employed)

If your income is over the limit prescribed by the Government, you may have to pay for your defence in court. We will advise you accordingly if this is the case.

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be

from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit of income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor,

Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

If you have any questions or I can help in any other way, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI004 CLIENT CARE LETTER - MAGISTRATES' COURT ADULT

Your Case: *Name of Magistrates Court*

I write further to your attendance ENTER DETAILS HERE

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by *Name of Supervisor*. We work as a team of lawyers and there will be times when I may not be available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

Adjourned No Bail - Attendance not Required

Your case has been adjourned to the above date and time. You are not on bail and it is not necessary for you to attend the next hearing. A solicitor from this office will attend on your behalf or we will write to the court on your behalf.

Adjourned No Bail - Attendance Required

Your case has been adjourned to the above date and time. You are not on bail but it is important you attend the next court hearing.

Remanded

You have been remanded into custody by the court. I will discuss this with you and explain your options and chance of a successful bail application.

You will next be produced at the *Name of Magistrates Court* on the above date.

Unconditional - Attendance not Required

You are on unconditional bail. You need not attend the next hearing. I will let you know the outcome.

Unconditional - Attendance Required

You are now on unconditional bail and must attend *Enter name of Magistrates Court* at the above date and time. It is important that you attend as required otherwise you could commit an offence, which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional - Attendance not Required

You need not attend the next hearing. I will let you know the outcome.

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Conditional - Attendance Required

You are now on bail and must attend *Name of Magistrates Court* at the above date and time.

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

[Enter details here](#)

Your Instructions

[Enter details here](#)

Advice

[Enter details here](#)

Your Plea and which court will deal with your case

I confirm that this matter can now be dealt with only in the Magistrates Court / either in the Magistrates or Crown Court / only at the Crown Court.

The Prosecution must prove its case against you. It is not for you to prove your innocence. It is my job to obtain as much information as possible about the prosecution evidence and to advise you on the strength of their case. You will then be asked whether you wish to plead guilty or not guilty.

If you plead guilty, the court will often reduce the sentence you might otherwise receive. On the other hand, if you plead not guilty you may be found not guilty or the prosecution may later withdraw or amend the charges against you. You should only plead guilty if you genuinely believe, following my advice, that you are guilty.

Funding of your case

Representation at the Magistrates' Court is subject to a financial eligibility test. **If you have not already provided me with details of your income please can you do so immediately.** Without this information we are unable to apply for public funding and you may have to pay privately for legal advice and representation.

If you have already provided me with this information, you will hear about the outcome of your application directly from the court in due course, at which time please contact me to discuss the result.

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit or income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order

from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Length of your case

On the basis that you:

1. Attend court when required to do so **and**
2. Keep your appointments with us

I think that the case is likely to take *Insert your estimate of how long case is likely to take*

Sentencing Guidelines

Fine or Conditional Discharge

I believe that if you pleaded guilty or were convicted, the most likely penalties to be imposed upon you would be a fine or conditional discharge. The court may order you to pay a contribution to the cost of prosecuting you and also a victim surcharge, I would estimate this would be in the region of *£Enter likely amount of prosecution costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

PSR

I believe that if you pleaded guilty or were convicted the court is likely to order the Probation Service to talk to you and prepare a report about you and your circumstances. This report is called a pre-sentence report and I strongly advise you to co-operate with its production. This report will consider sentencing options. The court may order you to pay a contribution to the

cost of prosecuting you together with a victim surcharge. I would estimate this would be in the region of *£Enter likely amount of prosecution costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

Committal

If you pleaded guilty or were convicted, the Magistrates may send your case to the Crown Court for Sentence. The court may order you to pay a contribution to the cost of prosecuting you and also a victim surcharge, I would estimate this would be in the region of *£Enter likely amount of prosecution costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

Road Traffic

Due to the nature of the allegations against you, the court would normally order that penalty points be put on your driving licence or disqualify you from driving, in addition to any other penalty.

Custodial Sentence

In light of the nature and seriousness of the allegations you face there is a real risk that if you plead guilty or are convicted of the offence{s} you could receive a custodial sentence. . The Court take into account a number of factors including the seriousness of the offence, previous convictions and their guidelines as well as decided case law when coming to a decision.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

The Next Step

I need to obtain a number of documents and other items of evidence, including:

Your charge sheet, the police record of what happened to you while in custody, Crown Prosecution Service file of evidence, copy of the interview, any video evidence, information about your previous convictions and any other information that the prosecution does not intend to use but may be helpful to your defence.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Help Leaflet

CLI005 CLIENT CARE LETTER - MAGISTRATES' COURT YOUTH

Your Case: *Name of Youth Court on date at time*

I write further to your attendance at *Enter details here*.

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by *Name of Supervisor*. We work as a team of lawyers and there will be times when I may not be available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

Adjourned No Bail - Attendance not Required

Your case has been adjourned to the above date and time. You are not on bail and it is not necessary for you to attend the next hearing. A solicitor from this office will attend on your behalf or we will write to the court on your behalf.

Adjourned No Bail - Attendance Required

Your case has been adjourned to the above date and time. You are not on bail but it is important you attend the next court hearing. You should be aware that the court will expect you to have an appropriate adult with you at court. If you require any advice about this, please contact me.

Remanded

You have been remanded into custody by the court. We will discuss your position when we next meet.

You will next be produced at the *Name of Youth Court* on the above date.

Unconditional - Attendance not Required

You are on unconditional bail. You need not attend the next hearing. I will let you know the outcome.

Unconditional - Attendance Required

You are now on unconditional bail and must attend *Name of Youth Court* at the above date and time. It is important that you attend as required otherwise you could commit an offence, which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

You should be aware that the court will expect you to have an appropriate adult with you at court. If you require any advice about this, please contact me.

Conditional - Attendance not Required

You need not attend the next hearing. I will let you know the outcome.

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Conditional - Attendance Required

You are now on bail and must attend *Name of Youth Court* at the above date and time.

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible. This will require an application to the Court.

You should be aware that the court will expect you to have an appropriate adult with you at court. If you require any advice about this, please contact me.

Remanded to Care of Local Authority

You have been remanded into the care of the local authority by the court. You must comply with any requirements they impose on you otherwise you will breach your bail and be brought back to Court.

Remanded to Secure Accommodation

You have been remanded to the care of the local authority with a requirement that you be kept in secure accommodation. The Court have the power to do

this because of the nature of the offence with which you are charged. The Court felt that this was their only option and indicated that this was because they had substantial grounds to believe that either you must be kept in secure accommodation to protect the public from serious harm, or if released you would commit further imprisonable offences.

Remanded & Attendance Required

You will next be produced at the *Name of Youth Court* on the above date.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your Instructions

Enter details here

Advice

Enter details here

Your Plea and which court will deal with your case

I confirm that this matter can now be dealt with

only in the Youth Court

only in the Youth Court

in the Youth Court, unless it is considered to be a grave crime.

in the Youth Court, unless it is considered to be a grave crime. This decision will be made by the Youth Court and they will only send the case to the Crown Court if they believe the case is too serious for them to deal with. I will discuss this with you if the issue arises.

at the Magistrates Court, Youth Court or Crown Court.

at the Magistrates Court, Youth Court or Crown Court.

The Prosecution must prove its case against you. It is not for you to prove your innocence. It is my job to obtain as much information as possible about the prosecution evidence and to advise you on the strength of their case. You will then be asked whether you wish to plead guilty or not guilty.

If you plead guilty, the court will often reduce the sentence you might otherwise receive. On the other hand, if you plead not guilty you may be found not guilty or the prosecution may later withdraw or amend the charges against you. You should only plead guilty if you genuinely believe, following my advice, that you are guilty.

Length of your case

On the basis that you:

1. Attend court when required to do so and
2. Keep your appointments with us

I think that the case is likely to take *Length of Case*.

Sentencing Guidelines

Fine or Conditional Discharge

I believe that if you pleaded guilty or were convicted, the most likely penalties to be imposed upon you would be a fine or conditional discharge. The court may order you to pay a contribution to the cost of prosecuting you and a victim surcharge, I would estimate this would be in the region of *£Amount of Prosecution Costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

PSR

I believe that if you pleaded guilty or were convicted the court is likely to order the Youth Offending Team to talk to you and prepare a report about you and your circumstances. This report is called a pre-sentence report and I strongly advise you to co-operate with its production. This report will consider all sentencing options. The court may order you to pay a contribution to the cost of prosecuting you and a victim surcharge. I would estimate this would be in the region of *£Amount of Prosecution Costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

Committal

If you pleaded guilty or were convicted, the Magistrates may send your case to the Crown Court for sentence. The court may order you to pay a contribution to the cost of prosecuting you and a victim surcharge, I would estimate this would be in the region of *£Amount of Prosecution Costs*. You should be aware

that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

Road Traffic

Due to the nature of the allegations against you, the court would normally order that penalty points be put on your driving licence or disqualify you from driving, in addition to any other penalty.

Youth Rehabilitation Order

The Court can impose a Youth Rehabilitation Order. There are a number of options open to the Court set out below. We will advise you as to which is most likely when appropriate.

