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28/03/25

LAPG Member Update

Issue 10 of 2025

Welcome to the latest LAPG Member Update.

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- New Training: People Management – Building & Managing Your Team
- Legal Aid Supervision Courses
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New LAPG training modules for civil practitioners

Two new training modules launched to support civil practitioners

We're absolutely delighted to launch two new online training modules as part of our ongoing project to develop a comprehensive suite of legal aid training resources. The two new modules focus on understanding contract requirements and running cases under the **Immigration & Asylum, Mental Health and Community Care contracts**. Primarily aimed at new fee earners, or those returning to legal aid practice, each module provides a comprehensive guide to operating effectively and ensuring compliance. Written by experienced practitioners in each category, the modules are not just training products – subscribers maintain access for 12 months so they have readily accessible reference material to support their casework.

We've heavily discounted the modules for our members as we're aware of how

[For more information visit our training and support page here](#)

[Subscribe to the Introduction to Mental Health, Mental Capacity & Community Care Legal Aid Bundle here](#)

[Subscribe to the Introduction to Immigration & Asylum Legal Aid Bundle here](#)

These category-specific modules build on our [Introduction to Civil Legal Aid module](#), which introduces new practitioners to key legal aid concepts and primary source material. This module is currently being used by a number of providers as a standard element of their induction process for new fee earners.

There's a detailed overview of each module, along with our other training courses and resources, at the end of this update.

If you have any questions about our modules or would like an online demonstration session please get in touch with our [Head of Learning & Development, Andrea Shumaker](#).

Next modules in the pipeline

As noted above, we're working towards a comprehensive suite of training products to support legal aid practitioners across all categories of work. We're planning to launch our **Housing & Debt Legal Aid** and **Family Legal Aid** modules in the coming months, and beavering away on our **Crime & Prison Law Legal Aid** module. To complement our legal aid contract resources, we also have training resources developed and delivered by sector experts on key management issues such as people management and supervision.

A huge thank you to the expert legal aid lawyers who are helping us to develop these resources.

If you are interested in helping us to develop training products and resources for front-line legal aid practitioners, or have any ideas on how we can improve the services we offer to members, please get in touch.

Criminal Legal Aid News

Stage 1 applicants have a final chance to join the October 2025 Duty Rotas. Compliant verification information must be submitted by 31 March 2025.

In February 2025, the LAA advised all applicants in Stage 1 of the Crime Contract tender process that they wanted to give as many applicants as possible the opportunity to join the October 2025 Duty Rotas. In order to do so they would continue to review verification information submitted after the 31 January deadline.

[You can find further information here.](#)

Crime processing dates

[Check timescales](#) for the Legal Aid Agency (LAA) to process your work (e.g. prior authority application, graduated fee claims).

Civil Legal Aid News

Civil means: New LAA process for requesting further information on business cases

Following a successful pilot, the LAA has introduced a new process for all civil providers for requesting further information from clients starting from 1 March. This new process allows clients to have an LAA means caseworker request the further information directly from them via email, rather than through their solicitor.

From the pilot, the LAA say that they learned that providers need the most help with business cases. Therefore, this new process is currently being introduced for business cases only. This includes applications where the client is self-employed, in a business partnership, a company director, or owns shares in a company.

Please see the recording available on the legal aid learning website for guidance on the new process:

[Civil means: Further information requests for business cases](#)

The LAA is encouraging all civil providers to use this new process for requesting further information as it will help reduce the administrative burden and process applications more efficiently.

[Check timescales](#) for LAA to process your work (for example, civil applications and bills).

Cross-Cutting Legal Aid News

LAA Provider survey on capacity and demand

The LAA is launching a provider survey on 31 March 2025 in an effort to understand capacity and demand in the legal aid sector. They sent out the following message on 26 March, which will be followed up with the survey itself to a randomly selected group of legal aid providers.

If you are on that list, we encourage you to participate in this survey. For many years we have been pushing the MoJ and LAA to gain a greater understanding of the sector's capacity to respond to the needs of eligible legal aid clients. As the message below suggests, we were consulted by the LAA on the questions posed in the survey. The LAA only took on board some of our suggestions, and there are some issues with the survey as a result, but it is still a useful first step in gathering a better understanding of how and why the legal aid scheme undermines your ability to help more clients.

