

# Factsheet

# Lorraine Mensah

This fact sheet is to introduce Lorraine Mensah as a Barrister. It is designed to give you information about her practice, fees and your rights. It is also designed to sign post you to further information that is designed to help you make an informed choice. The wealth of information provided has been reduced by providing links for you to choose what information is right for you.

For information on the barristers register see <https://www.barstandardsboard.org.uk/for-the-public/search-a-barristers-record/the-barristers-register.html>

## About me

I have spent the past nineteen years as a Barrister in private practice. I am a civil practitioner and at various times have specialised in different areas of law. I have spent about twelve years as an Employment lawyer representing Councils, the Police and many more, several years in personal injury work, a couple of years in both Housing law and Education law. Throughout, I have specialised in Immigration, Asylum and Nationality work. I have experience of running a busy team of lawyers as a solicitor, and working alone or with Silks in my work as a Barrister. My work has taken me to most levels of Court and Tribunal work and has given me a broad scope of experience.

My main practice areas are:

- Immigration/asylum
- Human rights
- Employment
- General civil

I am direct access qualified.

I am sole trader and VAT registered and my VAT number is 803 5610 60. I use the services of Complete Counsel for managing my diary, liaising with clients to organise document delivery or exchange, book important dates in my diary or communication about fees and fee collection. I pay Complete Counsel for their administrative services. Complete Counsel is NOT a Barristers Chambers and the term clerk is used for ease of reference below. I act as the Chambers of Ms Lorraine Mensah and all the other Barristers you may read about on the Complete Counsel website are independent and sole traders who act on their own account. There are sometimes more complex cases where more than one Barrister is instructed and they then work together on the case. Their roles may be for different parts of the case or different tasks and this depends on the complexity and the law involved. If this occurs you will be given the details of each barrister involved and assigned to your case.

# Pricing for Lorraine Mensah

The following are invited to contact my office staff (herein clerks) on [support@completecounsel.co.uk](mailto:support@completecounsel.co.uk) or call 0844 225 4532 and ask for the clerk for Lorraine Mensah. Once you have made contact the clerk will discuss with you the nature of your case and try and identify any time limits involved. The clerk will take your contact details and discuss your case with me. If it appears your case may be suitable you will be asked to provide further details and a discussion will take place regarding the volume of documents in the case. The fees will then be agreed and a date will be set for the work (see below) to be done. This applies to:

- Solicitors or other practicing lawyers
- Licensed Access clients, members of professional bodies who are recognised by the Bar Standards Board
- Members of the Public who wish to instruct a Barrister under the Direct Access Scheme and would like further information about eligibility.

If there is something you receive and do not understand please contact us.

Conference facilities are available and accessible conference facilities for those with special requirements can be provided as requested. Please make us aware of any such adjustments at the outset so we can facilitate this. For example we can arrange conferences on ground floor premises easy access and parking. In the event we cannot find suitable local facilities, Counsel is willing to travel.

If you require the services of an interpreter please contact us to discuss.

If you require a copy of our reasonable adjustments policy please either view it on the Complete Counsel website or ask for a copy to be provided. Reasonable adjustments will be made on request. To discuss reasonable adjustments please ask to speak with Helen or Claire.

## Pricing & Timescales

At Complete Counsel we know how important it is to be transparent on pricing.

We recognise that each case is different and so in order for us to fully quote on a case, our clerks will ask you for relevant information such as size of papers and complexity. This will assist us in forming an idea of how long it will take the Barrister to prepare your case together with the seniority of the Barrister required for the case (if you have not chosen a specific Barrister and require the Clerks guidance). Each case is considered on its own merit taking into account Barrister availability and suitability.

All Barristers have an hourly rate. These rates vary according to case complexity and experience/seniority of Counsel. We also carry out fixed fee work and are happy to agree such fees if you prefer. For more information about Complete Counsel and its people see here <https://completecounsel.co.uk/> Hourly rate indicative fees for Lorraine Mensah are £300 plus vat per hour for private commercial/ civil matters and £250 plus VAT for most other matters. Occasionally case dependent, Lorraine will take some legal aid work and reduced rate work. No fees will be charged unless the fees are agreed with you or your representative in advance of the work. The fees vary depending on the complexity of the case and the value. This is to reflect the litigation risk. If you instruct Lorraine you will be provided with a full breakdown of the various likely stages and fees. The risk of costs increasing can occur for example when you fail to deal with the Court, Tribunal when required to do so, fail to file documents as required, fail to give proper disclosure or try to hide important facts that later are discovered. Sometimes a case can start of straightforward but become more complicated when the opponent discloses their case or evidence. Indicative fees are to try and give you a good idea of the costs but can never cover all eventualities, often unexpected events. This isn't an exhaustive list.