- [Action Plan Order](#)
- [Curfew Order](#)
- [Supervision Order](#)
- Supervision Order and conditions
- [Community Punishment Order](#)
- [Community Punishment and Rehabilitation Order](#)
- [Attendance Centre Order](#)
- [Drug Treatment and Testing Order](#)
- Exclusion Order
- [Community Rehabilitation Order](#)
- Community Rehabilitation Order and conditions

The following requirements can be attached to a YRO:

- Activity Requirement
- Curfew Requirement
- Exclusion Requirement
- Local Authority Residence Requirement
- Education Requirement
- Mental Health Treatment Requirement
- Unpaid Work Requirement (16/17 years)
- Supervision Requirement
- Electronic Monitoring Requirement
- Prohibited Activity Requirement
- Drug Treatment Requirement
- Residence Requirement
- Programme Requirement
- Attendance Centre Requirement
- Intensive Supervision and

- Drug Testing Requirement
- Intoxicating Substance Treatment Requirement
- Surveillance (based on the current ISSP)
- Intensive Fostering

Custodial Sentence

In light of the nature and seriousness of the allegations you face there is a real risk that if you plead guilty or are convicted of the offence(s) you could receive a custodial sentence. The Court take into account a number of factors including the seriousness of the offence, previous convictions and their guidelines as well as decided case law when coming to a decision.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

The Next Step

I need to obtain a number of documents and other items of evidence, including:

Your charge sheet, the police record of what happened to you while in custody, Crown Prosecution Service file of evidence, copy of the interview, any video evidence, information about your previous convictions and any other information that the prosecution does not intend to use but may be helpful to your defence.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or we can help in any other way, please do not hesitate to contact us.

Yours sincerely

Public Defender Service

ENC. Help leaflet

CLI006 CLIENT CARE LETTER - SECTION 51

Your Case: *Name of Magistrates' Court on date at time* (Proceedings)
Name of Crown Court on date at time (Crown Court)

I write further to your attendance at *Enter details here*.

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by *Name of Supervisor*. We work as a team of lawyers and there will be times when I am not personally available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

Remanded

You have been remanded into custody by the court. I will discuss this with you and explain your options and chance of a successful bail application.

You will next be produced at the *Name of Crown Court* on the above date.

Unconditional

You are now on unconditional bail and must attend *Name of Crown Court* at the above date and time.

It is important that you attend as otherwise you could commit an offence which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court, break your conditions or commit an offence you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

[Enter details here](#)

Your Instructions

[Enter details here](#)

Advice

[Enter details here](#)

Your Plea and which court will deal with your case

I confirm that this matter can now be dealt with only in the Crown Court.

The Prosecution must prove its case against you. It is not for you to prove your innocence. It is my job to obtain as much information as possible about the prosecution evidence and to advise you on the strength of their case. You will then be asked whether you wish to plead guilty or not guilty.

If you plead guilty, the court will often reduce the sentence you might otherwise receive. On the other hand, if you plead not guilty you may be found not guilty or the prosecution may later drop or reduce the charges against you. You should only plead guilty if you genuinely believe, following my advice, that you are guilty.

Length of your case

On the basis that you:

1. Attend court when required to do so **and**
2. Keep your appointments with us

I think that the case is likely to take [Length of case](#).

Legal Aid

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit of income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Prosecution Costs

If you plead guilty or are convicted the court may order you to pay a contribution towards the costs of prosecuting you and a victim surcharge, I would estimate this would be in the region of *£Amount of prosecution costs*. You should be aware that this sum is likely to be higher if you are convicted after a trial rather than pleading guilty earlier. It is vital, however, that you should only plead guilty if you believe, following my advice, that you are guilty.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

The Next Step

The prosecution must now serve their case. This will include any witness statements that they intend to rely on and any exhibits, including a summary of your interview with the police. We will also be supplied with a list of items that the police collected during their investigation. We can request to see these items if you plead not guilty and we think that they will assist your defence.

As discussed, I will also be instructing a barrister on your behalf to represent you at the Crown Court. The Public Defender Service only instructs experienced barristers who are approved. If you have any views regarding which barrister you would like to represent you, then please contact me.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Help Leaflet

CLI007 CLIENT CARE LETTER – PRO BONO

Your Case: *Allegation (Investigations)*
Name of Magistrates' Court on date at time (Proceedings)
Name of Crown Court on date at time (Crown Court)

I write further to your attendance at *Enter details here*.

Thank you for asking the Public Defender Service to help you with this matter.

I will be looking after your case. My work is supervised by *Name of Supervisor*. We work as a team of lawyers and there will be times when I am not personally available. One of the other lawyers in the team will always be happy to help you. The members of the team are shown on our help leaflet.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your instructions

Enter details here

Advice

Enter details here

Funding

We are currently acting for you on a Pro Bono (free) basis. This may be reviewed in the future, and it could be decided that we are no longer able to help you with this case. If this happens, we will advise you as to your best course of action.

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be

from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit of income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI008 CLIENT – COMMITTAL TO CROWN COURT

Your Case: *Name of Crown Court on date at time*

Your case has now been committed to the Crown Court. You must be at court by no later than *9:45am (if am) / 2pm (if pm)* on the above date.

Remanded

You have been remanded into custody by the court. I will discuss this with you and explain your options and chance of a successful bail application.

Unconditional

In the meantime, you have been granted unconditional bail by the court.

It is important that you attend as otherwise you could commit an offence which means you could be arrested, held in custody and charged with failing to answer to bail.

Conditional

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court, break your conditions or commit an offence you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Warned Lists

The dates when you will have to attend the Crown Court do not work in the same way as the Magistrate's Court. Most of the time the Crown Court does fix a date when you must next attend and will renew your bail/remand until that date. However, the Crown Court also has a system called warned lists. If your case is placed in a "warned list", this means that you will be given a date when the case may be listed, which may change very quickly and with little notice. The Court listing office will let us know when your case is likely to be called; the Court will not contact you directly.

This means that we need to keep in touch with you regularly, sometimes daily. If you have not already provided us with a current telephone number where we can contact you immediately, can you please do so.

The terms of your bail will operate in exactly the same way as if you had a fixed date to attend court and if you fail to attend without good reason, the court will issue a warrant for your arrest. We cannot stress how important it is that you keep in touch with us throughout this period.

Legal Aid

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit or income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

If caseworker has changed

Main Caseworker and *Second Caseworker* are now dealing with your case. Your case will be supervised by *Supervisor*.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

If you have any questions or I can help in any other way please, do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI009 CLIENT- INFORM OF GRANT OF LEGAL AID

Your Case: *Name of Magistrates/ Crown Court Court - Date at Time*

Legal Aid Granted (no costs)

You have now been granted legal aid to cover our work at court. This is as a result of the means test for which you supplied me with your income details. If your financial circumstances change throughout the case, you need to inform me immediately as this may affect your eligibility for legal aid.

Legal Aid Granted (contribution to costs)

You have been granted Legal Aid subject to making a contribution to your costs. The level of that contribution is set out in the attached document. If you are unhappy with this assessment please contact me and we will discuss the options open to you. In certain circumstances you can ask for your legal aid application to be re – assessed.

I should advise you that in certain cases it can happen that your legal aid could be withdrawn or discharged. The court has to review the legal aid position in certain circumstances, for example if the charges change or it is established that you have made a false statement in your application or insist on unreasonable conduct of your case. Should this situation arise, I will advise you accordingly.

Conditional Bail

I remind you that you have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI010 CLIENT – NON-ATTENDANCE AT THE POLICE STATION

Your Attendance at *Name of Police Station* on the *Date*.

We note that you failed to attend *Name of Police Station* on the above date. Please contact us as soon as possible to discuss the situation.

If the police contact you or you are re-arrested, please contact us immediately so that we can arrange to attend the Police Station with you.

Yours sincerely

Public Defender Service

CLI011 CLIENT – REQUEST PROOF OF BENEFITS/INCOME

Your Case: *Allegation (Investigations)*

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

You will recall signing a legal aid document when we met. This entitles you to free legal help, which covers advice, letters and telephone calls.

I need a copy of

Over 17

your

Under 17

your parents

benefits/income and would be obliged if you would make arrangements to attend my office with

Over 17

your

Under 17

your parents

benefit documents/wage slips at a convenient time.

If you have any questions or we can help in any other way please do not hesitate to contact us.

Yours sincerely

Public Defender Service

CLI012 CLIENT – REQUEST AUTHORITY FOR OBTAINING PROOF OF BENEFITS/INCOME

Your Case

I need to obtain confirmation of your benefits from the Benefits Agency. Please sign and date the authority below and return to me in the enclosed pre-paid envelope.

If you have any questions or we can help in any other way please do not hesitate to contact us.

Yours faithfully

Public Defender Service

Enc.

I authorise you to release details of my benefits to my solicitors, the Public Defender Service.

Signed.....Dated.....

CLI013 CLIENT – BAIL BACK LETTER

Your Police Station Attendance at *Name of Police Station* on the *date* at *time*

Further to your attendance at *Name of Police Station* on the *date*, I write to remind you that you have been bailed once again to attend *Name of Police Station* at the above date and time. It is important that you attend as otherwise you could commit an offence which means that you could be arrested, held in custody and charged with the offence of failing to answer bail.

