



## Service Standards and Contractual Terms

The members of chambers and staff at Furnival Chambers are committed to excellence in all areas of service.

### **OUR SERVICE TO YOU**

Furnival Chambers' opening hours are 8.00 am to 6.30 pm, Monday to Friday. The main switchboard number is +44 (0) 20 7404 3447 and all members and staff can be contacted through individual email addresses, which are available on our website.

Furnival Chambers seeks to actively promote equality of opportunity through the presence and implementation of our Equal Opportunities and Diversity policy. If you would like to obtain a copy of this policy, please contact our Equality and Diversity Officers Stephen Moses QC or Alexia Power. It is also available on our website.

### **CONTRACTUAL TERMS AND FEES**

As of 31 January 2013, the standard default terms on which barristers offered their services for many years were withdrawn by the Bar Standards Board. These were replaced by The (new) Standard Contractual Terms for the Supply of Legal Services by Barristers to Authorised Persons 2012.

The (new) Standard Contractual Terms for the Supply of Legal Services by Barristers to Authorised Persons 2012 has been adopted by all Furnival Chambers' barristers in respect of new instructions where services are supplied to, or at the request of, any authorised persons (solicitors or other persons authorised and regulated by the Law Society or the SRA). The Standard Contractual Terms Governing the Acceptance of Legal Aid Instructions for the Supply of Legal Services by Barristers to Authorised

Persons in Civil (Non-Family) Cases are adopted in respect of civil Legal Aid cases. Details of these Standard Contractual Terms can be found on our website.

Individual barristers within Furnival Chambers accept direct access instructions in appropriate cases. Please see individual profiles or contact the Senior Clerk Stephen Ball (sball@furnivallaw.co.uk)

In relation to private fees, Furnival Chambers operates an open approach to fee negotiating and welcomes discussion on a case-by-case basis.

For Crown Court trials/ High Court/ Court of Appeal cases private fees are payable in advance, either upon instruction or, if agreed in advance, in three instalments namely;

Instalment 1 – upon instruction

Instalment 2 – upon service of the case papers

Instalment 3 – at least 24 hours before the trial/ hearing.

In long-running, privately funded cases, we may seek to annually review the hourly rates of our counsel in consultation with you.

Private Magistrates' Court/ Crown Court hearings are payable in advance at least 24 hours before the hearing. Furnival Chambers is committed to supporting and promoting the Young Bar.

Our service standards apply in all cases, regardless of the way work is funded, and we are dedicated to accepting publicly funded work as well as privately paid cases.

## **WORKING WITH FURNIVAL CHAMBERS**

A lay client information sheet is available from our website containing important information about Furnival Chambers and also a lay client's right to complain.

Furnival Chambers is happy to receive instructions and documents by secure email. Please contact us if you require further information about this service.

Where written advice (or similar) is required, the work will be completed within the time limit specified and agreed by the parties (provided that the relevant clerk has confirmed, before the instructions are sent, that the barrister in question is able to receive the instructions).

Every effort will be taken to ensure that urgent messages are put before counsel immediately.

Furnival Chambers is committed to high standards in all its areas of service and so we welcome feedback from clients and will do our best to resolve any issues.

Any formal complaints should be addressed to Jeremy Carter-Manning QC or Stephen Ball. Details of our complaints procedures are available on request and on our website.

Lay clients have a right to complain directly to Furnival Chambers without using solicitors and have a right to complain to the Legal Ombudsman.

## Core Values

These Core Values underpin all the work that we do at Furnival Chambers.

### Client care and a Quality Service

Individually and as an organisation we are committed to providing a high quality of client care and legal service.

### A Democratic Structure

Within our management structure, all members are represented and have a voice in the running of our Chambers.

### Efficiency in administration and management

Furnival Chambers is committed to being professionally managed and clerked, using efficient and effective administrative procedures and systems, including state-of-the-art information technology.

### Commitment to working together to deliver legal services

Teamwork and co-operation are important values. Although Members of Chambers are individual practitioners, they are committed to working together to deliver legal services including, in particular, through sharing legal knowledge and experience. Each Member of Chambers is supported by a professional clerking and administrative team.

### Continuing Education

Furnival Chambers is committed to the continuing education of its Members and staff, for example by our Lecture Series, which is also open to Professional Clients, and by supporting staff who wish to undertake relevant training and education. Furnival Chambers ensures that each Member of Chambers acts in accordance with their Continuing Professional Development requirements. We are, further, committed to offering training opportunities, including pupillage and other forms of training to members of the legal profession.

### Promotion of equality of opportunity

Furnival Chambers seeks actively to promote equality of opportunity. We have a balance of male and female members at all levels of call and it is a long-term aspiration of our chambers that minorities are properly represented. It is one of the aims of our Chambers to help facilitate access to the legal profession to those traditionally excluded. Furnival Chambers is an Equal Opportunities employer and is committed to enabling all those who work within Chambers to achieve a proper balance between their working and home life.

### Independence

We are independent practitioners with a professional obligation to promote the interests of our clients, whoever they may be. This includes a commitment to publicly funded work (including for public authorities), and, where appropriate, pro bono work. Such work is held in equal esteem with private client work.

## Respect and Courtesy

Furnival Chambers is committed to ensuring that all those who work within our Chambers are treated with equal respect and courtesy at all times.