



Court of Protection

Minutes of Court User Group Meeting
Wednesday 14 April 2021 at 2.00pm
Held remotely via MS Teams

Terms of Reference

The purpose of the Court User Group is to provide a forum for discussion of matters causing concern for Court Users and views and comments on policy issues.

These minutes may be widely disseminated.

Attendees	
HHJ Hilder (Chair)	Senior Judge of the Court of Protection
DJ Beckley	
DJ Eldergill	
DJ Ellington	
DJ Grosse	
DJ Jackson	
DJ Mullins	
HHJ Owens	SE Region Lead Judge
David Rees QC	5 Stone Buildings
Angela Smith	Abbotstone Law
Alice Jackson	Albin & Co Solicitors
Kirsty MacMillan	Anthony Collins Solicitors
Louise Nettle	Blake Morgan
Ruth Meyer	Boyes Turner LLP
Alexander Wright	Boyes Turner LLP

Nicole Jarrett-Francis	Brent Council
Faria Jamali	Browne Jacobson LLP
Caroline Bielanska	Caroline Bielanska Consultancy
Julie Akorley	Central and North West London NHS Foundation
Kate Edwards	Wrigleys Solicitors LLP (COPPA)
Emily Norman	Doughty Street Chambers
Kelly Snowdon	Durham County Council
Yvonne Mitchell	Ealing Council
Nikki Bedford	Enable Law
Winsome Levy	Field Court
Ian MacKendrick	Frenkel Topping
Latoyah Thompson	Higgs & Sons
Michelle Weaver	Higgs & Sons
Claire Whittall	Higgs & Sons
Natalie Cheesewright	HMCTS
Nia Davies	HMCTS
Heather Feast	HMCTS
Jennifer Li	HMCTS
Chloe Mason	HMCTS
Mala Nair	HMCTS
Paulina Ndlovu	HMCTS
Scott Soley	HMCTS
Wendy Treadway	HMCTS
Stuart Farmer	Howden Insurance Brokers
Jonathan Hopkins	Howden Insurance Brokers
Zoë Bancroft	Investec Wealth & Investment Ltd
Jonathan Taylor	Investec Wealth & Investment Ltd
Julia C Lomas	Irwin Mitchell LLP
Mathieu Culverhouse	Irwin Mitchell LLP/CoPPA

Anuara Ali	Islington Council
Jemma Bennett	JE Bennett Law
Richard Shearing	JE Bennett Law
Desmond Mohabir	Leicestershire County Council
Eirwen Dorkins	Lewisham Legal Services
Karen Noulton	London Borough of Bexley
Phillip Joseph	London Borough of Ealing
Shadia Ousta Doerfel	London Borough of Islington
Zena Bolwig	Mackintosh Law
Jill Weston	Mills & Reeve LLP
Joan Goulbourn	MOJ Policy Team
Holly Chantler	Morrison's Solicitors LLP
Elaine Brown	Office of the Official Solicitor and Public Trustee
John Howard	Office of the Official Solicitor and Public Trustee
Janet Ilett	Office of the Official Solicitor and Public Trustee
Nigel Jones	Panel Deputy
Adrian Hawley	Partners in Costs
Rebecca Sparrow	Penningtons Manches Cooper LLP
Charlie Head	Rathbones
Samantha Dorchell	Redcar and Cleveland Council
Sara Isenberg	Royds Withy King Solicitors
Kathrina Salter	Salter Kelly Solicitors
Christine Leggett	Senior Courts Costs Office
Sue Bowler	Shoosmiths
Emma Story	South Tyneside Council
Emily Deane	STEP
Mandy Giedrojc	The Office of the Public Guardian
Russell Caller	The Professional Deputy Forum
Neil Cawthorn	The Professional Deputy Service Trust Corporation

Tonina Ashby	Tollers Solicitors
Esha Kansal	Torbay Council
Colin Warner	Waddington and Son Solicitors
Martin Terrell	Warners
Laura Knowles	West Berkshire Council
Chantal UI Haq-Weedon	Wilkin Chapman LLP
James Batey	Wilson Browne Solicitors
Costin	
Carys Lewis	
Rebecca Robson	
Jennifer Freeman	
Laura	
Esha	
Tel no only	

1.

Apologies	
DJ Batten	
Rachel Turner	Miles and Partners
Elizabeth Jeary	HMCTS Court Funds Office
Lucy Astle-Fletcher	HMCTS HQ
Jess Newton	HMCTS HQ
Jane Bennett	JE Bennett Law
Ross Hamilton	HMCTS
Alison Meacher	Hardwicke

2. Minutes and Action points

Minutes of meeting held on 8 October 2020 agreed and formally adopted.

