

## APPENDIX 1

### HB Public Law Service Levels

- Based upon the total chargeable hours available to the Client over the period of this agreement, the JLS shall aim to meet the following standards ("the generic standards") at least 95% of the time provided that in relation to the standards defined below as "deferred standards" the JLS shall aim to meet them at least 95% of the time by 1 April 2013 to recognise that there needs to be a transitional time to allow for the setting up of the means of measuring and monitoring such standards. Some matters (which are non-standard) may take longer and the JLS shall agree a target deadline with the Client when the JLS commence the work.
- All work to be allocated to a named officer and the Client shall receive his or her contact details and that of the manager.
- All new instructions shall be assessed and acknowledged within 3 Working Days of receipt of instructions, at which stage the Client shall be notified of the officer who shall have conduct of the matter and identity of his/her manager.
- A file shall be opened and within 5 Working Days of receipt of instructions the Client shall be sent a memorandum notifying it of the fee earner who shall have conduct of the matter, and the identity of his/her manager
- All Client e-mails to be acknowledged the Working Day it is received, unless the member of staff to whom an email is addressed is absent from the office in which case it shall be acknowledged on the Day that it comes to the attention of another member (a deferred standard)
- Subject to receipt of full instructions, including plans, etc first draft documentation shall be produced and sent to the Client within 10 Working Days from instructions. If there are any difficulties in meeting this target the Client shall be notified and discussions held with the Client concerning the same.
- The JLS shall endeavour to respond to all phone calls or messages on the Day they are received or passed to a manager for a response (a deferred standard).
- The JLS shall respond to all further instructions, on an existing matter, within 5 Working Days.
- The JLS shall try to complete all transactions as quickly as possible, but this is dependent on the time it takes for the Client to respond to the JLS on any queries.
- The JLS shall clear all draft committee reports and delegated power reports within 5 clear Working Days unless otherwise agreed with the Client.
- The JLS shall treat all urgent requests, received before 3.00 p.m. on the Day in question, as requiring action on the Day the JLS receive the Client's instructions but the JLS shall verify with the Client why this is urgent. It may be that other matters the JLS are dealing with for the Client may have to receive lower priority and the JLS shall discuss this with the Client.
- The JLS shall deal with all non urgent advice requests within 10 Working Days of receipt unless otherwise agreed with the Client.