Conditional

You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

You have been re-bailed because *Enter Details*

Advice

Enter Details

We will do our best to speak to the officer on the day that you are to return. If you have provided a contact telephone number we will ring you prior to your bail return to advise what is going to happen.

I confirm that a member of the Public Defender Service will attend the police station if you are to be further questioned or if it is necessary for any other reason.

If you are contacted by the Police to change the date and time of your attendance, or if the police contact you to cancel your attendance, please let me know.

If you have any questions or I can help in any other way, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI014 CLIENT – PLEASE MAKE AN APPOINTMENT

Your Case: *Allegation* (Investigations)

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

Could you please telephone my office to make an appointment to see me as I need to discuss your case with you.

Yours sincerely

Public Defender Service

CLI015 CLIENT – CONFIRM APPOINTMENT

Your Case: *Allegation (Investigations)*

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

An appointment has been arranged for you the details of which are below:-

Location - *Location*

Date - *Date*

Time - *Time*

Reason - *Reason for appointment*

It is important that you try and keep this appointment.

If, however, this date and time is inconvenient then please contact my office, on the above telephone number, to make alternative arrangements.

Yours sincerely

Public Defender Service

CLI016 CLIENT – MISSED APPOINTMENT LETTER

Your Appointment

I note that you failed to keep an appointment that was arranged for you on the *date* at *time*.

Please contact my office to arrange another appointment.

Yours sincerely

Public Defender Service

CLI017 CLIENT - MAGISTRATES' COURT ADJOURNMENT LETTER

Your Case: *Name of Magistrates Court - date at time*

Your case has been adjourned until the above date and time.

Adjourned no Bail – Attendance not Required

You are not on bail and it is not necessary for you to attend the next hearing. An advocate from this office will attend on your behalf.

Adjourned no Bail – Attendance Required

You are not on bail but it is important you attend the next court hearing.

Your case has been adjourned because *Enter details here*

Remanded

You have been remanded into custody by the court. I will discuss this with you and explain your options and chance of a successful bail application.

Unconditional – Attendance not Required

You are on unconditional bail. You need not attend the next hearing. I will let you know the outcome.

Unconditional – Attendance Required

You are on unconditional bail and must attend *Name of Magistrates Court* at the above date and time.

It is important that you attend as required otherwise you could commit an offence which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional – Attendance not Required

You need not attend the next hearing. I will let you know the outcome. You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Conditional – Attendance Required

You are now on bail and must attend *Name of Magistrates' Court* at the above date and time. You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI018 CLIENT – WARRANT NO BAIL LETTER

Your Case: *Name of Magistrates' Court on date*

I attended court when unfortunately you did not attend.

The court issued a warrant for your arrest.

It is very important that you surrender to this warrant as soon as possible.

Even if you have a good excuse for having not attended Court, you remain under an obligation to surrender as soon as possible. You will be guilty of a bail act offence if you do not do so.

Could you please contact me so that I can arrange to help you in this regard.

If however you are arrested on warrant, you have the right to legal advice at the Police Station, so please ask the custody officer to contact us immediately.

Yours sincerely

Public Defender Service

CLI019 CLIENT – INFORM OF CHANGE OF PERSON DEALING

Your Case: *Allegation* (Investigations)

Name of Magistrates Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

I write to inform you that the person{s} now dealing with your case are *Main Caseworker* and *Second Caseworker*. Your case will be supervised by *Supervisor*.

The reason for the change is *Enter details here*.

Should you have any queries in relation to your case please do not hesitate to contact us.

Yours sincerely

Public Defender Service

CLI020 INFORM CLIENT OF COUNSEL

Your Case: *Name of Crown Court* on *date* at *time*

As discussed, I have instructed *Name of Counsel*, who is a barrister, to conduct your case. *Name of Counsel* has all the documentation in your case and has been asked to consider this. *Name of Counsel* is an experienced barrister, who has been approved by the Public Defender Service.

We are in the process of making arrangements for a conference with Counsel and will write to you shortly with the details.

If you have any other questions or comments, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI021 CLIENT – CONFIRM VISIT

Your Case: *Allegation* (Investigations)

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

I have arranged to visit you at *Venue* on *date* at *time* to discuss matters.

If this is inconvenient, please contact me to make alternative arrangements.

Yours sincerely

Public Defender Service

CLI022 CLIENT – SEND DRAFT PROOF OF EVIDENCE

Your Case: *Allegation* (Investigations)

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

I enclose a draft statement. Please consider this carefully, correct any inaccuracies and write anything further that you think may be appropriate. Please then return this to me in the enclosed self-addressed envelope.

Please note this is for our records only and will not be disclosed without your authority.

If you have any questions or comments, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Draft proof

Self-addressed envelope

CLI023 CLIENT – SEND COMPLETED PROOF OF EVIDENCE

Your Case: *Allegation (Investigations)*

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

I enclose two copies of your statement. Please read through them and if they require amendment, contact me as soon as possible.

If no amendment is required, could you then sign both copies and return **one** to me in the enclosed self-addressed envelope. The other one is for you to retain for your assistance at the next court hearing.

Please note this is for our records only and will not be disclosed without your authority.

Yours sincerely

Public Defender Service

Enc. 2 copies proof of evidence
Self addressed envelope

CLI024 INFORM CLIENT OF DATE OF JIC

Application for Bail before a Judge in Chambers

An application for bail will be heard at *Name of Crown Court* on the *date*.

If you have any questions or I can help in any other way, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI025 CLIENT – INFORM OF CONFERENCE WITH COUNSEL

Your Case: *Allegation* (Investigations)

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

A meeting has been arranged for you to discuss your case with your Barrister:

Barrister: *Name of Counsel*

Date: *Date*

Time: *Time*

Venue: *Venue*

It is important that you attend. Please arrive shortly before the conference, where you will be met by a representative from this office.

If this appointment is inconvenient, please contact me and I will make alternative arrangements.

Yours sincerely

Public Defender Service

CLI026 CLIENT - CROWN COURT ADJOURNMENT LETTER

Your Case: *Name of Crown Court* on *date* at *time*

Further to your appearance at *Name of Crown Court*, your case has been adjourned because [Enter details here](#)

Adjourned - No date

I will write to you again when your case is next listed.

Remanded

You have been remanded into custody by the court. I will discuss this with you and explain your options and chance of a successful bail application.

Unconditional

In the meantime, you have been granted unconditional bail by the court.

It is important that you attend as required otherwise you could commit an offence which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional

In the meantime, you have been granted bail with the following conditions:

- 1.
- 2.
- 3.
- 4.

If you fail to attend court as required or break your conditions, you could be re-arrested and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Your attendance at *Name of Police Station on date*

Thank you for asking the Public Defender Service to help you with this matter.

I enclose a "Help Leaflet" that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your Instructions

Enter details here

Advice

Enter details here

Outcome and Result

Enter details here

Your file of papers will now be closed. Your file will be retained at this office for a period of six years and you can have access to it at any time during that period. If you wish to see your file, please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you could complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Thank you for your instructions in this matter and if you require any further assistance, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI028 CLIENT - MAGISTRATES' COURT CLOSING LETTER

Your Case: *Name of Magistrates Court*

I write to confirm the result of your case.

Absolute Discharge

You were made subject to an Absolute Discharge. This means that, although you were convicted of the offence, the Magistrates decided that you should not be punished for the offence. This is, however, a criminal conviction.

ASBO

The Court made an Anti-Social Behaviour Order against you, this was because the Court found that you had acted in an anti-social manner, and that the Order was necessary to prevent further anti-social acts. The terms of the Order are as follows:

Insert Terms

The Order will last *Insert Length*

You should be aware that if you breach the Order, you will be committing a further criminal offence which is triable either in the Magistrates' Court or Crown Court. The maximum penalty on conviction at the Magistrates' Court is six months in custody or up to five years in the Crown Court and/or an unlimited fine.

Attendance Centre Order

The Magistrates imposed an Attendance Centre Order.

This means that you must compulsorily attend an Attendance Centre. Under the terms of the Order, you are required to attend at *Insert Attendance Centre* for a total of *Insert Number of Hours* starting on *Insert Date*. You are also required to attend as directed by the Officer in Charge. If you arrive late, the Officer in Charge may not count that day's attendance. Similarly, if you fail to attend without very good excuse, or fail to carry out the Officer's instructions properly, you may be brought back to the Court and re-sentenced in a different way.

Binding Over Order

You were made subject to a Binding Over Order. This is not a criminal conviction. You are bound over for a period of *Insert Number of Months* in the sum of *Insert Amount*. If you commit any behaviour which is prohibited by the order within the period specified in the Binding Over Order, you may be liable

to forfeit all or some of the sum of money (or recognisance) mentioned in the order. If there is no breach of the order within the specified period that will effectively be the end of the matter.

