Legal Aid Agency (Criminal Legal Aid) – Phone Number
0300 200 2020
apply-for-criminal-legal-aid.service.justice.gov.uk
When you call, choose **Option 2** for criminal legal aid case enquiries.
Opening Hours
9:00am – 5:00pm, Monday to Friday
(Closed on public holidays)
apply-for-criminal-legal-aid.service.justice.gov.uk

121. RECORDING (65) LAA 11-02-2026 0946

[Speaker 1]
00:00
9.21 in the morning, the **11/02/2026.** I'm calling Legal Aid. Because they are saying that it's going to take 10 days to be able to make me aware of the legal process for "RO" Orders and self-referral Orders as to what Tuckers solicitors have made happen and by that time I will be on trial for the case

[Speaker 2]
00:33
This is the legal aid agency!
Please be aware that we are facing a huge pressure situation, storing CCMS, limiting the number of concurrent users. If you're given access to CCMS but can't access it because there are no more streaming resources available, CCMS is at its current limit so please wait to try again later. If your caseload cannot wait, please stay on the line.
Welcome to the Legal Aid Agency. All calls are recorded. Training is monitored. If you're calling about civil case please press one, and if you're calling about criminal case , please press two!

02:01
Good morning criminal legal aid staff speaking how can I help?

[Speaker 1]
02:05
Hey, how are you doing? I'm trying to get some advice of you.

02:08
Ok

02:08
In regard to an issue, I'm having ongoing.

02:11
Ok

02:11
I have a URN number, and that URN number is.

02:12
Ok

02:12
I'm basically a litigant on my own behalf at the moment because I'm being forced to. I'm supposed to be able to obtain legal aid, but I can't obtain legal aid to my understanding. I just want you to confirm this, because I have wrote an email over to yourself, but you're saying you're going to take 10 days to respond to me.

02:33
Okay

02:35
In those 10 days, the trial will already have taken place, so the information will be rendered useless, and it can prove my innocence, that I'm right, so this matter being resolved is of the most of importance.

02:45
Basically, I had a case and this case I was arrested for it and basically: i was arrested at my front door for something to do with harassment, what is a criminal offence.

02:56
okay

02:56
Do you have the URN for it?

02:58
The URN number is quite confusing to give to yourself.
I will give it to you in a second, but is it okay if I explain myself to you first

03:06
Yes go ahead

03:06
So, you can understand what's actually happening.
Basically, I was arrested at my front door for harassment 1997 Act, which is a criminal offence. I have body warn footage to prove that.

03:16
I was taken to a hospital for two days. While I was in the hospital, different staff took over and police officers took over, hum police officers took over! Eventually, they brought me to the police station, and they booked me in for the wrong offence, they have booked me in for a Section 4A, which the police custody logs prove!
That had its own URN number made for it and I was interviewed for that case on, say, the 03/08/25, Then, the CPS, Hmm, in the custody logs, the information was sent over for review to the CPS and they have "No Further Actioned it" and then, basically, the police never re-further arrested me and they've swapped the charge with another criminal charge, which is for "Threats to Cause Criminal Damage," so, that is Three different things.
Basically, I was never arrested or never legally processed for this third charge.
So, I know that basically the first case, the URN number, should be submitted by Tucker's solicitors to yourselves. I believe that they should fill in a CRM 14 and a CRM 15 and that will complete my details and the rest of it. I actually signed those and they're self-referral forms.

But, basically, somehow, Tucker's solicitors have provided me an RO certificate with your address on it. I've sent that RO certificate over to yourselves and you've said it's not registered on your computer. And, due to the LAA Hack, I believe that solicitors are allowed to fill in CRM 14s and CRM 15s.
But they're not allowed to create their own representation orders with your address.
Is that correct to believe that?

[Speaker 2]
04:54
Hmm, So, when did they process this? Was it a month ago or was it recently?