HHJ Hilder notes a change in the order of the agenda. MOJ policy team to provide their update (4) prior to Operations/Delivery Manager (3)

3. Update from the MOJ Policy Team

Update given by Joan Goulbourn

CTF -Joan advised that there had been a lot of media interest in Child Trust Funds. Concerns focused on fees and the process being far too long. Joan advised that a parliamentary debate was in process today (14 April 2021) and that the COP Rules Committee would be taking place on 20 April 2021 to consider whether there should be a review of forms and court process. LPS working group – met on 12 April. Unable to progress the work until we have sight of the draft regulations.

CQC meeting held with HHJ Hilder regarding data collection once LPS comes into force Summer 2022 for ratification of Hague Convention.

Draft amendments to practice direction 19B awaiting feedback from the Rule Committee
Caroline Bielanska asked whether there was any idea when the revised MCA Code will be out for consultation

Joan Goulbourn advised that is expected this summer

Yvonne Mitchell raised online that the Local Authorities are receiving a number of referrals for deputyship in relation to CTF (Child Trust Funds)

HHJ Hilder responded that the Court continues to treat applications including a Child Trust Fund in the same way as any other property and affairs application: the MCA applies. To the best of our information only 7 applications have been received, all made by litigants in person and processed in the normal way and time frames.

4. Operations/Delivery Manager's Report

Delivery Manager's report note by Amrit Panesar

- We felt a significantly higher rate of COVID-related absences in second wave of the pandemic
- From July to date there have been 78 separate COVID-related absences, translating to 65.5% of our workforce. Whilst this figure constitutes significant heterogeneity in terms of length of time and reason for absence, this has had substantial impact on our resourcing levels
- Furthermore, this figure does not take into consideration further reduced capacity due to reduced working hours as a result of childcare and other responsibilities, compounded by the pandemic

Operations Manager's Report given by Mala Nair

Applications received

- In the past 6 months (Q4 2020-Q1 2021), the court has seen a 1.8% increase in the total applications received when compared to the previous 6 months (Q2 - Q3 2020) (15,454 applications compared to 14,607.)
- The category of applications with highest numbers continues to be the property and affairs deputyships, which saw a 51.69% increase in number of applications issued due to ease in lockdown, with 5646 applications issued in the past 6 months (Q4 2020-Q1 2021) compared to 3722 during the previous 6 months (Q2 - Q3 2020).
- During the same time frame there has been a 29.93% increase in the total volume of orders made, with 25,228 orders being made in the past 6 months (Q4 2020-Q1 2021) compared to 19,416 during the previous 6 months (Q2 - Q3 2020). This reflects increase in the interim orders related to the failure to comply with Rule 9.10, DoLs requirements or other necessary information.
- The disposals for Q4 2020 – Q1 2021 saw 10.66% increase compared to Q2 - Q3 2020 (10,097 vs 9,124).

Timeliness

Disposal time for Judges			
	PA deputyship (in weeks)	Other PA (in weeks)	HW (in weeks)
disposal in March 2021	27.4	48.4	34
average disposal (Mar 20 to Feb 21)	31.46	53.95	46.25
trend	decrease	decrease	decrease

Disposal time for ACOs		
	PA deputyship (in weeks)	Other PA (in weeks)
disposal in March 2021	23.3	23.3
average disposal (Mar 20 to Feb 21)	23.10	27.76
trend	increase	decrease

***Please see the Appendix 1 for a graphical representation of disposal times.**

Backlogs

- The court is still carrying backlogs throughout the property and affairs workstream and the streamlined procedures for authorisation of deprivation of liberty in the community. COVID continues to impact the business in the last quarter of the year. Our current recruitment drive has continued to secure additional staff. New recruits are being trained across varying stands of work and this is putting additional pressure on the teams. Incoming e-mails remain high due to practitioners and local authorities working from home.
- Currently the oldest property and affairs application awaiting consideration by the ACOs dates back to 18 Feb 2021 (this figure is correct as per today's stats).
- Currently the oldest COPDOL11 application awaiting consideration by the Judiciary dates back to 1 Feb 2021 (this figure is correct as per today's stats).

HHJ Hilder noted that a lot of figures have been given within this presentation. Discussion about how the information could be presented in a visually accessible fashion.

Action 1- a visual chart has been requested for the next minute - Operations/Delivery Managers

Russell Caller of The Professional Deputies Forum expressed his serious concern that, notwithstanding the hard work of the court staff in producing the statistics, such statistics were meaningless to him and did not give a view on whether targets were being met or not. In addition to clear graphics, he suggested that it would be helpful if the statistics could be sent in advance of the meeting

HHJ Hilder advised by HHJ Owens that some attendees are unable to see the MS Teams chat, due to the meeting capacity of over 60

HHJ Hilder therefore advises that questions will be read out for the benefit of all CUG attendees

Phillip Joseph asked online - Is there a backlog in streamlined applications for deprivation of liberty?