Dear Legal aid provider,

Your Voice Matters: help us improve our understanding of legal aid capacity and demand by sharing your knowledge and experience. Your valuable insights will strengthen legal aid and shape the future of legal aid delivery.

*The Legal Aid Agency (LAA) is launching a survey to providers who currently hold contracts with us. The survey **will launch on 31 March 2025**, to approximately 20 percent of providers who hold a legal aid contract, encompassing a random selection from all categories of law, and will **close on 12 May 2025**. We aim to launch the survey to the remainder of our providers later this year.*

In line with recommendations from the National Audit Office (NAO) and the Public Accounts Committee (PAC) 2024 reports, this survey will enable the Ministry of Justice and the LAA to gain a more detailed understanding of market capacity and demand for legal aid services. It will also highlight current challenges in how we work with our providers.

Thank you in advance for your participation and valuable insights.

Any queries should be directed to the Insights Inbox below.

ProviderSurvey@Justice.gov.uk

The Insights Team - On Behalf of the LAA

Legal aid statistics quarterly: October to December 2024

Activity in the legal aid system for England and Wales, including criminal and civil legal aid, family mediation, providers of legal aid and central funds payments. Updated 27 March 2025.

[You can find the news story here.](#)

Legal aid statistics Help guides and Data visualisation tools

[These documents](#) supplement the quarterly legal aid statistics bulletin by providing a comprehensive guide to the statistics, data and how to use them.

The APPG on Access to Justice, for which LAPG provides secretariat services, provides a comprehensive analysis of the legal aid statistics each quarter. To join the mailing list, [please contact us.](#)

Legal aid management information

[You can find management information here](#) to understand latest workload volumes and expenditure on Criminal legal aid reform and Trafficking and Modern Slavery.

Legal Aid Agency data security requirements

[You can find guidance here](#) for legal aid providers on secure handling of personal documents and data.

Sector News and Events

Just a reminder about the inaugural event for [PAMELA, the new Peri-Menopausal and Menopausal Legal Aid Support Network](#). Kindly



hosted by leading legal aid firm Hodge Jones & Allen, the event will bring people together from across the legal aid sector to share their experiences and hear from network founder Dr Laura Janes and writer and women's health expert Kate Muir.

The event will start with drinks, nibble and networking from 6.30pm.

From 7.00pm Dr Janes will introduce the network and women's health expert, documentary maker, and author [Kate Muir](#), who will discuss how perimenopause and menopause affects women at work, particularly in the legal aid sector. Kate will explain the symptoms, treatment and mental health effects of menopause - and how changing hormones affect our careers. Understanding menopausal changes in clients matters too, as well as signposting them to good advice.

The presentation and Q&A will be followed by drinks and networking.

[Register for your free place here](#)

Social-Legal Studies Association conference - Liverpool - 15-17 April 2025

It's road trip time for Team LAPG as we head up in the middle of April for the [SLSA conference in Liverpool](#). We're sponsoring two streams, Access to Legal Advice & Legal Aid and Administrative Justice, as part of our drive to support research and the sharing of ideas across these two crucial areas.

If you are in or around Liverpool on the 15th-17th of April and would like to meet up or arrange a visit to your office, please get in touch as we'd love to connect with members in the NW while at the conference.

LAPG News and Events

We're entering the final few weeks for LALY25 nominations!

A reminder that nominations close on 22 April 2025 for this year's Legal Aid Lawyer of the Year awards. Now is the time to speak to colleagues and friends across the sector about putting together a submission for your legal aid hero.

For everything you need to know about the 2025 LALYs, including this year's



[visit our dedicated webpage.](#)

SAVE THE DATE: LAPG Annual Conference - 20 October 2025 @ A&O Shearman

We're delighted to announce the date of this year's Annual Legal Aid Conference, which A&O Shearman has very kindly offered to host for us in their office near Liverpool St in London.