[Speaker 1]
05:03
On the 08/08/25 is when I was actually arrested.
No, sorry. On the 02/08/2025, is when I was arrested.
I was brought to the police station on the 3rd, and I was brought into the police station for the Section 4A. And then, the case was no further acted on the 4th and the solicitor went home. He come and represented me, made me sign CRM 14 or 15, I believe, in the interview room.
He acted for me, he done a prepared statement for Section 4A. He went home and then the police come and no further actioned the case. Then, all of a sudden, they just swapped it for another charge.
But they've used the same URN from the no further actioned case, which is illegal.
Tucker's hasn't put a receipt in for it.
But they've actually gave me, they've not shown me the CRM 14 or 15 that I have signed.
They've said to me, they don't have to sign CRM 14s or 15s, because I'm on benefits, this does not have to be completed.

06:04
Yes it does!

06:04
So, I don't understand how, I thought it was something that was mandatory to yourselves.
That's what I'm trying to understand. And can they create an RO certificate? because they've given me an RO certificate and it's got your address on it, but it's not registered on the computer systems.

[Speaker 2]
06:19
Ok so it would be helpful to see the URN number to see what information is on record or if we have any!

06:25
Just give me two seconds and I'll get it up. The URN number. The URN number is 01-Yankee Echo-1267925.

06:46
Okay. just give me one moment!

06:53

And, what's your name?

06:54
My name is Mr. Simon Paul Cordell.

06:57
Okay. And, what's your date of birth?

[Speaker 1]
06:59
****

[Speaker 2]
07:04
Okay. Just a security, I'll ask you a couple more questions. So, your first hearing, what magistrate court was it at?

07:14
It might be Highbury & Islington.

07:18
Okay. That's fine.

07:30
What was the name of your provider for the solicitor?

07:32
Pardon?

07:34
At the bail application, the bail from the 8th of the 8th.
Do you remember the name of that person?
What's the name?

[Speaker 1]
07:47
Her name, she wasn't, what's confusing? She wasn't my solicitor for this case.
What's actually her...

07:57
Mumble

[Speaker 2]
07:57
Yeah, go on, sorry. Anita or something? And, what's her name?

[Speaker 1]
What's her name? Give me one second, because I've got it stored in my phone, so I'll just go through it for one second. Deena, Deena or something?

08:17
Deena, Deena the solicitor, D-E-E-N-A, Deena the solicitor.

08:23
No, that's not what I have here, but that's okay.

08:24
Or Kevin, or Kevin, Kevin was in charge of the CPS part.

[Speaker 2]
08:33
I'll ask you the next question. So, what was the first Court hearing, at Highbury do you remember the date that that was?

[Speaker 1]
08:37
The date of the, it was on the 4th, I arrived at the court, on the 4th. The 4/8/2025.

[Speaker 2]
08:45
Okay. So, the issue is your arrest, but can we just, because I have it here, the first thing that you're arrested for, that's Section 4a

[Speaker 1]
09:00
Yeah, at my front door, I was, on the body-worn footage, they say, oh, you're under arrest, and give me a caution for harassment 1997, which is one criminal offence. If they're supposed to, if they're going to package me for, like, threats to cause criminal damage, they should give me a caution for both of them at the same time. But they never done that in the body-worn footage.
I got taken to the hospital. Two different police officers changed shifts throughout a period of time, and then they brought me to the police station on the 3rd, early hours in the morning on the 3rd. And basically, when they brought me in, they put me in for Section 4A, which is another criminal offence, to the one that I was arrested for.
The Cps, I've got the custody log, and the custody log clearly shows he's booked in at the police station for Section 4A, reason for detention at Wood Green police station. Then when you read through it, you can see they said, I have an interview with a solicitor, a solicitor's called out, Tuckers, that I signed, I believe I signed a CRM 14/15 IN the interview for that case. Then Tuckers leaves the police station and leaves me in. The police officer comes, and he "No Further Actions,|" that URN number, which is the number that I've gave you. But I go to ask to be released, and he goes, and he throws me back in the cell, because I'm making an insurance claim against him for another case. And it's the same sergeant that's done this to me.
And he's thrown me back in the cell, and I've been brought straight to court. There's no case paperwork at the court, the first hearing or the second hearing, for the newly swapped charge. They put "Threats to Cause Criminal Damage" and put damage into it after the "no further action case!"
Bu now, that no further actions case is using the same URN number for the case that was no further action. And that shouldn't be allowed to happen. I've contacted Tucker's solicitors, and Tucker's solicitors said to me, I've got a recording of it, they said, I don't have to fill in CRM, CRM 14s or 15s, they can just issue out an RO order certificate with your address on it, and then that's it.