Mala confirmed that there is a definite backlog of paper and electronic applications. Timescales – oldest 13 February 2021.

HHJ Hilder advised that the rate of receipts is between 269-355 per month and going up. This is split between paper and electronic files. The backlog however is no worse than pre pandemic, which is some reason for encouragement.

HHJ Hilder noted that there is an appetite for improved court statistics. The courts statistics are published quarterly on the gov.uk website, and also usually covered in the 39 Essex newsletter. The purpose of the CUG is to provide a snapshot, but we will endeavour to adopt a more easily accessible form of presenting that snapshot for the next meeting.

Joan Goulbourn posted online a link to the Family Court Statistics Quarterly October to December 2020

<https://www.gov.uk/government/statistics/family-court-statistics-quarterly-october-to-december-2020>

Caroline Bielanska raised the following question online - Is there any way that the Court can put some guidance on Gov.uk to help applicants understand the requirement to notify 3 people of the application and the need to clarify the deprivation of liberty issues when an order for the sale of the home is being sought. There are many court users who are not frequent users and the need to know what they should do and what info the court needs would help reduce the number of interim orders made, which has an impact on all court users

HHJ Hilder noted in response to this that it would be an appropriate time to announce the new P&A forum to discuss this type of question. This meeting is intended to form a surgery style approach for P&A matters only and be more discursive. Attendance at this meeting is encouraged and questions should be raised. The first meeting date of the Court User Group P&A will be on 24 June 2021 at 2pm Guidance as to notification requirements is included in the letter sent by the court on issue of the application.

James Batey raised a request online with regards to updating forms to include these questions?

HHJ Hilder advised that the updating of forms is not an easy process. Any new version of form inevitably causes confusion whilst court users get used to it. The general approach of 'explaining more' would result in forms being even longer. A balance has to be drawn. The Rules Committee will be considering whether there should be a review of forms. HHJ Hilder questioned whether a focus on progressing development of online application processes, which do require paper forms, may be required.

Martin Terrell raised online whether in the meantime are there any obvious problems causing delays that we can help avoid?

HHJ Hilder advised that the proposed P&A meeting can be used to address this particular practice issues. Generally, providing all necessary information at the outset is helpful to reduce the need for interim orders.

5. Appraisals

HHJ Hilder updated the CUG with details of the Judges appraisal scheme due to take place at hearings. The appraisal judge is observing the judge as a mandatory part of their career development, and not observing the parties. HHJ Hilder noted that parties are now accustomed to observations of remote hearings and expressed the hope that this additional type of observation would be unobtrusive and unproblematic to court users.

Shadia Ousta Doerfel raised the following question online - will there be any published information on the COP/JAC website or other website about this and who the Appraisers are/would be / criteria of appraisal etc?

DJ Beckley replied online to confirm that the appraisal scheme is carried out by the Association of District Judges; there won't be anything published on the COP or JAC website. The appraisers are full time district judges who have completed appraisal training.

6. Neil Cawthorn (The Professional Deputy Service Trust Corporation)

- Request for an update of the pilot for electronic applications (in particular consent applications)

Full question provided by email:

'I would be grateful if the appropriate Officer is able to update the Court User Group on the pilot for the use of electronic applications.

If this is included in the reports for the meeting, I would like to ask if it is possible to assist the Court further regarding consent applications.

If all parties, including so far as possible P, are in agreement with the application, is it possible to lodge electronically at Court all papers, including signed consent forms, if necessary, on COP5s, of all parties, together with a draft order?

Would this assist the Court in dealing with such applications and is it possible for such applications to be dealt with by a designated Senior Officer or Officers of the Court familiar with the procedure?

Is there more that can be done to assist the Court administer its role of protecting the vulnerable under the auspices of the MCA 2005 and expedite the procedure?

Neil Cawthorn was given the opportunity to give an outline of his full question for benefit of other CUG attendees. He confirmed his role as CEO of the PDST a specialised unit dealing with a large number of vulnerable persons or those who lack capacity. His question concerns the P&A pilot and trying to assist the court with possible ways of making consent application to avoid delays. He mentions a previous process with SJ Lush in P&A matters.