If we cannot provide a quote straightaway, we will provide a quote within a range. We aim to provide this within 14 days of receipt of sufficient papers to understand what the case is about and what the work would entail. This should enable you to have a clearer idea as to the cost of using Lorraine. There may be times when the Barrister is away or committed elsewhere and we are unable to meet the 14 day turnaround. We will let you know if this is the situation. If the scope of the legal services changes then the quotation will not be binding.

Public access clients should understand agreeing a fee is NOT acceptance by Counsel of the work. Once fees are agreed Counsel will require an agreement in writing for the work to be done. This can be in the form of email contact in which Counsel will confirm acceptance of the instructions and the terms and/or basis on which they will be acting, including the basis of charging.

All legal work requires the parties to meet deadlines for filing documents and require experience and skill.

You will be responsible for court or Tribunal fees. A guide can be found here <https://www.gov.uk/court-fees-what-they-are>

Depending on your case you have to pay the relevant fees. These are not for the work done by Counsel but the fees payable directly to the Court or Tribunal for its work.

To assist and for transparency I have set out some examples and guidance below.

## Private/Civil

For example if I am instructed to work in a private civil matter you can choose to agree a fixed rate for each element of the work or I can work on the hourly rate. Occasionally a case may be suitable for a fixed fee for the entire matter but this is only when the work can be clearly identified and is not subject to any change.

My fees will vary depending on litigation risk and the type of case involved. The work might involve reading the papers and providing an opinion on merit. It could involve advocacy. My indicative fixed fee would be £900 plus VAT for an opinion on merit based upon the evidence disclosed and £1500 plus VAT for a full day advocacy on a straightforward standard civil matter. Occasionally I will also accept instructions under conditional fee agreements (no win no fee). This is agreed at the start of a case with the Solicitor representing. You will be responsible for court fees and further details will be provided.

## Immigration

For example if I am instructed to undertake advice and advocacy in an asylum matter I will consider varying my fees to accommodate the recognised financial limitations clients face as asylum seekers and where the lay client either has no right/access to legal aid or does not wish to use legal aid. The work usually involves half a day reading and preparation and attendance at the hearing. It can involve drafting a skeleton argument and responding to a Respondent 'response.' An indicative fixed fee would be £350 for drafting a concise Skeleton and the same if a response is required, and £650 for the advocacy in a local venue (assuming no VAT is payable). This costs will increase if the tribunal venue is more than 1 hour's travel either way or requires Counsel to stay overnight in a hotel.

For example if I am instructed to undertake advice in an immigration matter I will only consider varying my fees down in exceptional circumstances such as exceptional hardship. This should be discussed at the outset and will have to be evidenced. This is at the discretion of Counsel and on a case by case basis. The work usually involves reading the papers and preparation, advice in conference and any written advice if

required. An indicative fixed fee would be £1000 plus VAT to include a remote conference.

If your case involves court or Tribunal fees you will be responsible for payment. For example in judicial review cases see here,

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/540585/administrative-court-fee-increase.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/540585/administrative-court-fee-increase.pdf)

In judicial review cases if you lose your case you will likely have to pay the other sides' costs. See here for more information <https://www.gov.uk/guidance/administrative-court-bring-a-case-to-the-court#planning-and-immigration-judicial-reviews>

In immigration judicial review the stages can be viewed here <https://www.gov.uk/guidance/apply-for-a-judicial-review-in-an-immigration-or-asylum-case>

The standard stages before the Immigration and Asylum Tribunal chamber are

Day 1 you lodge an appeal and the Notice of appeal is provided to Tribunal by MyHMCTS  
Not later than 14 days after notice of appeal Respondent's bundle ("RB") must be provided 28 days after provision of RB or

42 days after notice of appeal, whichever is later (this is the Home office bundle)

Appellant must provide:

- (i) Appeal Skeleton Argument (this sets out what is in dispute in the case and the merits)
- (ii) Bundle of evidence in support (this is a bundle of all your relevant documents for the Judge and parties. It normally has an index and numbered pages)

14 days after provision of appellant's ASA and evidence Respondent must provide: Review with counter-schedule (this is the Home Office response to the case)

## Employment

For example if I am instructed to undertake advice or advocacy in an Employment matter I will consider varying my fees to cover litigation risk and to accommodate the wide personal circumstances of the client.