Community Order - Unpaid Work

You were made subject to a Community Order and a requirement was imposed that you carry out unpaid work in the Community. Under the terms of a Community Order, you must keep in touch with the relevant probation officer in accordance with his/her instructions and additionally you must notify them of any change of address at the earliest opportunity. You will be required to perform allocated work in accordance with the instructions of the probation officer. This work is unpaid, and the total order which consists of *Insert Number of Hours* must be completed in order to fully discharge the Order.

Should you fail to comply with the terms of the Order without good reason, you are likely to be brought back to Court and may re-sentenced in another way. This may well result in a more severe sentence.

The minimum period which a Court can impose is 40 hours and the maximum period is 300 hours.

Community Order - Specified Activity/ Including curfew order

The Court Imposed a Community Order with a requirement that you *Specify activity in detail, but can include reparative activities, present himself/herself to a specified person details of curfew and who will monitor*. This order will require you to comply with the terms for a period of *Enter Period – Max. 60 Days*.

You must attend as directed by your Probation Officer, and any failure to comply with the Order could result in you being brought before the Court in breach of the Order and re-sentenced in a more serious way.

Compensation Order

The Court ordered that you must pay Compensation of *Insert Amount* at a rate of *Insert Rate*. This was to compensate the victim of this offence.

You should be aware that if you fail to make the payments ordered under the Compensation Order today, that you could be liable to imprisonment for non-payment. In the event that you are imprisoned for non-payment, you should also be aware that the Compensation that is outstanding will remain outstanding, unless the person to be compensated agrees that it can be remitted or written off.

We would advise you to make regular payments as ordered by the Court to avoid this possibility.

Conditional Discharge

You were made subject to a Conditional Discharge for a period of *Insert Period*. A Conditional Discharge is a criminal conviction however, if you do not commit a further offence during the period of the discharge, this would effectively be the end of the matter. If you do commit any further offence within the period of discharge, you would be liable to be sentenced for this offence in addition to any penalty imposed for the new offence.

(Note that a Conditional Discharge is not a conviction for the purposes of the Sexual Offences Act 1997).

Costs

In addition to the above sentence, the Court ordered that you pay *Insert Amount of Costs and any victim surcharge*. The Court ordered that you pay this at a rate of *Insert Amount*. You should be aware that a failure to pay outstanding Court costs could result in you being brought before the Court for non-payment and sentenced to custody. If you have trouble in keeping up your payments, you should contact the Court immediately, and preferably before your next payment is due. You may also wish to contact us to discuss your problem.

Deferred Sentence

You were made subject to a Deferred Sentence by the Court. The Court felt that it was in the interests of Justice to impose a Deferred Sentence and deferred the final disposal of this case for a period of *Insert Period*. Under the terms of the sentence, you must attend at the Court on *Insert Date* and the Court will consider what sentence to impose and how you have progressed in the meantime.

You should be advised that the commission of any offences during the period of deferment will probably result in you being brought before the court and dealt with for the new offences together with the offence(s) which are the subject of deferment. This could lead to you being imprisoned.

During the period of the deferment the court expects that:

List Reasons for Deferment and Actions Expected of the Defendant

Fine

The Court imposed a Financial Penalty totalling *Insert Amount*. The Magistrates' agreed to give you time to pay, and ordered that you pay at the rate of *Insert Rate and Time*.

You should be aware that failure to make regular payments as directed by the Court could lead to you being found in default and committed to Prison for

non-payment. If you are in difficulty in meeting payments, you must contact the court immediately and before the next payment is due. You may also wish to contact our office for advice.

Football Banning Order

The Court, in addition to *Insert any other Sentence* also made a Football Banning Order against you. The effect of the Order is that you will be under a duty to report initially at the Police Station *Insert Venue* within five days of today, and thereafter report to a Police Station when notified by the Banning Order's authority.

You have a right to apply to the Court to terminate the Order after two-thirds of the total period has expired, and the Court will have regard to your character, conduct and the nature of the offence since the Order was made. They will also take into account any relevant circumstances. A further application may not be made within six months of a refusal.

Failure to comply with a Banning Order is a criminal offence, triable only in the Magistrates' Court, and is punishable by way of a Fine (maximum £5000) and/or six months in prison.

Forfeiture

The Court made a Deprivation of Property and Forfeiture Order in addition to *Insert any other Sentence t*. The effect of this Order is that the property *Insert Property* will now pass into the possession of the Police and a person may claim the property provided that he satisfies a Court that either:

He has not consented to you having possession of the property; or
He did not know and had no reason to suspect the property was likely to be used for the purpose of committing an offence.

If no successful claim is made, the property will be sold and proceeds disposed of in accordance with the Police Property Act 1897 (not applicable in case of forfeiture of controlled drugs and firearms and Customs and Excise Management Act to prosecution).

Guardianship Order

The Magistrates made a Guardianship Order under Section 37 of the Mental Health Act 1983.

The period of the Order is indeterminate, but is dependent on your condition, and will be reviewed periodically by the Medical Authorities.

The effect of the Order is that effectively now, you will be in the care of the Mental Health Authorities, and the Court has no more powers over you. It

cannot stipulate what happens later. Your Guardian will be a Social Worker or a person approved by the Local Authority.

In the normal course of events, a Guardianship Order will lapse after six months, but Mental Health Specialists can recommend an extension after that period. It can then be extended for a one-year period, or until the Mental Health Authorities consider it is safe to grant you discharge. You should be aware also that you can apply for discharge at any time during the first six months of the Guardianship Order or on any occasion when the Order is reviewed.

Your rights, in relation to this Order, are governed by the Mental Health Act 1983 and your application should be made to a Mental Health Review Tribunal. We can advise you of a Specialist Solicitor should you wish to pursue this course.

Hospital Order

The Magistrates' sentenced you by way of a Hospital Order under Section 37 of the Mental Health Act 1983.

Under the terms of the Hospital Order, the Court does not fix the period that you will stay in hospital, and the date of your release is dictated and decided by the Hospital Authorities themselves.

Normally the Hospital Order will lapse after six months, but it can be reviewed for a further six months on the recommendation of the Mental Health Specialist in charge of your case.

Thereafter, it can be reviewed for one year periods. The procedure is that the responsible Mental Health Specialist examines you and sends a report to the Mental Health Authorities, which can be the Hospital Managers. They can then act upon the recommendation to retain or discharge you. You can be discharged at any time without reference back to the original sentencing Court.

Your rights under the Hospital Order are governed by the Mental Health Act 1983, and should you seek to discharge the Order, this can be done at any time after the first six months of the Order or whenever it is proposed to extend the Order. The application is made to a Mental Health Tribunal, and we can refer you to a Specialist Mental Health Solicitor should you so require.

If Required

In addition to the Hospital Order, you were also classified as a "Restricted Patient" under Section 41 of the Mental Health Act. *Insert restriction upon date of release – e.g. specified period of time or indefinitely.*

As you are subject to a Restriction Clause, you cannot be discharged by the Mental Specialist or allowed out of the specified hospital without the consent of the Home Secretary. If the Home Secretary does decide to effect your release from the Mental Hospital, he has the power to impose conditions upon your discharge, such as a Place of Residence, a Scheme of Supervision and the liability to recall, if you do not comply with those conditions.

Imprisonment - Client Over 21

The Magistrates' decided that this case was "so serious" that the only sentence they could impose was one of imprisonment. The Court stated that the reasons for the decision were *Insert details of decision*.

Choose Either

The term is to run consecutively. This means that the one term of imprisonment follows another. The total time you will serve is *Insert term of imprisonment*.

OR

The term is to run concurrently so that the sentences will run along side one another and the total time you will serve is *Insert term of imprisonment*.

Imprisonment - Client Under 21

The Court made you subject to an order for Detention in a Young Offender's Institution for a period of *Insert Period*. This sentence is only available for offenders who are under the age of 21 years.

You will recall that the Court indicated that you will spend *Insert Length* in custody, and that you will spend a period of *Insert Amount* during which period you will be subject to recall and also that you will be subject to supervision for a period of *Insert Amount* following your release.

If less than 12 months

You will be automatically released after he has served one half of that term.

If Applicable

In determining the your release date time spent on remand in custody or secure accommodation will be taken into account.

Following your release, you will be subject to supervision by a Probation Officer or Social Worker for a period of three months or until

you attain the age of 22 years, or whichever is the shorter. Failure to comply with the supervision element is punishable by custody or up to 30 days or a fine of £1,000.

If further offences are committed during the period of early release and the Court may return you to custody.

Detention in Courthouse or Police Station

The Magistrates' ordered your detention for a period of one day in lieu of payment of any financial penalty. When imposing a sentence of this nature, the Magistrates' announced that you were to be released at *Insert Time*.

Early Release

You are subject to a term of imprisonment for less than twelve months and will automatically be released after he has served one half of that term. In determining the period that has been served, time spent on remand in custody is taken into account. A person serving a term of 12 months and under 4 years is released on Licence after serving half the original term, and is unconditionally released after three-quarters of that sentence.

In certain circumstances, early release can be affected under the Home Detention Curfew Scheme, better known as "tagging".

Dependant on the type of offence for which you are imprisoned, you may be eligible for this scheme at an early stage.

You should raise it with the Prison Authorities immediately on your admission to prison, or alternatively consult us as soon as possible.

