



Legal Aid
Agency

2025 Standard Crime Contract: Guidance on Crime Supervisor requirements (September 2024)

Where not defined in the body of this document, capitalised terms are either defined in the Glossary of Defined Terms on page 31 of the 2025 Standard Crime Contract Application Guide (AG) or in the 2025 Standard Crime Contract. References to 'procurement process' are to the process for procurement of the Crime Contract under this AG.

This guidance only relates to the 2025 Standard Crime Contract and guidance relating to other contracts can be found elsewhere.

Introduction

This document provides guidance regarding the requirements that Supervisors must satisfy, and how the Supervisor Standard and Declaration forms should be completed.

You must submit a fully compliant Supervisor Standard and Declaration Form which demonstrates the required case hours/ case involvement from the 12-month period immediately preceding the date the form is submitted.

Forms which have not been fully or correctly completed and which do not demonstrate that a Supervisor fully meets the requirements will be rejected and this may delay Verification and commencement of Contract Work.

It is the Applicant's responsibility to ensure that the forms submitted are the correct form for the Classes of Work and the correct version of the form for this procurement process.

The LAA will **not** accept old versions of forms.

It is crucial that you are familiar with the 2025 Standard Crime Contract tender requirements and specifically (but not limited to) the tender verification requirements detailed in Section 11 of the Application Guide document.

It is also crucial that you are familiar with the contractual Supervisor requirements and understand how to fill in the Supervisor Standard and Declaration forms.

Under Clause 21.9 of the 2025 Standard Crime Contract Standard Terms, it is your responsibility to notify the Legal Aid Agency (LAA) "within 21 days of any significant changes in your personnel deployed in Contract Work and of any other changes affecting you such as

might reasonably be expected significantly to affect your ability to perform Contract Work.” This includes notifying the LAA in the event that a Supervisor ceases to meet the required standard. In addition, the LAA may request up to date Supervisor forms from you at any time during the lifetime of the Contract.

Supervisor Standards

Any Supervisor must at all times during the Contract Period meet the generic requirements for Supervisors. Any individual who does not meet the relevant requirements should **not** be put forward as a Supervisor.

The requirements are:

- *Supervision Standards* (see Standard Crime Contract Specification paras 2.15 to 2.18).
- Supervisor Qualifications:
 - o *Criminal Investigations and Criminal Proceedings* (see Standard Crime Contract Specification paras 2.19 to 2.20)
 - o *Prison Law* (see Standard Crime Contract Specification paras 2.21 to 2.23)
 - o *Appeals and Reviews* (see Standard Crime Contract Specification para 2.24)

Providers must have regard to the rules on external supervision. It is only permitted in limited circumstances, where a Supervisor is temporarily absent (see Standard Crime Contract Specification paras 2.25-2.26).

The LAA may also exclude individuals from being Supervisors or performing Contract Work as set out at 24.9 of the Standard Crime Contract Standard Terms. No Supervisor Standard and Declaration form should be completed for an individual subject to this sanction.

How to Complete the Supervisor Standards and Declaration Forms

There are separate Crime Supervisor Standard and Declaration forms covering:

- Criminal Investigations and Criminal Proceedings:
- Appeals and Reviews only work; and
- Prison Law.

All information recorded must relate to work that falls within the relevant class of work.

The information included in the form must be accurate.

If the form contains false, misleading, or incorrect in any material way it may undertake such enquiries as it considers necessary to determine the accuracy of the Tender. The Applicant must assist with any such false enquiries.

Section 1 – Organisation and Supervisor Details

We require you to complete the details of the Supervisor and the organisation and office (s) that they supervise.

The date that the Supervisor qualified as a Supervisor must be completed. Where a longstanding Supervisor has had a period in their career when they did not qualify, please give the date when they began to meet the standard again.

“Legal Aid Account number of office(s) supervised”: This must be provided as we need to know which office(s) they supervise and understand their contribution to Supervision across the organisation.

Any office from which Contract Work is delivered will have an account number.