HHJ Hilder explained that previous processes referred to were considered by Charles J in Re AR[2018] EWCOP8. She made clear that there is no PDST-specific process and all applications follow same rules

HHJ Hilder observed that everybody's objective is to deal with applications as quickly as possible. The court is working this on as follows:

1. Pilot P&A E-Applications. This pilot has been given impetus by the pandemic and the need for remote working. This is currently limited to 23 users. The process has reduced timescales to 11 weeks, as opposed to 24 weeks.
2. The next step is a pilot of upfront notification. This however requires a change of the rules and a new Practice Direction. They have been drafted, considered by the Rules Committee and submitted to the President for consideration.

Neil Cawthorn asked whether in the meantime a consent application could be filed and how?

In response HHJ Hilder advised that if this was an application to dispense of notification, these should be filed by COP9, with consents clearly detailing the consent of x to the application. If a COP5 is used, it should expressly confirm that the person completing it is consenting to the appointment of [named person] as property and affairs deputy for [named person] This will then be referred to a Judge for a decision to be made. These should be filed by paper, in one batch of documents.

**7. Kate Edwards (Wrigleys Solicitors LLP)
as representative for members of CoPPA (P&A matters)**

- **Considerable delays**
- **Urgent Applications**
- **Missing documents**
- **Processing times for assessed bills by the SCCO**

HHJ Hilder read the full email and advised that the points to be addressed in 4 sections:
Full email:

Following our email to members, these points have been raised, which they would like to be put to the Court Users Group:

1. **Considerable delays** when making applications;
2. **Urgent Applications** - A Member has asked whether there is a process for expediting urgent applications. Is this linked to the delay in making orders?
3. **Missing documents** – members feel that the court is misplacing documents submitted as part of their applications. Some have had to be resubmitted several times before reaching a judge. Submission has been by various methods including email and there seems to be no pattern. This has been raised by two members, both of whom have anecdotal evidence from other practitioners that the problem is more widespread. Is there anything we could do to assist the court?
4. General processing times for **assessed bills by the SCCO**.

Kate Edwards provided additional points to be considered following further members comments

- Updated statistics would be useful to practitioners.
- Directions orders have been received with compliance dates passed before order issued
- The average time to receive a deputy order is 6-7 months. This is a long time, in particular for PI cases. This delay leads to very difficult conversations with clients

HHJ Hilder stated that with regards to an order being received with compliance dates passed, unless this order was made a hearing, this should not happen. When making orders Judges set a time frame (eg 14 days), and staff insert the appropriate calendar date when issuing the order. So, this error should not happen. Please refer any cases directly to Mala Nair so that we can address the problem at source.

Delays

In response to the issue of delays HHJ Hilder stated that this has been a difficult year and acknowledged that things are taking longer than we would want. Timescales as at the end Feb 2021 for non- contentious cases (ACO) 25.6 weeks and contentious cases (Judge) 28.2 weeks. Our target is 16 weeks, we are clearly outside this. However, another way of looking at this is that we are in a better situation than last year when timescales were at 28 weeks non contentious (ACO) and 37 weeks contentious (Judges). Improvements are therefore being made despite the challenging times and lack of resources. We understand that difficult conversations are taking place with clients to set realistic expectations.

Urgent Applications

In relation to urgent applications, HHJ Hilder advised that every day the urgent business role is allocated to a resident judge. The number of applications put before this judge is very high. They are dealt with within 24hrs. We therefore have an urgent business facility in place. Users are asked to please not exploit this. Please take time to explain the urgency of your case and each case will be reviewed as part of the triage mechanism already in place.

A question was raised online by Nigel Jones (Panel Deputy) with regards to an unoccupied property without insurance?

HHJ Hilder responded that when making the application the reason for perceived urgency should be explained clearly.

Julia Lomas asked what does the court consider an urgent application? Most applications made include an option to purchase property, but this is not being included in the orders when made. As a result, properties which they have been looking for for two years are being lost. Please can there be guidance on what is classified as urgent.

HHJ Hilder acknowledged that each application is of utmost urgency to the person involved but the court has to take a wider view of urgency across the full caseload. If a property search is being conducted for two years, there should be a reason for an 'urgent application.

Julia Lomas noted that there are issues where claims running in tandem and an unrestricted order is sought, but not made without explanation. This adds to delays for the court and clients.

HHJ Hilder advised that in ongoing PI claims where a request is made for authority to purchase property, a copy of the housing report should be filed with the application. The more information that can be provided the better. In each case the decision as to whether or not to include authority to purchase will be the judge's. The template order for professional deputyship does include provision for authority to purchase property. This application will need to set out why such authority is appropriate.

David Rees QC noted on behalf of the COP Bar Association that there is an inconsistency in some cases not being triaged as urgent

HHJ Hilder explained that decisions are taken on a case by case basis by a range of decision makers. If an application for urgent consideration has been made without apparent response, please do chase up by phone or email, but please take a sensible approach to this.

