

## Costs Pleadings Assignment Brief

### General Guidance

Where a question is in several parts and a words total is indicated, that is the total for the whole question, not for each part of it. Where a word limit is per part of a question, this will be clearly stated. You will not incur penalty for exceeding the word limit by up to 10% but excessively lengthy and prolix scripts will be penalised.

Whilst it is acceptable to use the internet for legal research, this means proper legal research on sites such as Westlaw, Lexis, Baili, legislation.gov.uk etc; citing Google or Wikipedia and such as authority for any legal proposition is unacceptable.

Paper-based resources will include the materials given to you for this module but you are expected to read more widely and to locate relevant materials beyond the course materials.

### Module Guidance

<b>Module Title:</b>	Costs Pleadings and other process documents
<b>Module Code:</b>	Module 3(a)
<b>Assignment Number:</b>	1
<b>Assignment Type:</b>	Precedent H and email
<b>Date Set:</b>	13 January 2020
<b>Date Due:</b>	23 February 2020

### Module Learning Outcomes

1. Describe the development of the law on costs and the impact on the role of a costs lawyer.
2. Critically discuss when an entitlement to costs may arise.
3. Explain the process, required pleadings/documentation and content at all stages in costs matters.
4. Apply knowledge to produce accurately drafted costs pleadings and other process documentation.

### Required Task

Prepare a draft Precedent H (incurred costs only) and an email to your instructing solicitor. You MUST ensure you meet all requirements AND refer to the documents and information provided for the purpose of preparing this assignment in order to achieve a pass. BOTH the Precedent H and email MUST be completed in order to pass the assignment.

**Please Note:** All submissions must be made no later than midnight on 23 February 2020. Work MUST be submitted via the online learning environment.

**Please also note:** All submissions MUST be made in word. When submitting your document, you will need to convert the Precedent H into word. You may only submit ONE file to the online learning environment.

## Brief

You work as a trainee costs lawyer working for a costs firm, Nampara Costs, Nampara, Cornwall NA1 1NA. As part of your professional development plan, you have asked the head of the costs department, Jim Carter, for some experience in preparing a Precedent H. At this stage, because you have limited costs experience, he considers it appropriate for you to initially deal only with the incurred costs. A regular client of the firm, Christie Carne of Carne & Carne Solicitors, likes to receive a draft Precedent H dealing with incurred costs before she considers future costs. Nampara Costs usually ask some questions regarding the future costs in the email returning the draft Precedent H. The firm has just received such a file and Jim therefore considers this to be an ideal matter for you to deal with.

The case involves a personal injury claim. Miss Carne acted on behalf of the claimant, Ross Brown, who had sustained injuries in a road traffic accident which occurred on the 18 January 2016. The claimant was a front seat passenger in a car being driven by his friend, Miss Sarah Talbot. The defendant, Mr George Brush, was the driver of a Ford Focus ST motor car. She was travelling in the opposite direction to the claimant's vehicle and a head-on collision occurred when she overtook another vehicle at a time when it was unsafe to do so. The vehicle in which the claimant was travelling spun several times and came to a stop when it hit a tree at the side of the road. The claimant sustained significant injuries including physical and psychological injuries. Liability was admitted on the 4 January 2018 but the claimant was put to strict proof as to causation and the nature and extent of the injuries and loss sustained. Proceedings were issued in the Nampara County Court on the 24 July 2019, claim number N16ZA987. The CCMC has been listed for 15 May 2020 and counsel, Mr Mark Daniel, will attend.

Medical evidence was obtained from Mr Dwight Enys, Consultant Orthopaedic Surgeon, and Dr Verity Blamey, Clinical Psychologist. Further medical evidence is likely to be required after the CCMC.

Miss Carne has sent you a copy of the firm's time recording (Document 1) and little else given proceedings are ongoing and the file of papers is still required. As you do not have the file, in order to ascertain the details of the routine items these have been provided to you separately (Document 2). For the routine items, you have been given details of the phase within which Miss Carne would like you to include the items as this would not, otherwise, be ascertainable without the file. For the non-routine items which are itemised on the ledger, you will be required to annotate the ledger to show the phase within which you have included the item. The annotated ledger should be included with your email.