For offices from which no legal aid work is conducted, please give the postcode instead in the separate box provided.

Please ensure you give the account number or postcode for each office that you wish the Supervisor to cover.

You must employ at least one Full Time Equivalent Supervisor. If you have part time Supervisors fulfilling this role, you must complete a separate form for each Supervisor that you have to make up the full-time equivalent hours.

Part Time Supervisors

If you have a Supervisor who is supervising for your firm and another firm, you must state on the form that the Supervisor is employed on a part time basis and complete the number of hours that they work for you each week.

You must complete the name of the other firm that they act as a Supervisor for.

The other firm must also complete the Crime Supervisor Standards and Declaration Form using the part time sections.

The case examples provided for part time Supervisors who supervise for more than one firm, can comprise of cases done from either firm. The examples used can be the same across both declaration form completed by the different firms.

Section 2 – Generic Supervisor Requirements

In order to qualify as a Supervisor, an individual must have experience or training in supervision. Supervisors should check one or more boxes (as appropriate) to indicate how they meet this requirement, which is common to all Supervisors.

The LAA does not promote or hold an approved list of Supervisor training courses that individuals should attend in order to meet this requirement. It is the responsibility of the individual to decide whether the Supervisor training course is appropriate or not. However, the individual may wish to consider whether the course covers the following key skills:

- Manage activities to meet requirements.
- Support the efficient use of resources.
- Develop your own resources.
- Create effective working relationships.

- Develop productive working relationships.
- Develop teams/individuals to enhance performance.
- Lead the work of teams/individuals to achieve their objectives.
- Respond to poor performance in your team.

NB. This is not an exhaustive list.

Section 3 - Legal Competence Standard for Supervisors

Where a **portfolio of cases** is required:

All files referenced must be ones on which the Supervisor has conducted work in the 12 months prior to the date that the form was signed. For example, if the signature is dated 01.01.2025 the period we are looking at is 01.01.24– 31.12.24.

Files do not need to be publicly funded matters but should be available to the LAA for verification purposes.

The cases referenced do not have to be closed. They need not wholly relate to the relevant area, but must clearly and substantively demonstrate the knowledge, skill, or procedural expertise that is required so that if the LAA were to check the files it would be evident to an auditor.

A Unique File Number (UFN) or Client Name must be entered for each case. Examples must be from different cases but may involve the same client.

Files conducted for a previous employer, or another organisation may be included if worked on within the time period specified in the relevant form. However, the Supervisor must include file references of any files from a previous employer they rely on for the form. It is good practice for a Supervisor to update their forms before moving employers.

You must complete the offence description for each case that you are using as examples, this should be a description of the offence e.g., murder as opposed to any category or code descriptors that you may use for completing other forms.

For each case, the date when the Supervisor last conducted work on it must be entered. The latest date that may be quoted is the date when the file was formally closed.

Section 4 – Crime Case Involvement

The required minimum casework hours for each class of work are set out in the relevant Supervisor Standard and Declaration Form.

Different measurement periods apply to Full Time Equivalent (FTE) and Part Time Equivalent Supervisors.

All of the time recorded must relate to work that falls within the relevant class of work. Work conducted in other classes may not be counted.

Where a Supervisor Standard and Declaration form requires hours to be completed for successive 12-month periods the Supervisor should record the hours completed during each

of those 12-month periods, not (for example) the cumulative number of hours across five years.

“Hours” of casework mean claimable hours billed to files. Where work is not billable (e.g., training and supervision) the Supervisor should model the number of hours claimed on the “billable hours” approach.

Supervisors who have had extended periods of absence for maternity, sickness, or compassionate reasons (continuously for a period of three months or more or for a total of 90 days or more within any period to which the form relates may draw on casework experience from up to 24 months prior to the date when the form is completed. For Prison Law, a Supervisor who has experienced an extended period of absence should complete the case involvement hours in the same way as a part time Supervisor.