You are serving a term of Imprisonment exceeding four years and may be eligible, in certain circumstances, for early release, after having served three-quarters of the sentence imposed today.

Suspended term of Imprisonment

The Court imposed a custodial sentence (insert length) but suspended the term of imprisonment for a period of (insert length). You should be advised that the commission of any further offences during the active period of this sentence will activate the suspended sentence and you are likely to be sent to prison for the period set out above. This will of course be in addition to any other penalty for the new offence committed during the period of suspension.

Insert any additional terms of the suspended sentence.

Restitution Order

The Court ordered that you are made subject to a Restitution Order. The Court ordered that you restore the goods to their rightful owner forthwith. *Insert alternative of proceeds of sale if applicable.*

Youth Rehabilitation Order

The Court can impose a Youth Rehabilitation Order. There are a number of options open to the Court set out below. We will advise you as to which is most likely when appropriate.

- [Action Plan Order](#)
- [Curfew Order](#)
- [Supervision Order](#)
- Supervision Order and conditions
- [Community Punishment Order](#)
- [Community Punishment and Rehabilitation Order](#)
- [Attendance Centre Order](#)
- [Drug Treatment and Testing Order](#)
- Exclusion Order
- [Community Rehabilitation Order](#)
- Community Rehabilitation Order and conditions

The following requirements can be attached to a YRO:

- Activity Requirement
- Curfew Requirement
- Exclusion Requirement
- Local Authority Residence Requirement
- Education Requirement
- Mental Health Treatment Requirement
- Unpaid Work Requirement (16/17 years)
- Drug Testing Requirement
- Intoxicating Substance Treatment
- Supervision Requirement
- Electronic Monitoring Requirement
- Prohibited Activity Requirement
- Drug Treatment Requirement
- Residence Requirement
- Programme Requirement
- Attendance Centre Requirement
- Intensive Supervision and Surveillance (based on the current ISSP)
- Intensive Fostering

Requirement

I.S.S.P. – intensive supervision and surveillance programmes

The Court ordered that you be made subject to the Intensive Supervision and Surveillance Programmes (I.S.S.P.).

An I.S.S.P. contains supervision for education and training, as well as a Programme to work on changing behaviour, together with family support, community surveillance, which may involve electronic monitoring.

In some circumstances an application can be made to vary or discharge any supervision order. If you have difficulty complying with the order, you should contact us immediately for advice.

If you breach of any requirements of the Order, you may be brought back to Court and sentences in another way.

Acquittal

Following your trial, the Court acquitted you of the charges against you. This means that you were found not guilty. In certain circumstances, following a recent change in the law, you can be tried for the same offence again. However, this is rare and normally only happens in really serious cases. The prosecution will have to produce substantial new evidence that was not available at the time of the trial to do this.

No evidence offered

The prosecution offered no evidence in respect of the charges against you. This means that the case is effectively at an end. The reason for this is that on the evidence and/or witnesses which were available to them, the prosecution did not feel there was a reasonable prospect of conviction. The Court therefore dismissed the case.

In certain circumstances, following a recent change in the law, you can be tried for the same offence again. However, this is rare and normally only happens in really serious cases. The prosecution will have to produce substantial new evidence that was not available at the time of the trial to do this.

(Delete costs and appeal information if appropriate)

Case Discharged The Court has discharged you from the charges you faced. This means that for the present time the case will not proceed. This was due to *Insert Reason Here*. Whilst the case will not proceed at this stage the

Prosecution have the option of recommencing the proceedings by way of summons. If you receive a summons please contact this office immediately.

(Delete costs and appeal information if appropriate)

Insert Other Information Here

Client ordered to pay a contribution towards prosecution costs

In addition you were ordered to pay a contribution towards the prosecution costs of *£Enter Costs*.

If you feel that the court's decision is wrong you can appeal to the Crown Court. An appeal must be started within 21 days of the decision of the Magistrates' Court. This is not a step to be taken lightly however, as the Crown Court can in certain circumstances increase the penalty.

My advice is that you *Should / Should Not* consider an appeal as appropriate because *Enter Reason Here*.

Your file of papers will now be closed. Your file will be retained at this office for a period of six years and you can have access to it at any time during that period. If you wish to see your file, please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you could complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

Thank you for your instructions in this matter and if you require any further assistance, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Client Care Questionnaire
 Self-addressed envelope

CLI029 CLIENT – GENERAL CLOSING LETTER

Your Case: *Allegation*

I write to confirm the result of your case.

Enter details here

Your file of papers will now be closed. Your file will be retained at this office for a period of six years and you can have access to it at any time during that period. If you wish to see your file, please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you could complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

Thank you for your instructions in this matter and if you require any further assistance, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI030 CLIENT – STATUTORY CHARGE

Statutory Charge – Paying back the Legal Services Commission

As the work now being done on your behalf potentially means that you may receive some money or property, I am obliged to advise you of the operation of what is known as the Statutory Charge.

If it is the case that you receive any money or property, you may have to repay all or some of your legal costs out of that property. In this way the funding you now have acts as a loan.

I enclose for your information a leaflet entitled "Paying back the Legal Services Commission" which provides further information

If you have any questions or I can help in any other way, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI031 CLIENT – CASE REMOVED FROM LIST

Your Case: *Name of Crown Court on date at time*

I have been notified that your case has been removed from the court list for the above date. This means that you do not need to attend court on that date.

I will write to you again when your case is next listed.

Conditional

I remind you that you have been granted bail with the following conditions:

- 1.
- 2.
- 3.
- 4.
- 5.

If you fail to attend court as required or break your conditions, you could be re-arrested and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI032 CLIENT – CHARGE TO COURT

Your Case: *Enter Name of Court*

Further to your attendance at *Enter Name of Police Station* on the *Enter Date*. I write to confirm that you have now been charged to court for the following offences: *Enter Offences Here*.

Funding of your case

Representation at the Magistrates' Court is subject to a financial eligibility test and also the Interests of Justice Test. **If you have not already provided me with details of your income please can you do so immediately.** Without this information we are unable to apply for public funding and you may have to pay privately for legal advice and representation.

Crown Court Funding

If you are charged with an offence and the case goes to the Crown Court for trial or sentencing you will automatically qualify for Legal Aid Representation once you have completed an application form. After you have been means tested, you may have to pay towards the cost of your defence. This could be from your income while the case is ongoing or from your capital, if you are convicted.

You will be asked to provide evidence of your income and assets. If you do not, your payments could be increased and you may have to pay the full defence costs of your case. If you do not tell the truth about your income and assets you could be prosecuted.

You will not have to pay towards the costs of your case if you are under 18 or if you receive any of the following benefits: income support, income based job seekers allowance, guaranteed state pension credit of income related employment and support allowance.

You may have to pay towards the cost if your monthly disposable income is above a certain level. If this is the case, you will receive a Contribution order from the court and you will have to make payments as required under the Order. The first payment will be due within 28 days of the case being committed, sent or transferred to the Crown Court.

At the end of the case if you are found not guilty any payments you have will be refunded to you with interest.

If you are found guilty, you may have to pay for your defence costs from any capital assets you may have. This would apply only if :

- You have £30,000 or more in assets, for example savings, equity in property, shares or premium bonds and:
- Any payments you have already made have not covered your total defence costs.

You will be told at the end of your case if you have to make a payment from capital.

Please find enclosed forms to complete

Please find enclosed the application forms for a Legally Aided Representation Order (CDS14 & CD15.) Please start by completing the CDS14, don't complete Part B, this is for us to complete on your behalf. Then simply sign and date the declaration on page 7. If you are working or subject to benefits other than those listed on the CDS 14 application form, you need to complete the CDS15 form and provide any evidence as necessary, such as payslips or letters etc.

If you have a partner, wife or husband whom you live with or are separate from, who is not a prosecution witness or co-defendant then their details also need to be included on the applications forms and they need to sign in the relevant places.

If you require help in completing the forms please call the office and someone will be happy to help you.

If you have already provided this information

If you have already provided me with this information, you will hear about the outcome of your application directly from the court in due course, at which time please contact me to discuss the result.

Bail

Adjourned No Bail - Attendance Not Required

You are not on bail and it is not necessary for you to attend the next hearing. A solicitor from this office will attend on your behalf.

Adjourned No Bail - Attendance Required

You are not on bail but it is important you attend the next court hearing.

Remanded

You have been remanded into custody. I will discuss this with you and explain your options and chance of a successful bail application.

Unconditional Bail - Attendance Not Required

You are on unconditional bail. You need not attend the next hearing. I will let you know the outcome.

Unconditional Bail – Attendance Required

You are on unconditional bail and must attend *Name of Magistrates Court* at the above date and time.

It is important that you attend as required otherwise you could commit an offence which means you could be arrested, held in custody and charged with the offence of failing to answer to bail.

Conditional Bail - Attendance Not Required

You need not attend the next hearing. I will let you know the outcome. You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

Conditional Bail - Attendance Required

You are now on bail and must attend *Name of Magistrates Court* at the above date and time. You have been granted bail subject to the following conditions:

- 1.
- 2.
- 3.
- 4.