You can choose to agree a fixed rate for each element of the work or I can work on the hourly rate Varying to reduce the indicative fees will only be considered for Claimants and only on a very limited basis given a key purpose of pursuing an employment case is to recover money. The work usually involves reading the papers and preparation of an opinion. It can involve a conference and it can involve advocacy. An indicative fixed fee for an opinion and if appropriate the grounds for a claim form on a straightforward employment matter is £900 plus VAT, a full day advocacy is £1500 plus VAT and refreshers are £850 plus VAT (if local travel within 2 hours). Occasionally I will also accept instructions under conditional fee agreements (no win no fee) or a (no win reduced fee) basis so if you lose you pay a reduced fee and if you win you pay the enhanced fee. This is agreed at the start of a case with the Solicitor representing and depends on the merit in the case.

For information on the key stages before the Employment Tribunal see here

<https://www.citizensadvice.org.uk/work/problems-at-work/employment-tribunals1/employment-tribunals2/if-youre-thinking-of-making-a-claim-to-an-employment-tribunal/>

Once you have been through ACAS conciliation and you find your case is not resolved or settled you will have to consider whether you want to bring your case to the Employment Tribunal. This will involve filing out a claim form within a very short time and setting out all the aspects of your claim, such as whether you have been unfairly dismissed or faced discrimination in the workplace.

Once you have completed and filed the claim form with the Employment Tribunal the other side must file a response.

If a response is filed the Employment Tribunal will consider if the claim can proceed and usually arrange to either issue directions to the parties or set up a hearing to discuss the management of the case. This will involve making sure all the parties exchange witness statements and documents and a concise bundle of all the papers is prepared for the final hearing. Once ready the case will proceed to a hearing. This is only a brief overview of what is expected.

## Public Access

The relevant Public Access services provided by Lorraine Mensah are:

- Employment Tribunal cases (advice and representation for employers and professional employees);
- Immigration appeals (First-tier Tribunal) for those with the relevant competence to conduct their own case

Unless our barristers are charging fixed fees or a fixed hourly rate, you are invited to discuss the level of fees with us in terms of your particular case and personal circumstances. For more information, please contact the clerks.

Public Access cases are not suitable for Conditional Fee as any work I do under this scheme must be paid for in advance of any work being carried out and paid directly to the Barrister. Full details will be provided if you wish to explore this option and will be set out in a fee-agreement in advance of any work. The above fees are indicative of the fees set out in any fee agreement.

Whether I am able to accept work will depend upon whether the lay client has the competence to carry out their own litigation/work such as all contact with the Tribunal or court and the Opponent, responding and dealing with court orders or case management and preparing all paperwork connected with the case. This is not likely to be suitable for most people acting as individuals and is often only suitable for professionals and companies who have the skills to deal with their case with little input from Counsel. For example I am not able to issue proceedings, file documents at the Employment Tribunal and serve documents on other parties. This requires a level of skill and ability to understand and navigate legal jargon and the confidence to deal with other professionals. If you wish to read more about the limitations of public access services please see here

<https://www.barstandardsboard.org.uk/uploads/assets/5942518a-3f66-49ae-9d7a0f430c12c3e1/Conducting-Litigation.pdf>

I am not authorised to conduct litigation.

I am bound by the Bar Standards Board Handbook on “Public Access Guidance for Barristers.” It is available to read on here,

<https://www.barstandardsboard.org.uk/uploads/assets/6cc15510-8da5-4620-ae99720af7be9464/Public-Access-Guidance-for-Barristers.pdf>

If you are unable to follow the guidance it is unlikely direct access is suitable for you. If you have any questions the clerks are always happy to discuss fees or public access with you further.

I am authorised to practise by the Bar Standards Board and my Insurance is under Bar Mutual Indemnity Fund Limited. See <https://www.barmutual.co.uk/> for further details. I am covered for all the legal services I supply to the public in England and Wales.