Russell Caller commented that he believed that there is a mismatch between user and court expectations. E.g.: uninsured properties. If no deputy order made, what do you do? The court has not supplied an order within 28 weeks. If I (RC) did not do something would the court be so understanding. It is unacceptable.

HHJ Hilder acknowledged that delay is to be avoided wherever possible but emphasised a need for realism. Resources are limited and under particular pressure in pandemic

circumstances. HHJ Hilder commended the dedication of court staff and judges, in particular continuing to be open and functioning on every single working day of the pandemic. The court continues to strive to determine applications as quickly as possible. Where we make mistakes, we will try to address them.

Claire Whittall raised the following question online - We have had an incident of two orders that contradict each other being issued on the same day on the same case. When asking the Court, we get told to seek legal advice, but it's not legal advice we need it's clarity of the order.

HHJ Hilder could not comment on a particular case but invited Ms Whittall to refer it directly to Mala Nair, who could refer it to a judge if necessary to clarify the situation.

Martin Terrel noted online - I have found short interim orders to investigate and/or to release cash relatively quick to obtain and incredibly helpful. Would allow me for instance to access property and pay insurance.

HHJ Hilder noted that this is notice of the urgent business system working.

HHJ Hilder continued to deal with Kate Edwards email

Missing documents

HHJ Hilder noted that this is frustrating and that there is a problem, we acknowledge this, and we are dealing with it by internal process review as far as possible. If documents missing via the internal post this will be investigated formally. If documents filed by email, this can be due to the huge number of emails received. Each email therefore should be sent to the correct email address. To assist with identifying this the court has drawn up a table of email addresses (attached). Generally, the most common case of missing documents is the COP20. The idea behind the second P&A pilot is to develop a system which retains the appropriate safeguards but avoids completely any need to match COP20s to file.

Action 2 Court to circulate list on email addresses. Appendix 2

Kate Edwards agreed that this is frustrating all round and asked should paper applications be filed?

Mala Nair confirmed that the court preference is for filing by paper. Issues arise when printing large documents at court. We do not have the facilities to do this.

Julia Lomas raised whether the court preference is for paper bundles

HHJ Hilder advised that no this is not the case and that the direction made within the order with regards to the filing of the bundle should be followed.

Julia Lomas asked – Is there a limit to the size of the email that the court can receive electronically? A recent example was a hearing where the Judge had only received half of the bundle.

Mala Nair confirmed that there is a 10mb limit per email at First Avenue House.

HHJ Hilder confirmed that the court has limited facilities for electronic bundles. We do not have an electronic bundle system. When filing a bundle, the instructions of the order in the particular case should be followed.

Anuara Ali raised whether the Local Authority could give authority to Judges to access their electronic bundles.

HHJ Hilder noted that this was a topic that had been raised before and the court, though thankful for the offer, is unable to adopt this.

Zena Bolwig commented online - We've been told we can only file bundles by Mimecast, which is not possible unless you have a Mimecast license.

HHJ Hilder was not aware of any reference to Mimecast and confirmed that the court does not and cannot use Mimecast.

Chantal UI haq-Weedon advised the following online - I have similar issues with filling a bundle that is large. Our order states a single document should be filed and this makes it impossible if it is a large size. I have sent it via egress but the judge didn't receive the full bundle, only part of it.

HHJ Hilder noted – please check the order made with regards to the size limit (no of pages) of the bundle and ensure that is complied with.

HHJ Owens raised at this point the separate procedures for filing at the SE Regional Hub. This is largely electronic. When submitting emails, the case number should always be put in the subject heading and possibly case name or initial. The SE regional hub have a 25mb size limit for their emails. We are piloting a document upload system which is a cloud-based document sharing system. We can also use caselines but cannot set up bundles. HHJ Owens noted that system is not available to the COP central registry. This update is to give clarity on the difference between filing at London and SE Hub.

HHJ Hilder continued with the final point of Kate Edwards email

SCCO

HHJ Hilder advised that this is not something the COP can comment on. HHJ Hilder noted that an email update had been kindly provided by Christine Leggatt at the SCCO (who was present at the meeting), confirming they are currently working on bills dated around 29 January 2021 (11 weeks old).

David Rees QC advised the CUG of the current consultation on the proposed transfer of the assessment of all civil legal aid bills of cost to the Legal Aid Agency.

Zena Bolwig provided a link to this online

<https://www.gov.uk/government/consultations/civil-legal-aid-bills-consultation>

HHJ Hilder commented that this good to know and is there any idea when the final recommendations will be made?

David Rees QC advised no not yet.