If you fail to attend court as required or break your conditions you could be re-arrested, held in custody and the court will have to review your bail position. If you feel any of these conditions are wrong or need changing, please contact me as soon as possible.

If caseworker details changed now the client has been charged

Main Caseworker and *Second Caseworker* are now dealing with your case. Your case will be supervised by *Supervisor*.

Appointment Required

Can you please telephone my office to make an appointment to see me to discuss your case.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

CLI034 CLIENT CARE LETTER – ARMY

Your Attendance at *Name of RMP/Court Martial Centre* on the *Enter Date and Time*.

Thank you for asking the Public Defender Service to help you with this matter.

I enclose a “Help Leaflet” that outlines the service that the Public Defender Service provides.

We work closely with other agencies and organisations to try to ensure that our clients have access to all of the services they need. We can put you in touch with these services and can usually arrange appointments for you. Should you require any assistance with other issues, please let us know.

Allegations

Enter details here

Your Instructions

Enter details here

Advice

Enter details here

Outcome and Result

At the end of your interview with SIB you were told that the facts of these matters would be reported. A decision will then be taken by your Commanding Officer in conjunction with the Army Prosecuting Authority as to what, if any, further action will be taken against you.

As we discussed this process may take some months but please let me know immediately when you are informed of the outcome so that I can then advise you further.

Your file of papers will now be closed but can be re-opened in the event of any further action. In any event your file will be retained at this office for a period of six years and you can have access to it at any time during that period. If you wish to see your file, please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you could complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

We are obliged in this letter to inform you of our complaints procedure. The Public Defender Service is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the Head of the Office named at the bottom of page 1 of this letter on the office telephone number or by post to our office. We have a procedure in place, which details how we handle complaints, which is in the document called "Help Leaflet" attached to this letter.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider your complaint. They can be contacted at 3rd Floor, Sunlight House, Quay Street, Manchester, M3 3JZ. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.

Thank you for your instructions in this matter and if you require any further assistance, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc.

CLI038 CLIENT – ENCLOSE DOCUMENTS

Your Case: *Allegation* (Investigations)

Name of Magistrates' Court on date at time (Proceedings)

Name of Crown Court on date at time (Crown Court)

We enclose herewith the following:

Please acknowledge safe receipt.

Yours sincerely

Public Defender Service

CLI039 CLIENT – FAILED MEANS TEST

Your Case: *Name of Magistrates Court - Date at Time - Summary of Allegations*

Following your recent application for a representation order, the Court has unfortunately determined that you are ineligible for free legal representation as your income exceeds the limit set by the Government.

This means that we need to speak with you urgently about the funding options in your case. Can you please call the office as a matter of urgency to discuss this further.

Yours sincerely

Public Defender Service

**CLI040 CASE CONCLUDED - ADJOURNED FOR CONFISCATION
PROCEEDINGS**

Your Case: *Name of Crown Court - Date at Time*

I write to confirm the result of your case.

Your case has now been adjourned to *Date* at *Time* for confiscation proceedings.

Yours sincerely

Public Defender Service

CMP001 CLIENT – SUBSTANTIVE COMPLAINT RESPONSE

Thank you for your *Letter/Email/Telephone Call/Comments* of *Enter Date* bringing this matter to my attention.

The Public Defender Service takes all complaints and feedback very seriously as we aim to improve our service to our clients. We are committed to providing the best possible service for all our customers. Our aim is to get it right first time, but we are aware that mistakes sometimes happen. We welcome your feedback as it gives us an opportunity to make improvements.

I have investigated your complaint and found that *Substantive Response Addressing The Issue Directly*. I therefore believe that your complaint *is / is not justified* because *Enter Reason For Outcome*.

If Complaint Justified Enter Details of Action to Rectify Problem

I sincerely hope that this response addresses your concerns. If you are still not satisfied please feel free to contact me further by telephone or in writing at the address at the top of this letter. Alternatively you can contact the Head of Service for the PDS at the following address:

Mr David Singh
Public Defender Service
4 & 6 Orchard Street
Swansea
SA1 5AG
Tel: 01792 633 280

Yours sincerely

Public Defender Service

CMP002 CLIENT - HOLDING RESPONSE

Your Complaint:

I write to acknowledge receipt of your recent complaint.

The Public Defender Service takes any expression of dissatisfaction seriously and values all feedback. Your complaint will be investigated thoroughly and I will reply to you as soon as possible and within 10 working days of this letter.

Thank you for bringing this matter to my attention.

Yours sincerely

Public Defender Service

POL001 POLICE – REQUEST CUSTODY LOG

Our Client: *Name of Client* – **Custody Log Number:** *Custody Log Number*

We act for the above named person who was detained at *Name of Police Station* on *Date* for the allegation of *Summary of Allegations*.

We would be obliged if you could supply us with a copy of the following:

Our client's custody record

The charge sheet

A copy of the taped interview - *Ref no*

We look forward to receiving these documents within the next 14 days.

Yours faithfully

Public Defender Service

POL002 OTHER BODY – REQUEST INTERVIEW TAPES ONLY

Our Client: *Name of Client* - **Custody Reference No:** *Custody Reference Number* -
Tape Reference No: *Tape Reference Number*

We act for the above named client.

We would be obliged to receive a copy/copies of the tapes of interview in this matter.

We look forward to hearing from you within 14 days.

Yours faithfully

Public Defender Service

POL003 CJU – REQUEST INTERVIEW TAPES

Our Client – *Name of Client*

Our above named client is due to attend before the *Name of Magistrates' Court* on the *Date*.

For your information:

My client's address is *Address*
Detention was at *Name of Police Station*
For the allegation of *Allegation – Date of Offence*
Custody Log Number – *Custody Log Number*

We would be obliged to receive the following:

Copy of custody record
Copy of the tape recorded interview - *Reference no*
List of any previous convictions recorded against my client

We look forward to hearing from you within 14 days.

Yours faithfully

Public Defender Service

POL005 - CONFIRM IF 47(3) IS GOING AHEAD

Our Client: *Name of Client* – *Name of Police Station* on *Date* at *Time*

We act for the above named client who has been bailed to return on the above time and date.

Can you please let us know whether or not this date is still effective.

Yours faithfully

Public Defender Service

POL006 – REQUEST CUSTODY LOG OTHER

Our Client: *Name of Client* – Custody Log Number: *Custody Log Number*

We act for the above named person who was detained at *Name of Police Station* on *Date* for the allegation of *Summary of Allegations*.

We would be obliged if you could supply us with a copy of the following:

- Our client's custody record
- The charge sheet
- A copy of the taped interview - *Ref no*

We look forward to receiving these documents within the next 14 days.

Yours faithfully

Public Defender Service

CPS001 CPS – REJECT SECTION 9 STATEMENTS

Our client: *Name of Client*
Name of Crown Court – Date

Thank you for your letter of the *Date of Section 9 letter* enclosing the Section 9 statements of *Names of persons*.

We cannot accept these Statements at the moment and we write to request that you warn all of the above Witnesses to attend Court to give oral evidence. We will, however, offer our Client an appointment to discuss the Statements, and if we are in a position to accept any under the Section 9 procedure we will notify you as soon as possible.

Yours faithfully

Public Defender Service

CPS002 CPS – INFORM OF WITNESS REQUIREMENTS & ACCEPT SECTION 9 STATEMENTS

Our Client: *Name of Client*
Name of Magistrates' Court – Date

We confirm that the following prosecution witnesses will be required to attend and give evidence:

- 1.
- 2.
- 3.
- 4.

The evidence of the following prosecution witnesses is accepted and can be read Section 9 CJA 1967:

- 1.
- 2.
- 3.
- 4.

Yours faithfully

Public Defender Service

CPS003 CPS – REQUEST FOR TAPES OF INTERVIEW ONLY

Our Client: *Name of Client – Name of Magistrates' Court - Date*
Tape Reference Number: *Reference Number*

We act for the above named client.

We would be obliged to receive a copy/copies of the tapes of interview in this matter.

We look forward to hearing from you within the next 14 days.

Yours faithfully

Public Defender Service

CPS004 CPS – REQUEST SEARCH DETAILS

Our Client: *Name of Client - Name of Magistrates' Court - Date
Address of Client*

In connection with the arrest of our client, a search was made of the above premises.

Would you please supply us with the following details:

- Under what legal authority the search was carried out
- The names of the officers concerned
- A list of any property taken
- A copy of the search record and the name of the officer who compiled it

Should the need later arise, an application will be made to examine the sequential order of any search record involved.

Yours faithfully

Public Defender Service

CPS005 CPS – ENCLOSE JIC APPLICATION

Our Client: *Name of Client*

Please find enclosed application for bail before a Judge in Chambers on behalf of the above named defendant, which we have today submitted to the *Name of Crown Court*.

Yours faithfully

Public Defender Service

CPS006 CPS – DISCHARGE OF UNDERTAKING

Our Client: *Name of Client - Allegation*

Further to this matter, please find enclosed the video tape evidence, reference *Reference of Undertaking*.

Please confirm receipt and that we are discharged from our undertaking in respect of this matter.

Yours faithfully

Public Defender Service

Enc.