11:05

And I'm saying, well, that is not the procedure, I believe you have to fill in a CRM 14 or 15, that has to be sent, you're allowed to stockpile those when the LAA Hack id ongoing. But the second that the system's up and going, you're supposed to submit them CRM, then Legal Aid will issue the RO orders with their address on it. So, this is, like...

[Speaker 2]
11:25
So, the correct, OK, and then the correct offence now, then, what would you say that is?

[Speaker 1]
11:32
Basically, what it should have been is harassment, but instead they've nicked me for Section 4A, then both of them have been no further action, because if I actually look at the MG4 charge sheet, the Section 4A that I'm booked into the police station disappeared. So basically, you can see it's been no further action by the CPS because I've not been charged for it. Where has it disappeared to?
But then what someone's done is they've actually put threats towards criminal damage in there, now under the same URN, and I've not been further arrested, I've not been processed, I've not had notice, I was refused access to solicitors, and now all of a sudden everyone's trying to do this. I've not even been... Technically, I've not been arrested for threats towards criminal damage.

[Speaker 2]
12:15
Ok

12:20
And the disclosed information proves that.

12:23
OK.

[Speaker 1]
12:23
So, are you saying that the threats towards criminal damage was one of the things that didn't happened, and it was caused by harassment?

12:31
No, I'm saying that the offence of harassment was put forward, and it was no further action because I was innocent in those proceedings, and police officers caused misconduct, negligence, gross misconduct in public office, and what is actually done is caused under the 2006 Act, and they have actually illegally swapped the charge and put in a new criminal charge after no further action, and used the same URN to do that, and the disclosed information proves this. I believe that if Tucker's put the receipt in for no further action that they should have done, I've got a recording, and Tucker's is saying to me that the day that I attended the police state, they attended the police station for me on the 3rd, and acted for the section 4A under, they've lost all of the paperwork, so there's no audit trial for me before them attending the police station.
But if we actually look in the custody logs, you can see all the police calling Tucker back, you can see Tucker's solicitors arriving, you can see them acting for me under this URN number, and then you can see that it's not in the "MG4 Charge Sheet," and that I've been completely set up, and that this is illegal.

Tucker's has failed to disclose to you, lot, that they won this case under that URN number. Now this is an active slot, and now I'm being told to submit this other threat case, and they're trying to mislead me into putting this into place, and because they've not put their receipts in, your system's going to accept it. But if Tucker's have really put their receipts in, for the paperwork that they've lost, then basically when I went to use threats, because your system would refuse it, and say no, that this number's already been used.
And now...

[Speaker 2]
14:09
Okay, so I'm just going to rush off and speak to another solicitor because I don't have the answers to all the questions you ask, so I'll put you on hold and get straight back to you to you in a moment .

14:29
Ok, I appreciate that Thank you

16:58
Hello

16:58
Hello

16:58
Hello

16:58
Oh, thank you for holding.
So, I can't see any evidence of pervious Legal Aid in place for this case. So, you don't have to worry about that.
But with this current case you said that the court hearing is on what date for that.

[Speaker 1]
17:18
The hearing is on the 24th of February, it's a trial on the 24th of February which is in two weeks' time and I can't get legal aid at the moment because they're all trying to abuse their powers and mislead me into reusing this URN number for a substituted Criminal Charge that I have never been arrested for and technically your systems are saying yes this is okay to happen because you have no evidence of well technically I forwarded legal aid LAA evidence of the custody log and the proof that I really was arrested for section 4A and that's what the URN number belongs to and they can review it themselves but no one's they're saying they don't want to take a they don't want to be legally involved in the dispute in a sense like that I think so but what I'm trying to understand is is it is what I'm trying to ask is it mandatory for a solicitor's firm to fill in a CRN 14-15 and then to send them over to yourself or are Tucker's solicitors allowed to create the RO order themselves and never send you a CRN 14-15 which is what they're saying?