Hourly rates are £275 per hour for Christie Carne (Grade A solicitor) and £120 per hour for the Grade D trainee solicitor. The file reference of Carne & Carne Solicitors is CC/RB/1. Your file reference is TC/CL06/CC/0203.

Your instructions are as follows:

Phase the non-routine incurred costs on the matter as detailed in the time record and prepare the Precedent H in respect of incurred costs only for consideration by your client before the future costs are included. Miss Carne has asked you to complete the new Precedent H form. Miss Carne has also requested that all pages of the document are completed.

Write an email to Miss Carne of no more than 1,000 words attaching the draft Precedent H and the annotated ledger.

**Please note:** For the purposes of preparing this assignment assume your instructions have been received on 10 April 2020.

<b>Requirements</b>
You MUST complete all of the following requirements:
<b>Requirement 1: Precedent H</b> (30% of marks awarded – all marks for application)
<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Prepare a draft Precedent H (new format and all relevant pages) in the matter by phasing the incurred costs.</li><li><input checked="" type="checkbox"/> Annotate the time sheet to indicate in which phase the costs have been included.</li><li><input checked="" type="checkbox"/> Produce a CPR compliant Precedent H so far as incurred costs are concerned.</li><li><input checked="" type="checkbox"/> There is no word count limit for this requirement.</li></ul>
<b>Requirement 2: Email</b> (60% of marks awarded – marks for depth of knowledge and analysis)
<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Write an email to Miss Christie Carne of no more than 1,000 words.</li><li><input checked="" type="checkbox"/> Your email should refer to an annotated timesheet which you are sending as well as the draft Precedent H. This annotated timesheet is to indicate within which phase you have included the non-routine incurred costs in (this does not form part of the word count).</li><li><input checked="" type="checkbox"/> Detail within your email any entries on the time record which are vague and for which you require clarification. Explain how you have dealt with these entries in the draft Precedent H (you may refer to the annotated timesheet). You should request any further information you need to complete the entries for incurred costs.</li><li><input checked="" type="checkbox"/> Within your email ask 10 questions as to information you will require in order to deal with the projected costs (these should be included in bullet point form).</li><li><input checked="" type="checkbox"/> Within the email, explain why a budget must be accurate and the consequences of exceeding a budget where a CMO has been made.</li></ul>
<b>Requirement 3: General Presentation</b> (10% of marks awarded – all marks for presentation)
<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Produce a CPR compliant Precedent H as specified in requirement 1 (no word count).</li><li><input checked="" type="checkbox"/> Produce an annotated time sheet to indicate in which phase the costs have been included.</li><li><input checked="" type="checkbox"/> Produce an email of 1,000 words as specified in requirement 2. The word count must be included on your submission. (The prescribed word count does not include the annotated time record).</li><li><input checked="" type="checkbox"/> Your email must follow the example provided in the academic handbook. Failure to do so will impact upon the presentation mark.</li><li><input checked="" type="checkbox"/> Your email should include references to specific sections of relevant legislation, delegated legislation and other authorities.</li><li><input checked="" type="checkbox"/> Your email must include citations, where relevant. Footnotes may be utilised for this (excluded from the prescribed word count).</li></ul>

- ☑ Your submission must include a bibliography (excluded from the prescribed word count)
- ☑ You must include your student number on your submission.
- ☑ You must not include your name on your submission. If a name is required, please use "A. Trainee" or your student number.
- ☑ Your final submission must be incorporated within one word document.
- ☑ Failure to comply with the general presentation requirements will impact upon the presentation mark.

**Please note:** It is appreciated that, in practice, the Precedent H in requirement 1 will also include the projected costs. Unit 1 of the course is, however, an introduction to costs budgeting (and the phasing of costs) and you are therefore only required to demonstrate knowledge of how to phase incurred costs within the Precedent H itself. In requirement 2 some consideration of projected costs needs to be given in order to prepare the 10 questions within the email.