## Other information

I will follow the Bar Code of Conduct when dealing with Professional and Lay clients. Please see the Code of Conduct here <https://www.barstandardsboard.org.uk/uploads/assets/f0d114af-9c5a-4be4-9dbffa9f80b1e47f/8c50a665-79ee-4bfa-b36eb5c138798d72/Part-2-Code-of-Conduct18092019092228.pdf>

I am unable to hold client money. I do not use third parties to receive and hold client money. If you are eligible for legal aid you should instruct a legal aid solicitor. For details on eligibility please seek professional advice from a legal aid solicitor and see here, <https://www.gov.uk/legal-aid/eligibility>

Also see the legal aid calculator here <https://www.gov.uk/check-legal-aid>

If you would like to explore and understand more about how your case may be funded by legal insurance please see here <https://www.legalchoices.org.uk/legal-choices/money-talks/after-the-event-insurance>

Or here [https://www.which.co.uk/money/insurance/legal-expenses-insurance/legal-expenses-insurance-reviews-ady0v9f25nw8#headline\\_1](https://www.which.co.uk/money/insurance/legal-expenses-insurance/legal-expenses-insurance-reviews-ady0v9f25nw8#headline_1)

If there is anything you are unsure of please do ask.

If you require the services of an interpreter please contact us

## Timescales

I have a standard 21 day turnaround on all of our paperwork. Once I receive a set of papers from you, you will receive an acknowledgment containing a unique case reference number. The papers are conflict checked and logged on to the system I use. The return date for the paperwork is then entered into my diary to ensure no deadlines are missed. You will be contacted if I requires an extension to a deadline. Although our standard turnaround is 21 days we actually aim to return all paperwork within 7 days of receipt as we appreciate competition is tight.

Circumstances what may affect timescales are:

- Your availability to give Counsel information, or instructions, or relevant third parties giving the same;
- The complexity of the case;
- The amount of papers Counsel is being asked to review;
- The need for additional information or documents;
- The approach taken by the other side;
- Third parties intervening in the case; and
- Court waiting times

## Urgent Deadlines

These can of course be considered and acted upon. Many of our cases come in with a short turnaround of 2/3 days. Please speak to the clerks either by telephone or email if you require a faster turnaround time than our standard and they would be happy to assist you.

# Direct/Public Access

Members of the public wishing to instruct a Barrister can seek guidance from the Bar Standards Board's Public Access instructions which can be found here or above for the link: <https://www.barstandardsboard.org.uk/resources/public-access-guidance-for-lay-clients.html>

If you do not have internet access please contact us and we will be happy to provide you with a hard copy of this guidance and take you through any necessary steps. Guidance on direct access work can also be found on the Home page of our website. A copy of our Direct Access guidance is also attached to this form.

# Complaints

Lorraine Mensah is regulated by the Bar Standards Board. Information on whether the Barrister has a current practicing certificate, any disciplinary findings etc. are published on the Bar Standards Board website. Please search on their website or contact them (0207 611 1444 or [ContactUs@BarStandardsBoard.org.uk](mailto:ContactUs@BarStandardsBoard.org.uk)) to make an enquiry should an issue arise that we cannot assist you with.

Should a complaint arise, please forward the same in writing direct to myself via post or email (contact form available on my profile) copying in [support@completecounsel.co.uk](mailto:support@completecounsel.co.uk) You will receive a response within 48 hours. This will be an initial response which will hopefully assist in rectifying the situation

If the complaint remains unresolved, I will adhere to the complaints procedure of Complete Counsel which can be found here: <http://business.completecounsel.co.uk/about-us/our-policies/> and you should then put your complaint in writing to the Practice Director of Complete Counsel, Claire Labio. This written complaint will be acknowledged in writing or by email within 48 hours of receipt with a full response following within 14 days thereafter. Should the complaint not be satisfied – the issue will be considered and reflected upon by the Board of Directors at Complete Counsel and a response given to you within 28 days of the date of receipt of a complaint to the Board.

In the event that myself and Complete Counsel are unable to resolve your complaint then you should contact: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

In accordance with the Legal Ombudsman any complaint must be raised within 12 months of the date of the act or omission that your complaint refers to.

# Urgent Deadlines

You may be interested in the following sources of support and advice:

- <https://weareadvocate.org.uk/> : free advice and representation on legal matters (applications-based). Contact: 020 7092 3960.
- <https://www.citizensadvice.org.uk/> : a free independent and impartial advice on a range of issues and rights.
- Advice Line: 03444 111 444 (England); 03444 77 20 20 (Wales).
- <https://www.lawworks.org.uk/legal-advice-individuals/find-legal-advice-clinic-near-you> : connects people in need of legal advice with lawyers who are able to help for free. Searchable directory of local legal advice clinics in England and Wales.
- <https://www.samaritans.org/> : helpline support for anyone who wants to talk to someone about the problems they are facing in their life. Helpline: 116 123.
- <https://www.moneyadviceservice.org.uk/en> : free, confidential advice about managing finances and dealing with debts. Advice line: 0800 138 7777.