8. Russell Caller (The Professional Deputies Forum)

- **ACC applications**

Full email

In relation to ACC and others can the COP please provide the following information:

- a) How many ACC applications has the Court received within the 12 months from 1st April 2020 to 31st March 2021.
- b) out of the number of ACC applications referred to in 1.above how many have had final orders given
- c). What was the average time lag (in the year referred tin 1.above) between date application made and date final order granted.
- d). In what department of the Court was the most delay and how is the Court remedying this position.
- e). Does the Court intend to take on more staff to deal with the number of ACC Applications.
- f) What is the current time lag between cases being referred for a decision by the judge and an order being issued by the COP

Russell Caller provided an update to his email question filed. He raises issues with the court system and requests for parameters to be set when applications filed. The benefit of this will be to focus the attention of the practioners, the court and be able to advise P better.

HHJ Hilder read the full email to the CUG

HHJ Hilder informed the CUG that there was a meeting on 10 March 2021 between the Professional Deputies Forum and the resident judges at First Avenue House, where these issues were addressed. There are open minutes from this meeting.

Julia Lomas raised an observation from practioners re retrospective applications. There is a problem in the situations where applicants apply for specialist advice. Authority is needed from court, but the court cannot meet the time limits. This has resulted in experts declining to act, to quote or no response to quote.

HHJ Hilder explained that, on informal review of judges and ACOs, the consensus was that no significant difficulties were being experienced with timescales for such authority. If such arises, it would be referred as urgent business. The amount of information being provided in support of such applications is noted to be variable. Most commonly, the requirement for quotes from alternative providers is not addressed.

HHJ Hilder acknowledged that applications may not be processed as quickly as everyone would like but a degree of realism is required. The court's resources have been under considerable pressure, and will continue to be, but in fact average waiting times are shorter now than pre-pandemic. Russell Caller on behalf of The PDF expressed his view that it is dispiriting to hear that everyone needed to be realistic – what is needed is for the court to work with users to reduce delay and achieve a better performance. HHJ Hilder assured the meeting that everyone in the court has worked quite exceptionally hard under difficult conditions recently, enabling the court to remain open and functioning on every single day of the pandemic; and will continue to do so

Karen Noulton raised the following question online -we have received order with initials only and more interim instead of full orders causing more work to go back to have corrected, is there a quicker way to have the correction done

HHJ Hilder noted that this type of issue had been raised previously, generally as a regional issue. Each incidence is addressed directly with relevant judge/court. Please therefore bring these to our attention to be dealt with. These types of issues usually occur where there is a linked HW matter and sometimes occurs with costs orders.

**9. Mathieu Culverhouse (Irwin Mitchell LLP)
as representative for members of CoPPA (H&W matters)**

- **CoPPA national committees thank you to court staff and judiciary for the way remote hearings have been managed**

Full email

Further to the Property & Affairs matters raised by Kate in her email below, we have also received one comment from a CoPPA member in relation to Health and Welfare matters, which was simply that “the way that the Court has handled and managed the remote hearings has been exceptional and on one long-running welfare case in particular in which my client is elderly, the remote hearing experience was much better for all parties”.

My colleagues on the CoPPA national committee would echo these sentiments and would wish to pass on our thanks once again on behalf of CoPPA members to the court staff and the judiciary for all that they have done to ensure that remote hearings continue to be held successfully and cases progressed in these exceptionally difficult circumstances.

Martin Culverhouse read the full email to the CUG

HHJ Hilder thanked Mathieu Culverhouse for these encouraging words and noted that when we leave the pandemic there will still be a place for remote hearings. On the other hand, where there are contested hearings something is lost when not seeing people in person. The Court is now working towards resuming normal working patterns, in accordance with government regulations and guidance.

10. AOB

Russell Caller raised a request for an updated version of the meeting minute detailing any matters arising.

HHJ Owens advised that action points may be useful and a quick visual guide.

HHJ Hilder confirmed that action points will be included in the minute as per the current HMCTS standard policy.

3. Actions points to be included by Natalie Cheesewright

HHJ Hilder had 4 items to include as AOB

1. It has been noted that some parties may be under the mistaken impression that they are able to select their hearing platform. Please note this is a judicial decision and limited to approved options (BTMeetMe, CVP, MS Teams)
2. Stuart Howard, recently appointed head of OPG Legal has advised that OPG may only instruct counsel from the Attorney Generals List. COP practioners are invited to consider making applications to join the list.
3. COP Nominations. The COP nomination process is due to commence shortly with the Expressions of Interest (EOI) running in June. Those interested and eligible are encouraged to make an application
4. The next CUG meetings are confirmed as