### Guidance notes and considerations

You will be introduced to a range of resources available and will be given the opportunity to practice researching case authority, however, it is important you continually update your action plan in your PDP to track your progress and identify areas for improvement.

**Please note:** You are required to submit only one word document and you should therefore refer to the academic handbook as to how to incorporate all elements of the assignment into one document.

### Your work will be marked against the following criteria:

Depth of Knowledge (30%): How well do you show that you know the subject and in what depth and detail.

Application of Theory (30%): How well you can apply the content you have learnt during the course to the brief given.

Critical Analysis (30%): How well you show you have weighed up options, why you have come to the conclusions you have.

Presentation (10%): Your grammar, spelling, punctuation, referencing and following of academic writing criteria at undergraduate level (level 6) and professional level to reflect the standard that is expected by the court, government agencies and your client / office.

## Full Marking Scheme: Costs Pleadings Assignment 2020

	Requirement 2: Depth Of Knowledge (30 marks or 30% of overall grade)	Requirement 1: Application Of Theory (30 marks or 30% of overall grade)	Requirement 2: Critical Analysis (30 marks or 30% of overall grade)	Requirement 3: Presentation (10 marks or 10% of overall grade)
<b>Fail</b>	<b>RQ2</b> Not making sense and showing little or no knowledge of subject matter. OR very superficial knowledge of subject matter shown. OR does not cover <b>RQ2</b> at all.	<b>RQ1</b> Very little or no evidence of application of theory to the preparation of the Precedent H thereby demonstrating no knowledge or only superficial knowledge of how to prepare the Precedent H, particularly application of CPR PD3E and the applicable guidance. OR does not cover <b>RQ1</b> at all. OR only completes the front page of the Precedent H	<b>RQ2</b> Unable to demonstrate the appropriate approach to the email. OR does not cover <b>RQ2</b> at all.	<b>RQ3</b> The guidance isn't followed or is followed in part. Unable to format the Precedent H or email correctly OR does not cover both <b>RQ1</b> and <b>RQ2</b> .
<b>Borderline Fail 12+ Marks</b>	<b>RQ2</b> Student will demonstrate knowledge of some of the points which need to be included in the email, but this will be largely superficial. This knowledge may be demonstrated by including some evidence of application of knowledge.	<b>RQ1</b> Weak attempt at phrasing the incurred costs. Insufficient evidence of application demonstrated. OR demonstrates some ability to produce the Precedent H with some elements of the work being fit for purpose, but unable to demonstrate sufficient application to reach the required standard. OR only completes the front page of the Precedent H.	<b>RQ2</b> Unable to demonstrate a sufficient analysis of the points to be included in the email.	<b>RQ3</b> Some attempt to complete the Precedent H and email appropriately. There will be spelling and grammatical mistakes and/or inappropriate use of language in the email. OR does not cover both <b>RQ1</b> and <b>RQ2</b> adequately but one element may have been completed to a standard that was fit for purpose.
<b>Pass 15+ Marks</b>	<b>RQ2</b> Good knowledge demonstrated of most of the main areas required within the email although some	<b>RQ1</b> Several good examples of evidence of application of the information supplied thereby demonstrating adequate	<b>RQ2</b> Able to identify some key points that need to be made in order to complete the email but may only give	<b>RQ3</b> Good email produced with good grammar and structure. Some good paragraphs and sentence