The LAA cannot provide an exhaustive list of individual types of work that would not count as “billable hours,” but the following are provided as illustrative, non-exhaustive, examples of types of work that we would not consider to be work performed for a Client:

- general supervision,
- general file reviews that do not progress the case,
- appraisals,
- billing,
- costs appeals,
- time spent corresponding with the LAA on compliance issues.

‘Advice and Assistance’ is provided under the Legal Aid Sentencing and Punishment of Offenders Act. Advice and Assistance refers specifically to criminal legal aid and does not include private client work.

Remote Attendances made under the Joint Interim Interview Protocol between the National Police Chiefs Council, Crown Prosecution Service, Law Society, the Criminal Law Solicitors’ Association, and the London Criminal Courts Solicitors’ Association may be included when calculating the number of Police Station Attendances, subject to the limitations on Police Station Telephone Advice set out in the Supervisor Standard and Declaration Forms.

A Supervisor must have undertaken a minimum number of Magistrates Court or Crown Court ‘Representations’. ‘Representation’ (as defined in the 2025 Standard Crime Contract Standard Terms) has the meaning given to it in section 42(1) of the Legal Aid Sentencing and Punishment of Offenders Act. That Act does not limit ‘Representation’ to legal aid work only.

“Representation” is defined by the Legal Aid, Sentencing and Punishment of Offenders Act 2012 and relates to the provision of services to individuals. The Supervisor requirements are designed to demonstrate that the individual has the skills and experience to supervise the defence of clients rather than experience of the criminal justice system generally.

For every type of work other than personal casework and direct supervision, we state a maximum number of hours that may be counted towards the case involvement standard.

Any work in excess of a stated maximum will not be counted towards the Supervisor's Case Involvement hours.

"Direct supervision" means time spent supervising the work of a caseworker. This may involve such activity as regular supervision meetings, dealing with queries on particular cases, and discussing changes to be made as a result of a review of a Caseworker's files. Please note that this includes supervisory activities as described both in person and via remote ways of working.

"File Review" means time spent looking at case files in the category and identifying any issues, corrective action or training needs that may arise. A Supervisor must conduct file reviews for each Caseworker they supervise. The files reviewed should be representative, and must reflect the skills, knowledge, and experience of the individual. The Supervisor must record the outcome of file reviews, together with the details of any corrective action taken.

"External training delivery" means time spent on the actual delivery of CPD (Continuing Professional Development) accredited training in the relevant category of law. The Supervisor should have documentation to confirm the work they have undertaken.

"Documented research and the production of publications" excludes time spent on research that is charged to a particular case (which may well count as personal casework). Typically, research will be towards the production of a publication that relates to the relevant category of law. We may request documentary evidence that the research has taken place.

"Other supervision" includes any work that requires the exercise of a Supervisor's legal judgement, but which is not the direct supervision of a Caseworker. Examples include deciding on the allocation of casework, checking the content of outgoing post, or serving as a tribunal chair or magistrate (where this is relevant to the category of law).

There is no additional credit for doing hours in excess of the Supervisor requirements. Supervisors who work across several categories of law should bear in mind that an individual delivering 35 claimable hours per week, 46 weeks a year would have an output of 1,610 hours. We may find claims to have conducted very large numbers of hours implausible and require additional information to confirm them.

It is very unusual for one individual to be able to meet the Supervisor requirements in more than three categories of law.

Section 5 - Declaration

The Supervisor Standard and Declaration form **must** be signed by:

- The Compliance Officer for Legal Practice (COLP) where the organisation is authorised by Solicitors Regulatory Authority (SRA).
- The Head of Legal Practice (HOLP) where the organisation is regulated by the Bar Standards Board (BSB).
- The Compliance Manager (CM) where the Chartered Institute of Legal Executives (CILEx) regulate the organisation.
- **Where the organisation is authorised by the SRA. the HOLP, CM or member of Key Personnel should not be used to sign as alternatives to the COLP.**

If the organisation is not authorised by the SRA, BSB or CILEx, the signatory must be member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant.

The signatory must confirm that the individual is a continuing employee of the organisation as at the date entered on the form.

Failure to complete this section correctly will invalidate the form.