Court User Group for **P&A matters only** - 24 June 2021 at 2pm.
Next General Court User Group - 13 October 2021 at 2pm

Meeting ended at 16:10

Appendix

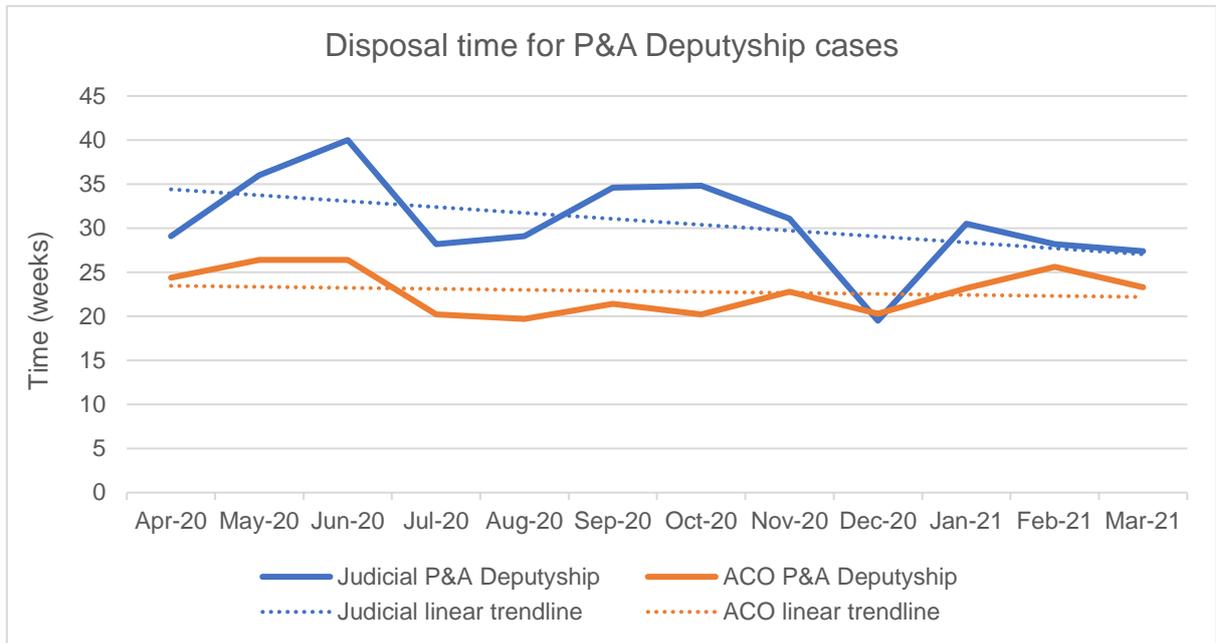


Fig. 1

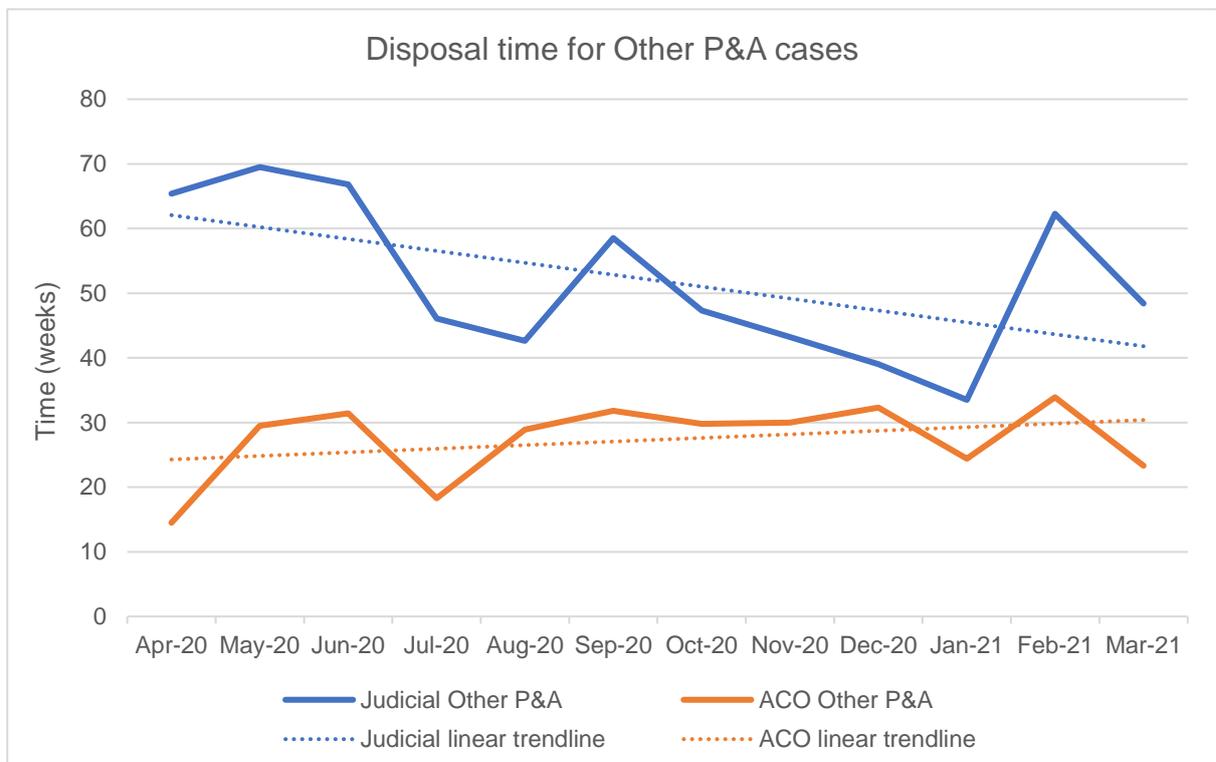


Fig. 2

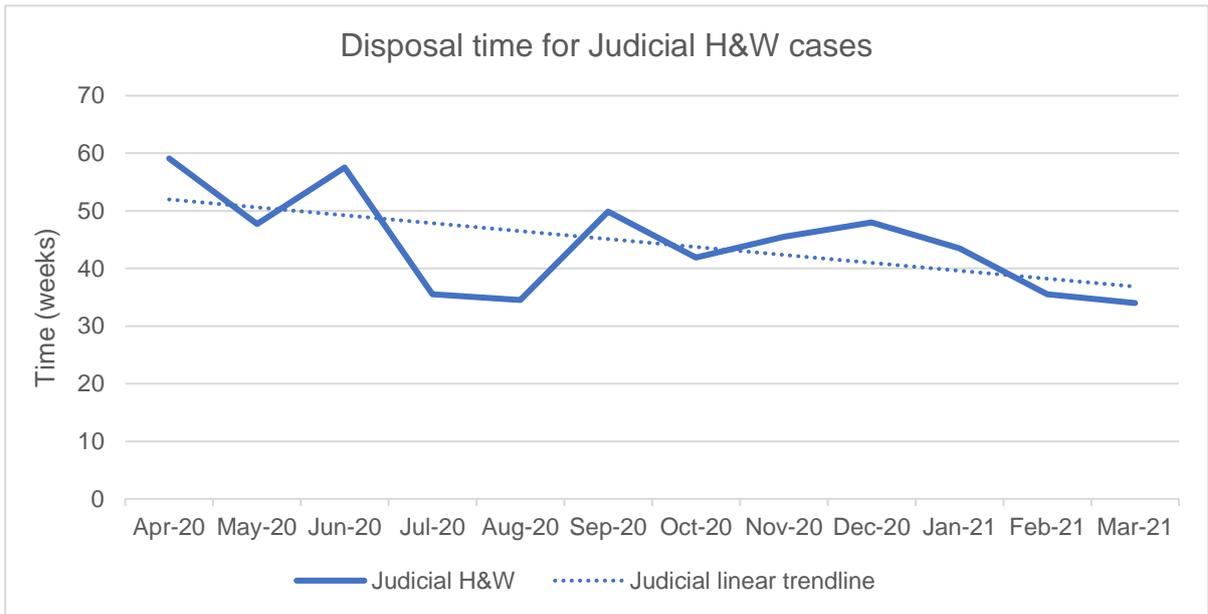


Fig. 3

COP mailboxes

copapplications@justice.gov.uk	Urgent applications only
cop_service@justice.gov.uk	COP20A and COP20B only
courtprotectionhearings@justice.gov.uk	Hearing related queries or parties submitting documentation prior to or post hearing in compliance with judicial direction
COPUBOS@justice.gov.uk	Receives S.16, S.21A and other urgent medical treatment applications. The email address is normally given out to applicants who have phoned the helpline first
COPDOLS_or_S16@justice.gov.uk	DoLS related queries

Court of Protection - Court User Group**Open Actions**

Meeting Date	Action Point	Owner	Deadline	Status	Description of Status
14 April 2021					
1	A visual chart reflecting COP statistics has been requested for the next minute	Operations/Delivery Managers	For next minute	Open	NC to include in minutes of meeting 14.04.21
2	Court to circulate list on email addresses. Appendix 2	Natalie Cheesewright	NC to circulate with approved minutes	Open	
3	Creation of these actions point	Natalie Cheesewright	For next minute	Open	To create template action point record for CUG