Civil/crime news: office supervisor remote working changes

News story

We are changing the officer supervisor standards relating to remote working for supervisors under the 2017 crime contract and the 2018 civil contract.

Changes are being made on 1 November 2021 affecting remote working for supervisors and the acceptance of remote civil applications.

These changes affect the:

What does this mean?

Supervisors will be required to be accessible to those that they supervise during working hours. This will replace the current requirement for supervisors to be in the office at all times.

As currently, there is recognition that supervisors cannot be accessible when attending court or seeing clients.

Designated day in office

This increased flexibility needs to be supplemented with at least one designated day each calendar month when the supervisor will attend each office at which they supervise staff. This must coincide with attendance by the staff being supervised.

Attendance by supervisors and caseworkers

Where supervisors and caseworkers are not based in the same location, the supervisor must conduct face to face supervision at least once a calendar month.

Both parties must be present in the same physical location.

Permitted remote applications

We are increasing the proportion of permitted remote applications under the 2018 Standard Civil Contract. This will rise from 25% to a maximum of 50% of a provider's total matter starts in a schedule period.

This reflects the change in clients being willing and able to see solicitors in person at their office.

Legal advice in terrorism cases

We are also amending the category definitions in relation to 'TPIM notices' under the Terrorism Prevention and Investigation Measures Act 2011.

This confirms that all legal aid in these cases can be carried out by:

The above changes all come into effect on 1 November 2021.

Further information

[Standard civil contract 2018](#)

[Standard crime contract 2017](#)

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