[Speaker 2]
18:28

Um, so, I'm just trying to check if there was a time in the summer when there was like a data issue where,

18:38
yeah, the LAA Hack

18:38
Yeah, where the solicitors were allowed to self-referral

18:45
Yeah, stockpile them

18:45
depending on the type of defence, first, obviously they can't do that now, so I'm just trying to check the date.

[Speaker 1]
18:50
But it's not so much the date, it's what is the procedure?

18:57
Oh, for now

18:57
If I know I'm a solicitor and forever, yeah, no matter what, it didn't change, when the system was hacked, it didn't change that much, the procedure. If I'm a solicitor and I want you to sign a client to find legal aid, do they have to sign a CRN 14 and a CRN 15? And then are those the forms that I'm, as a solicitor, I'm allowed to stockpile until you lot are operational again? And then, or am I allowed to never fill in a CRN 14 and 15 and make you sign that? And am I allowed to just create an RO order, put your address on it and put your company's logo on it and I can, how do I get paid for it afterwards? Should a CRN 18 should be filled in, which is for payment, 14 and 15 and I believe that's what's allowed to be stockpiled and they're self-referral orders and not the Ro Order, I'm not allowed to, as a solicitor, for them to create an RO order, an actual certificate, is that correct in believing? That's all that I've needed to confirm.

[Speaker 2]
19:58
They can't do that, just create an RO Order because it don't work like that. it to do with a CRN 14 is a legal aid application and CRM15 is for employed persons, Was you employed.

[Speaker 1]
20:13
So, I'm guessing you're employed.

20:14
Yeah, well, if I wasn't employed!
I was self-employed for a long time, but I am not at the present time, and I wasn't through these proceedings.

[Speaker 2]
20:24
So, If you were employed now then, you would have crm15 ******* as you work so, how that would be workout? so You're on 14 or 15, so how you would work it out is by the t means test, right?

[Speaker 1]
20:31
Yeah, the means test.

20:30
Do you have universal credit?

20:32
Yes, I'm on PIP at the moment, disability allowance.

20:35
So, what you're explaining to me, madam, if I understand this, if I'm a solicitor, it is mandatory if I have a client to come to me, if a client's on benefits, they have to fill in CRN 14, and if the client's working, I'd make them fill in CRN 15. But no matter what, my clients would have to fill one of these two forms in. And then after that process, is that correct in saying that, madam?

21:02
It's not mandatory, it's only if you're wanting Legal Aid.
So, there's people that could go private with it.

21:08
Yeah. But

21:08
there are people that do that but if you're wanting legal aid and it going to court, then yes, it is mandatory.

[Speaker 1]
21:19
So, okay. And then what I'm asking is, the other question that I'm asking, which finalises everything, is if now that I have not, say I didn't fill in a CRN 14 or 15 and I wasn't going private personals on benefits, and I wasn't doing a pro bono for them, so it weren't pro bono, it weren't private, they're on benefits, I want to claim money. I should fill in the CRN 18, which allows me to set my receipts as well, I believe.
And also, I can't just make a certificate. Can I make a certificate myself with LAA's address?

21:51
No, you can't do that with them yourself, then you don't have LAA's to say.

[Speaker 2]
If you're representing yourself then you don't have legal aid in place

[Speaker 1]
21:58

But can the solicitor firm, is it okay for any solicitor firm just to create a RO order?

22:04
No

[Speaker 2]
22:06
No, if they don't have a contract and the LAA's application, then they don't have LAA's application.

[Speaker 1]
22:14
So, if they've not filled the means test in. If they've not filled the CRN 14 or 15 or the means test,

22:18
yes

22:18
Then they haven't filled in an application,

22:20
yes

22:20
And then there would be no way for them, it not right for them to create their own RO.

22:23
yes exactly

[Speaker 2]
22:23
In that case, yes, there would be no representation order, because an application hasn't been made.

[Speaker 1]
22:34
I appreciate your time today, madam. You're representative of Legal Aid, and that's correct, yes? Yes,

22:40
Legal Aid Agency, yes.

22:42
Yes, that's perfect. I appreciate your time today, and I hope you have a really good day.

[Speaker 2]
22:48
Have a good day. Thank you. Bye-bye.