We'll be sending out further details as we develop the programme over the coming weeks and months. We'd love to hear from you about what you want from this year's conference. While we plan to cover a wide array of policy issues, along with content to help practitioners develop expertise and support their team and clients, we're also always interested to hear from members about what content they would like to see. [Please do get in touch with your ideas or proposals.](#)

LAPG research project - non-chargeable time in legal aid work - PARTICIPANTS NEEDED

We are still on the look-out for participants for our non-chargeable time research project. Many of you will have seen that we used preliminary findings, provided by Dr Jo Wilding, from this project in [our civil fees consultation response](#). We know that the MOJ and LAA are very interested in the issues that our initial efforts have highlighted, such as the sheer amount of free work that they are getting out of practitioners and support and management staff.

We have a number of organisations engaged in the current data collection phase of the project, time recording using the research tool we have developed. However, to make a compelling case to government, backed up by robust data, we would like to recruit a larger pool of participants across the sector for this important piece of work.

We are reliably informed by participants in the pilot phase of the project that the time it takes to complete the time recording spreadsheet we have developed, is between 5-10 minutes per day so not onerous.

The overarching aim of the project is to compile robust empirical data on hidden or 'non-chargeable' costs of doing legal aid work, in order to influence policy in relation to legal aid funding and the operation of the scheme.

We launched this project in response to providers voicing their concerns about the ever increasing burden of non-chargeable time involved in legal aid work.

We have three research objectives:

2. Analyse what tasks are intrinsically linked to the proper management of casework but are not currently claimable time in the Cost Assessment Guidance and Criminal Bills Assessment Manual.
3. Evaluate the complexity of the funding scheme and contractual framework and identify elements that may create complexity without adequate justification. This may include identifying duplication of tasks required by legal aid contracts and regulatory or quality assurance requirements.

Please get in touch with our Head of Learning and Development Andrea Shumaker (Andrea.Shumaker@lapg.co.uk) if you want to discuss getting involved. We really do need your help to try to tackle the enormous complexity, unpaid and wasted time associated with legal aid work.

LAPG Training & Resources

As noted above, here is a summary of some of our new courses and details of our established training offering.

New Online Course: Introduction to Immigration & Asylum Legal Aid

We have launched the third instalment of our legal aid training series aimed at Immigration & Asylum Practitioners! This course is perfect for trainees, paralegals, junior lawyers as well as those that wish to refresh their knowledge in these areas. This course provides your new and junior staff with comprehensive training in an easy and accessible way, perfect for onboarding.

A big thank you to Matthew Davies from Wilson Solicitors and Jawaid Luqmani from Luqmani Thompson for writing this module!

Course content:

Immigration Overview

- What is in Scope
- How is Work Divided Between Different Legal Aid Types
- Cases with Previous Legal Aid Advisors
- Compliance and LAA Auditing

Controlled Work: Starting it Right

- The Basics

- Merits – The Two Tests
- Running the Case Successfully Under Legal Aid

Running the Case Successfully Under Legal Aid

- Is it a Standard Fee Matter or an Hourly Rates Matter
- Standard Fees
- Time Recording and Attendance Notes
- Attending Home Office Interviews
- Getting Paid

Immigration Certificate Funding (Licensed Work)

- Immigration Certificate Funding (Licensed Work)
- CCMS Applications
- Merits Assessment
- Means Assessment
- Limitations on Funding Certificates
- Costs Risks
- High Costs Cases
- Inter Partes Costs
- Split Costs Orders

Contributors

Matthew Davies, Deputy Managing Partner, Wilson Solicitors LLP

Jawaid Luqmani, Joint Head of Immigration & Head of Public Law, Luqmani Thompson

Subscribe

This course is hosted on our learning platform Thinkific, delegates have access to the course for 12 months from the date of booking so they can continue to reference the material as they work through cases or across different categories of legal aid.

[You can book this course at the LAPG Member rate of £200 here.](#)

We offer three discount codes, JFF, for Justice First Fellows, JFFO, for Just First Fellowship Host Organisation employees*, and multiple-tickets, to be used when subscribing more than one participant on the course. If you have any issues, questions, or require an invoice please email Andrea Shumaker.