CPS007 CPS – REQUEST ADVANCE DISCLOSURE

Our Client: *Name of Client*
Name of Crown Court - Date

We act for the above named client. We would be obliged if you could supply us with:

1. Advance Disclosure
2. Record of taped interview
3. Any previous convictions and cautions recorded against our client
4. Any previous convictions or cautions recorded against any of the prosecution witnesses in this case
5. Any findings, pending or completed disciplinary proceedings, cautions or convictions of any of the police officers involved in this matter
6. A copy of the unused material schedule
7. Copies of any video tapes or CCTV evidence connected with this matter

We look forward to hearing from you within the next fourteen days.

Yours faithfully

Public Defender Service

CPS008 CPS – ENCLOSE DOCUMENTS

Regina -V- Name of Client
Name of Crown Court – Date

We enclose herewith the following:

Please acknowledge safe receipt.

Yours faithfully

Public Defender Service

Enc.

CPS009 INFORM CPS OF BAIL APPLICATION

Our client: *Name of Client* - **Next on** *Name of Magistrates' Court* **on date at time** (Proceedings) / *Name of Crown Court* **on date at time** (Crown Court)

We have asked the Court to list the above matter for an application to vary bail conditions on *Insert Date*. Please have your file in Court.

Yours faithfully

Public Defender Service

CPS010 ENCLOSE COPY LETTER TO MAGS

Our client: *Name of Client - Name of Magistrates' Court on date at time*
(Proceedings) / *Name of Crown Court on date at time* (Crown Court)

We enclose a copy of the letter we have today sent to the Magistrates Court.

Yours faithfully

Public Defender Service

Enc. Copy letter to Magistrates' Court

CPS011 NO REPLY RECEIVED TO OUR LETTER

Our client: *Name of Client - Name of Magistrates' Court on date at time (Proceedings) / Name of Crown Court on date at time (Crown Court)*

We enclose a copy of our letter of *Insert Date* to which we do not seem to have received a reply.

We would be grateful if you could respond as soon as possible.

Yours faithfully

Public Defender Service

Enc. Copy letter to CPS

CPS012 Confirmation of Discharge of Undertaking

I,INSERT NAME, of *NAME OF CPS* acknowledge receipt of ENTER NUMBER of tapes marked "Evidence of ENTER NAME" in respect of which an undertaking was given by ENTER NAME OF PDS STAFF of the Public Defender Service. I confirm that ENTER NAME OF PDS STAFF of the Public Defender Service is hereby released from the said undertaking.

SIGNED

Please return to the PDS office at the top of this letter.

WIT001 WITNESS – CONFIRM VISIT

Our Client: *Name of Client*

I have arranged an appointment with you at *Venue* on *Date* at *Time* to discuss matters.

If this is inconvenient, please contact me to make alternative arrangements.

Yours sincerely

Public Defender Service

WIT002 WITNESS – SEND DRAFT PROOF

Our client: *Name of Client*

I enclose a draft statement. Please consider this carefully, correct any inaccuracies and write anything further that you think may be appropriate. Please then return this to me in the enclosed self addressed envelope.

If you have any questions or comments, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Draft Proof
Self addressed envelope

WIT003 WITNESS – SEND COMPLETED PROOF

Our client: *Name of Client*

I enclose two copies of your statement. Please read through them and if they require amendment, contact me as soon as possible.

If no amendment is required, could you then sign both copies and return **one** to me in the enclosed self-addressed envelope. The other one is for you to retain for your assistance at the next court hearing.

Yours sincerely

Public Defender Service

Enc. 2 copies proof of evidence
Self addressed envelope

WIT004 WITNESS – CASE REMOVED FROM LIST

Our Client: *Name of Client*
Name of Crown Court – Date at Time.

I have been notified that our client's case has been removed from the court list for the above date. This means that you do not need to attend court as previously required.

I will write to you again when the case is next listed.

If you have any questions or I can help in any other way please do not hesitate to contact me.

Yours sincerely

Public Defender Service

WIT005 WITNESS - LISTED TRIAL WARNING (CROWN COURT)

Our Client: *Name of Client*
Name of Crown Court - Date at Time

Thank you for agreeing to be a witness in this case. We write to inform you that the case is now listed for trial at *Name of Crown Court* on *Date*. You will be required to give evidence on *Insert Date* and I would be grateful if you could attend no later than *Insert Time*.

A member of this practice will meet you at the court in order to give you an opportunity to look at your statement and refresh your memory. They will also be able to answer any queries or concerns you may have about giving evidence.

If you are unable to attend for any reason we would be grateful if you would contact us immediately.

Yours sincerely

Public Defender Service

WIT006 WITNESS - TRIAL WARNING (MAGISTRATES COURT)

Our Client: *Name of Client*
Name of Magistrates Court - Date at Time

Thank you for agreeing to be a witness in this case. We write to inform you that the case is now listed for trial at *Name of Magistrates Court* on *Date*. You will be required to give evidence on *Insert Date* and I would be grateful if you could attend no later than *Insert Time*.

A member of this practice will meet you at the court in order to give you an opportunity to look at your statement and refresh your memory. They will also be able to answer any queries or concerns you may have about giving evidence.

If you are unable to attend for any reason we would be grateful if you would contact us immediately.

Yours sincerely

Public Defender Service

WIT007 WITNESS - WITNESS WARNING OF POTENTIAL POLICE INTERVIEW

Our Client: *Name of Client*
Name of Court - Date at Time

Thank you for agreeing to be a witness in this case. We are now obliged by law to notify the court and the prosecution whether we intend to call any witnesses (other than the defendant) to give evidence and to provide them with your contact details.

We write to inform you that you may be contacted by the police with a view to interviewing you. If you are approached by the police please inform us immediately.

You have a number of rights. In brief

- You are not obliged to consent to be interviewed
- If you do consent, you are entitled to be accompanied by a solicitor (unfortunately at your own expense). You will also be asked whether you consent to the defendant's solicitor being present as an observer.
- A record will be made of the interview and you will be entitled to a copy. You will also be asked whether you consent to a copy being sent to the defendant's solicitor.
- If you are under 18 or have mental health problems you are entitled to have a parent, relative, guardian, care worker, social worker or other responsible adult present at the interview.

If you have any queries or concerns about this or about giving evidence in general then please do not hesitate to contact us.

Yours sincerely

Public Defender Service

PRI001 PRISON – CONFIRM APPOINTMENT TO SEE CLIENT

Our Client: *Name of Client – Prisoner Reference Number*

We represent the above named who is currently an inmate at your prison.

Please allow *Name of Fee Earner*, who is an authorised representative of the Public Defender Service, access to see our client at the appointment which has been arranged to take place on:-

Date - *Date*

Time - *Time*

Yours faithfully

Public Defender Service

MAG001 MAGISTRATES' COURT – ENCLOSE LEGAL AID APPLICATION

Our Client: *Name of Client - Name of Magistrates' Court - Date*

We enclose herewith an application for a representation order. We would be obliged if this could be considered as soon as possible.

Yours faithfully

Public Defender Service

Enc.

MAG002 LIST FOR BAIL APPLICATION

Our Client: *Name of Client - Name of Magistrates' Court - Date*

We would be obliged if you would list this matter on *Insert Date* in order that our client may make an application to vary bail conditions.

Yours faithfully

Public Defender Service

MAG003 REPORT NOT READY, EXTEND BAIL

Our Client: *Name of Client - Name of Magistrates' Court - Date*

Our client is listed for sentence on the above date.

We have been informed by the Probation service that the report will not be prepared for that date. We are told that an adjournment of *Insert Number* weeks is required. In order to avoid all parties attending Court unnecessarily for a hearing which cannot be effective and in order to save public funds, we would ask that the case is adjourned without parties attendance and our clients bail enlarged for *Insert Number* weeks.

We have sent a copy of this letter to the CPS

Yours faithfully

Public Defender Service

cc. Crown Prosecution Service

MAG004 MAGS COURT – ENCLOSE COPY LETTER TO CPS

Our Client: *Name of Client - Name of Magistrates' Court - Date*

We enclose a copy of the letter we have today sent to the CPS.

Yours faithfully

Public Defender Service

Enc. Copy letter to CPS

CRO001 CROWN COURT- ENCLOSE JIC APPLICATION

Our Client: *Name of Client*

T Number: *T Number*

We enclose herewith an application for bail before a Judge in Chambers, on behalf of the above named defendant.

We can confirm that the Crown Prosecution Service have been served with a copy of the application.

Yours faithfully

Public Defender Service

Enc.

CRO002 CROWN COURT – ENCLOSE DOCUMENTS

Regina -V- *Name of Client*
T Number: *T Number*

We enclose herewith the following:

-

Yours faithfully

Public Defender Service

Enc.

EXP001 EXPERT WITNESS – CONFIRM INSTRUCTIONS

Our Client: *Name of Client*

We represent our above named client who has been charged with *Allegation*.

We require a report on *Enter details here*.

Circumstances and background of the case

Enter details here

Documents enclosed

The following documents have been enclosed:

Enter details of documents

Fees

No fee confirmed

Prior to any work being undertaken, please confirm your fee for this report.