	<p>areas may be dealt with only superficially. This knowledge may be demonstrated by an attempt at including some key points in respect of information required and guidance to be given regarding the importance of the accuracy of the budget.</p>	<p>knowledge and understanding of CPR PD 3E and the applicable guidance. Some parts of the Precedent H correctly completed.</p>	<p>superficial explanation. For example, insufficient explanation may be given as to why the information is required or why accuracy of the budget is important.</p> <p>Students are likely to have grasped some of the deficiencies in the information provided, but will have only discussed this in brief with no real analysis.</p> <p>Students will have made some attempt to include questions regarding assumptions/ contingencies where appropriate and applicable.</p>	<p>structure. There will be spelling and grammatical mistakes without detracting from overall meaning. The Precedent H must follow the form required by the relevant rules.</p> <p>All requirements within <b>RQ3</b> must be complied with in order to achieve a pass for presentation.</p>
<p><b>Merit 18+ Marks</b></p>	<p><b>RQ2</b> Demonstrates a very good knowledge and understanding of what needs to be included in the email. A number of key points will be included.</p>	<p><b>RQ1</b> Several very good examples of evidence of application of the information supplied.</p> <p>Students will show a very good understanding of how most parts of the Precedent H should be completed through application of the relevant information and guidance.</p>	<p><b>RQ2</b> Able to identify and apply a number of key points that need to be made in order to complete the email, with some areas of weakness. There will be a good explanation regarding information required and guidance to be given and why. There will be some explanation regarding potential assumptions/ contingencies that may be included within the final Precedent H.</p>	<p><b>RQ3</b> Good email writing skills demonstrated. Good use of paragraphs, good sentence structure, grammar and spelling, but some mistakes without detracting from overall understanding. Precedent H produced to a good standard.</p>

			Students will have made some reference to the importance of accurate time recording.	
<b>Distinction 21+ Marks</b>	<p><b>RQ2</b> Demonstrates an excellent knowledge of what needs to be included in the email and is likely to go beyond just the basic requirements. The document is fit for purpose. To demonstrate the knowledge there is likely to be reference to the relevant law.</p>	<p><b>RQ1</b> Several excellent examples of evidence of application of the information supplied with weakness in one (minor) area only.</p> <p>Students will show an excellent understanding of how all parts of the Precedent H should be completed through application of the relevant information and guidance, with weakness in one (minor) area only.</p> <p>A CPR compliant document must be produced. The student may exclude certain items because of the information given/deficiencies in this information.</p>	<p><b>RQ2</b> Able to demonstrate an excellent approach to the email. A number of key points will be included with very good explanation regarding information required and guidance to be given and why. Students will have given good thought to assumptions/ contingencies which have been included in the Precedent H.</p> <p>Students may, for example, demonstrate an understanding that some items may need to be conceded in whole or in part and this should be conveyed to the professional client.</p> <p>Students may also have demonstrated an ability to analyse knowledge gained by, for example, advising on the tactical advantage of parties agreeing budgets in advance of the hearing or some other point beyond the basic requirements.</p>	<p><b>RQ3</b> Very good email writing skills demonstrated. Very good use of paragraphs, good sentence structure, grammar and very few (if any) spelling mistakes without detracting from overall understanding. Precedent H produced to a very good standard.</p>

<p><b>Distinction (Higher) 24+ Marks</b></p>	<p><b>RQ2</b> Demonstrates an excellent knowledge of what needs to be included in the email and produces a document which is wholly fit for purpose. Will have included all of the necessary information and will go beyond just the basic requirements.</p>	<p><b>RQ1</b> Several excellent examples of evidence of application of the information supplied with little or no room for improvement. The information as included in the annotated document will have been correctly transferred to the Precedent H. The annotated document may indicate items where there needs to be an apportionment or where more than one phase may apply based on the information provided.</p>	<p><b>RQ2</b> +Student produced an excellent email dealing with application of all of the required elements in equal and sufficient depth. Inspired development of highly original idea(s). Little or no room for improvement. Students may, for example, advise on the possible impact of inaccurate time recording and may also refer to apportionments made between phases or refer to items where more than one phase may be appropriate.</p>	<p><b>RQ3</b> Coherent throughout and excellent email writing skills. No spelling or grammatical mistakes. Precedent H produced to an excellent standard. For a mark of 9 or 10 there must be no spelling or grammatical mistakes.</p>
--	--	---	---	--