*Must be a current host organisation. Current host organisations are eligible for

New Online Course: Introduction to Mental Health, Mental Capacity & Community Care Legal Aid

We have launched the next course in our legal aid training series aimed at Mental Health, Mental Capacity/Court of Protection and Community Care Practitioners! This course is perfect for trainees, paralegals, junior lawyers as well as those that wish to refresh their knowledge in these areas. Paired with our Introduction to Civil Legal Aid Course, you can provide your new and junior staff with comprehensive training on the Civil Legal Aid Scheme as well as category specific information in an easy and accessible way.

Course content:

Mental Health

- Non-Mental Health Tribunal Work
- Non-Means Tested Non-Mental Health Tribunal Work
- Non-Means Tested Mental Health Tribunal Work
- Help at Court for Victims and Licensed Work for Representation before the Upper Tribunal/High Court
- Applying Guidance
- Costs

Mental Capacity/Court of Protection

- Cases Under the Mental Capacity Act 2005
- Cases Under the Inherent Jurisdiction of the High Court
- Full Representation Certificates -COP Cases
- The Legal Aid Application
- Financial Eligibility (Section 21 MCA 2005 Cases, Young People, Trapped Capital)
- Other Considerations - Court Orders

Community Care

- What is Community Care Law?
- Legal Help
- Full Representation
- Investigative Representation
- The Legal Aid Application
- Other Considerations
- Payment for Community Care Work

Contributors

all sections of the Mental Health Act and is an experienced Advocate before the First Tier Tribunal (mental health), having sustained her Law Society accreditation throughout. She has a particular specialism in representing forensic patients including those detained in high secure care at Rampton Hospital. She has been involved in a number of judicial review applications throughout her career. She has also dealt with appeals including to the Upper Tribunal.

Rosie Campbell is an Associate Solicitor at Rook Irwin Sweeney. She qualified as solicitor in 2018 and specialises in public law and human rights, community care, and mental capacity law. She is committed to access to justice and has a particular interest in cases concerning the rights of disabled children and adults. Rosie has a wealth of experience in health and welfare cases in the Court of Protection. She regularly acts on behalf of adults who lack mental capacity, instructed by the Official Solicitor, as well as family members. She acts in complex cases including in relation to the withdrawal of life-sustaining medical treatment for both adults and children, best interests disputes, deprivation of liberty, and welfare deputyship applications.

Subscribe

This course is hosted on our learning platform Thinkific, delegates have access to the course for 12 months from the date of booking so they can continue to reference the material as they work through cases or across different categories of legal aid.

[You can book this course at the LAPG Member rate of £200 here.](#)

We offer three discount codes, JFF, for Justice First Fellows, JFFO, for Just First Fellowship Host Organisation employees*, and multiple-tickets, to be used when subscribing more than one participant on the course. If you have any issues, questions, or require an invoice please email [Andrea Shumaker](#).

*Must be a current host organisation. Current host organisations are eligible for the discount during the calendar year their fellow is placed with them.

[Introduction to Managing Family and Civil Legal Aid Contracts Toolkit](#)

This new Toolkit draws together key information to enable practices to understand their legal aid contract. Particularly useful for those new to delivering legal aid, it links to more detailed sources from the LAA, LAPG and others. Designed as a comprehensive resource for the people in your organisation responsible for day to day management of your legal aid contract.

[Subscribe to the toolkit here](#)

changes.

LAPG Members - **£100** per annum

Non-members of LAPG - **£400** per annum

Included in your purchase is the Toolkit itself as well as access to a Community Board.

The Toolkit has seven main headings:

- Some Key Changes Between the 2018 Civil Contract and the 2024 Civil Contract
- Contracts Overview
- Key Issues Under the Standard Civil Contract 2024
- Managing Casework
- Managing Billing
- Managing Quality & Compliance
- Sources of Support

The Community Board notifies subscribers of all official amendments/additions to the contract and supporting documents. Updates will be incorporated into the Toolkit, which will be kept under constant review. The Community Board is a peer network which enables subscribers to interact with others managing contracts.

Hosted on our learning platform, Thinkifc, the Toolkit is an intuitive and easily navigable resource.

Contributors

Vicky Ling has spent her career in the advice and legal sector and has worked with a wide range of solicitors' firms and not for profit legal practices. She is a Chartered Quality Professional and provides expert consultancy support in relation to practice management and legal aid service delivery issues and has written extensively on these topics. She edits the LAG Legal Aid Handbook.