Fee confirmed

We confirm that we have agreed a fee of *£Agreed Fee* for this report. This fee may not be exceeded without our permission.

If there is a deadline for report

Timescale

Please note that this report is required by the *Date report required*

If the report will not be ready by this date please contact us immediately. Should we not hear from you prior to this date, and the report is received late, we reserve the right to withhold payment.

As you are aware, any instructions received from us are subject to legal privilege.

Thank you for your assistance in this matter. If you require any further information please do not hesitate to contact us.

Yours faithfully

Public Defender Service

EXP002 EXPERT WITNESS – ENCLOSE PAYMENT OF DISBURSEMENTS

Our Client: *Name of Client*

We enclose herewith our cheque in the sum of *£Amount of invoice* in respect of your professional fees.

Please confirm safe receipt.

Yours faithfully

Public Defender Service

Enc.

EXP003 DOCTOR – RELEASE MEDICAL RECORDS

Our Client: *Name of Client*

We enclose herewith an authority for release of any medical records you hold on behalf of our above named client.

The PDS is a non-profit making organisation, but we agree to pay your reasonable fee if applicable.

Please note that this is not an application for information under the Data Protection Act.

We can confirm that we do not require these records in pursuit of any claim against you

Thank you for your assistance in this matter.

Yours faithfully

Public Defender Service

Enc. Medical Authority

BEN001 BENEFITS AGENCY – REQUEST DETAILS OF BENEFIT

Our Client: *Name of Client*
NI Number: *NI number*
DOB: *Date of Birth*

We would be obliged if you would please indicate below the type of benefit our above named client receives and return this letter when completed. We require this information for legal aid purposes.

We enclose the requisite authority signed by our client.

Yours faithfully

Public Defender Service

Enc.

To be completed by the appropriate officer of the Benefits Agency:

We confirm that *Name of Client* receives:

.....

Signed.....Dated.....

COU001 COUNSEL – ENCLOSE BRIEF

Regina -V- *Name of Client*
Name of Crown Court on date

We enclose herewith brief to Counsel which we would be obliged if you could place before *Name of Counsel* as soon as possible. Please contact me as soon as possible if they are unable to represent our client for any reason.

We confirm our client has been granted a representation order to cover the costs of their defence.

Please note that the brief cannot be returned to alternative Counsel without the prior agreement of the Public Defender Service.

Yours faithfully

Public Defender Service

Enc.

COU002 COUNSEL – ENCLOSE DOCUMENTS

Regina -V- *Name of Client*

Further to this matter we enclose herewith the following:

1.

Please place with the papers already held by Counsel.

Yours faithfully

Public Defender Service

Enc.

COU003 COUNSEL – ACKNOWLEDGE RECEIPT OF UNDERTAKING

I, *Name of Barrister*, of *Name of Chambers* acknowledge receipt of **ENTER NUMBER** recordings marked “Evidence of **ENTER NAME**” in the case of *Name of Client* and undertake whilst the recording is in my possession as follows:

1. Not to make nor permit any other person to make a copy of all or any part of the recording.
2. Not to release the recording to *Name of Client*.
3. Not to make nor to permit any disclosure of the recording or its content to any person except where in my opinion it is strictly necessary in the interests of the child/witness and/or the interests of justice.
4. To ensure that the recording is always kept in a locked, secure container and never left unattended in vehicles or otherwise unprotected.
5. To return the recording to you when I am no longer professionally involved in the matter or upon request.
6. To record details of the name of any person allowed access to a recording together with the details of the source of the authorisation granted to him/her.

Dated this day of

SIGNED

Please return to PDS office address at the top of this letter.

AGE001 SOLICITOR - CONFIRM OUTCOME OF HEARING

Your Client: *Name of Client*

Further to your instructions in this matter, I write to confirm the outcome of the hearing on *Date*.

If any prosecution documentation to enclose

I enclose all prosecution documentation that was available in court.

Should you have any further queries please do not hesitate to contact me.

Yours sincerely

Public Defender Service

AGE002 CLIENT - CONFIRM OUTCOME TO CLIENT

Your Case: *Name of Magistrates Court - Date* (Proceedings)
Name of Crown Court - Date (Crown Court)

Enter details here

If you have any questions or we can help in any other way please do not hesitate to contact us.

Yours sincerely

Public Defender Service

AGE003 SOLICITOR - FIRST REMINDER OF NON-PAYMENT

Name of Client

Having checked through our records it appears that we are still waiting for payment of our professional charges in acting as your agents in the above matter.

Please find enclosed copy:

- Invoice dated *Enter Date*
- Cover letter, accompanying said invoice, dated *Enter Date*

We would be most grateful if the outstanding amount were paid within the next 7 days.

Any queries please do not hesitate to contact me at the above office.

Yours sincerely

Public Defender Service

AGE004 SOLICITOR - SECOND REMINDER OF NON-PAYMENT

Name of Client

We write further to the above and previous letters sent, copies of which are enclosed.

Unfortunately, we note that our invoice for agency work carried out on your firm's behalf is still outstanding.

We refer you to section 12A Payment - General (paragraph 9) of the General Criminal Contract which states:-

When you must pay third parties

Subject to Clause 12A.12, you must pay any third parties who you instruct in connection with Contract Work in accordance with the terms of your agreement with them and within three months of submitting any Claim to us that includes their charges.

Clearly, if you have received payment from the Legal Service Commission in connection with the matters where we have acted as your agent you are acting against the terms set out in the above paragraph.

We look forward to hearing from you with settlement of our attached invoices by return of post.

If we fail to receive payment within the next 14 days we will have no alternative but to refer the matter to the Regional Office of the Legal Services Commission for investigation.

Yours sincerely

Public Defender Service

AGE005 LSC CASH OFFICE - ENCLOSE CHEQUE

For the attention of Ilona Skinner

Cash Office

Legal Services Commission

DX 328

London/ Chancery Lane

Dear Sirs

Agency Fees - Reference *Insert Costs Centre*/00 /760030/Ref 12/AGE0001/

Please find enclosed the following cheque for *£ Insert Amount* for payment into our account.

Should you have any queries regarding the above please do not hesitate to contact me at the above office.

Yours faithfully

Public Defender Service

Enc.

AGE006 SOLICITOR - CONFIRM RECEIPT OF PAYMENT

Name of Client

I write to confirm receipt of your cheque to the value of £ *Insert Value* in relation to the above agency matters.

Should you require any further assistance with these or any other matters please do not hesitate to contact us.

Yours sincerely

Public Defender Service

CDU001 CLIENT – CASE ADJOURNED

Your appearance: *Name of Magistrates Court - Date*

I write further to our recent meeting at *Name of Court*, when I saw you as Court Duty Solicitor.

I enclose a “Help Leaflet” that will answer some of your questions and outlines the service that the Public Defender Service provides.

Allegations

You were appearing in connection with allegations of:

- 1.
- 2.
- 3.
- 4.
- 5.

Your Instructions

There is another firm who you wish to deal with this case on your behalf. The case has been adjourned so you may seek their assistance.

Advice

Enter details here

Yours faithfully

Public Defender Service

Enc.

CDU002 CLIENT - CASE DISPOSED OF

Your appearance: *Name of Magistrates Court - Date*

I write further to our recent meeting at *Name of Magistrates Court*, when I saw you as Court Duty Solicitor.

I enclose a "Help Leaflet" that will answer some of your questions and outlines the service that the Public Defender Service provides.

Allegations

You were appearing in connection with allegations of:

- 1.
- 2.
- 3.
- 4.
- 5.

Your Instructions

Enter details here

Advice

Enter details here

Your Plea and Result

The result of the hearing was that you were *Enter Result*

Information on Appeal

If you feel that the Court's decision is wrong you can appeal to the Crown Court. An appeal must be started within 21 days of the decision of the Magistrates' Court. This is not a step to be taken lightly however, as the Crown Court can in certain circumstances increase the penalty.

My advice is that you should not consider an appeal as appropriate because *Enter details here*

This matter will now be closed. Your papers will be retained at this office for a period of six years and you can have access to them at any time during that period. If you wish to see your papers please contact me quoting the reference number at the top of this letter.

Enclosed is a client care questionnaire, which I would be grateful if you would complete and return to me. This is to help the Public Defender Service maintain and continue to improve its standards.

I hope you were happy with the advice and assistance you received in connection with this matter. I attach a copy of my business card, should you require my assistance again in the future. If you have any queries or if I can be of any further assistance to you, please do not hesitate to contact me.

Yours sincerely

Public Defender Service

Enc. Help Leaflet
Business Card

CDU003 SOLICITOR - RESULT OF HEARING

Your Client: *Name of Client*
Name of Magistrates Court - Date

I represented your above named client as Court Duty Solicitor at *Name of Magistrates Court* on *Date*

Your client was before the court for allegations of:

- 1.
- 2.
- 3.
- 4.
- 5.

The case was adjourned for your client to seek representation from your firm.

For your information the next hearing has been listed for:

Date of Next Hearing
Time of Next Hearing

If any prosecution documentation to enclose

I enclose all prosecution documentation that was available in court.

Should you have any further queries please do not hesitate to contact me.

Yours faithfully

Public Defender Service