Matthew Howgate is an Organisation Development Consultant and Director of the LAPG Management & Leadership Hub. He started his career as a legal aid solicitor and has spent the last 15 years working as a consultant across the legal aid and advice sectors.

New Training: People Management – Building & Managing Your Team

Delivered by experienced organisational development consultants Vicky Ling and Matt Howgate, this two-day online course focuses on the key management skills

accompanied by a full set of written materials. This session is perfectly pitched at new managers (and potential managers) but is a great reminder session for those who have been managing for some time.

Session 1: Building Your Team - 7th October 2025

With reference to SRA, legal aid, Lexcel and SQM requirements, participants will understand how to deliver effective recruitment, induction and probation, training and development, delegation, creating healthy workplaces and how to manage people exiting the firm.

Session 2: Managing Your Team - 14th October 2025

With reference to SRA, legal aid, Lexcel and SQM requirements, participants will understand how to deliver effective supervision; performance management, giving feedback, dealing with bullying and inappropriate behaviour, whistleblowing and handling grievances and disciplinary matters.

LAPG members receive a £80 discount on the course fee, bringing it down from £500 to £420. Please click [here](#) to book your place now! If you have any issues or require an invoice please email [Andrea Shumaker](#). We offer three discount codes, JFF, for Justice First Fellows, JFFO, for Just First Fellowship Host Organisation employees*, and multiple-tickets, to be used when subscribing more than one participant on the course.

*Must be a current host organisation. Current host organisations are eligible for the discount during the calendar year their fellow is placed with them.

Supervision Courses

We have confirmed the dates for our 2025 Supervision Courses scheduled for 15th May, 10th July, 18th September and 25th November. You can book your place on any of the remaining 2025 training dates below:

[**15TH MAY 2025**](#)

[**10TH JULY 2025**](#)

[**18TH SEPTEMBER 2025**](#)

[**25TH NOVEMBER 2025**](#)

Designed for new LAA Supervisors or those wishing to refresh their supervisory skills, our course helps you meet a key component in securing and then effectively operating your legal aid contract and meeting the LAA's supervisor standards. We again welcome Matt Howgate and Vicky Ling as our tutors for this

LAPG members receive a £40 discount on the course fee, bringing it down from £250 to £210 for the day. Book multiple delegates from your organisation and receive an additional 10% discount.

We have reformatted the course so that we are covering all of the same content across one day rather than two days. The content in this course is relevant for both crime and civil practitioners.

If you would like to know more about this course, or to reserve your place, contact [Andrea Shumaker](#).

[Online Introduction to Civil Legal Aid Course](#)

The Civil Legal Aid scheme is incredibly complex and the consequences of getting something wrong can be damaging to a client's case or financially damaging to the organisation doing the work – sometimes both. We have therefore developed the first module in a series which provides a general introduction to the civil legal aid scheme aimed at trainees, paralegals, junior lawyers and those that wish to refresh their knowledge having worked in the sector for some time.

We have moved this online module onto a new training platform, Thinkific! This new platform allows for growth and development of the course and a better overall experience for the user. The same information is covered and it is still entirely self-paced, you will still receive access to the course for 12 months.

We now offer this course in written and video versions! Once you are enrolled on the course you will have the option to read through the material yourself or watch a video! You can mix and match how you learn to complete the course in a way that best suits your learning style and time constraints. All the video and written content are available on the Thinkific platform and you will have full access to both versions.

If you would like to subscribe for just £99 please click [here](#). If you have any issues or require an invoice please email [Andrea Shumaker](#). We offer three discount codes, JFFfree, for Justice First Fellows, JFFO, for Just First Fellowship Host Organisation employees, and multiple-tickets, to be used when subscribing more than one participant on the course.

Another bumper Update for members - I hope you enjoy.

And if you're looking for a slightly more political take on news and events from the world of legal aid and access to justice, why not [subscribe to the monthly](#)

Take care one and all,

Chris Minnoch, CEO [@ChrisLAPG](#)

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#WeAreLegalAid

28/03/25



Subscribe to our courses

Would you like to contribute to our Member Updates and share news and information with other members? If so, just email us and we can discuss how you can best contribute.

Thank you for being brave enough to be part of the LAPG community!





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