## Document 1

**Matter name:** Ross Brown  
**Fee earner:** Christie Carne (CC)  
**Ref:** CC/RB/1

**Profit Costs Total:** £5,444.00  
**Disbs/Cnsls Fees:** £3,082.60  
**Total Costs:** £8,526.60

Fee earner	Date	Work done	Code	Time spent	Base disbs/csl
CC	31/08/2016	Personal attendance upon client obtaining accident details and information about injuries sustained	ACL	1.5	
CC	31/08/2016	Long letter to client detailing matters discussed in personal attendance	LCL	0.3	
	20/09/2016	Paid administration fee to Nampara Police for information provided	DISB		£32.60
CC	27/12/2016	Long telephone attendance upon client discussing current symptoms and work situation	TCL	0.5	
CC	27/12/2016	Preparing letter of claim	PREP	0.7	
CC	27/01/2017	Long telephone attendance upon client discussing present position regarding work, symptoms and treatment	TCL	0.4	
CC	01/02/2017	Considering information received from client	PREP	0.3	
CC	16/02/2017	Long telephone attendance upon client obtaining an update following medical treatment	TCL	0.2	
CC	17/02/2017	Long telephone attendance upon client obtaining details of losses and present position generally	TCL	0.5	
CC	17/02/2017	Considering further information received from client	PREP	0.2	
CC	14/03/2017	Long telephone attendance upon client obtaining an update regarding work, symptoms and treatment	TCL	0.3	
CC	26/03/2017	Considering treatment report	PREP	0.1	
CC	04/04/2017	Long telephone attendance upon client discussing matters relating to work and need for an interim payment	TCL	0.3	
CC	03/09/2017	Considering information from client	PREP	0.1	
CC	07/09/2017	Considering present position regarding work	PREP	0.1	
CC	27/09/2017	Considering information from Nampara police	PREP	0.3	
CC	27/12/2017	Considering information from client relevant to interim payment required	PREP	0.2	
CC	24/01/2018	Considering information from client regarding work matters	PREP	0.3	
CC	05/02/2018	Considering current position and next steps	PREP	0.5	

CC	08/02/2018	Preparing forms of authority for the release of medical records	PREP	0.2	
CC	08/02/2018	Preparing letter of instruction to Mr Dwight Enys, Consultant Orthopaedic Surgeon	LEX	0.3	
	13/03/2018	Paid fee to Mr Dwight Enys for report (no VAT)	DISB		£ 475.00
CC	18/07/2018	Considering report of Mr Dwight Enys (5 x A4)	PREP	1.0	
CC	02/10/2018	Preparing letter of instruction to Dr Verity Blamey, Clinical Psychologist	LEX	0.2	
	14/11/2018	Paid fee to Dr Verity Blamey for report (no VAT)	DISB		£ 525.00
CC	22/11/2018	Considering report of Dr Verity Blamey (25 x A4)	PREP	2.0	
CC	14/05/2019	Preparing form of authority for release of medical information	PREP	0.1	
CC	03/06/2019	Preparing action plan in preparation for the issue of proceedings	PREP	0.5	
CC	26/06/2019	Updating action plan	PREP	0.2	
	03/07/2019	Paid fee for GP records	DISB		£ 50.00
	03/07/2019	Paid fee for hospital records from Nampara Hospital	DISB		£ 50.00
CC	24/07/2019	Preparing claim form	PREP	0.6	
	24/07/2019	Paid court fee on issue (claim value up to £80,000)	DISB		
	08/08/2019	Paid fee for physiotherapy records	DISB		£ 50.00
D	09/08/2019	Considering Notice of Issue and making relevant diary notes	PREP	0.2	
CC	11/09/2019	Considering information received regarding losses	PREP	0.3	
CC	11/09/2019	Long letter to Nampara Marketing Ltd, client's employer, setting out the information required for the loss of earnings claim	LOT	0.3	
CC	11/09/2019	Preparing letter of instruction to Mr Dwight Enys for updated report	LEX	0.2	
CC	26/09/2019	Diarising date of appointment with Mr Dwight Enys	PREP	0.1	
	07/10/2019	Paid fee to Mr Dwight Enys for updated report (no VAT)	DISB		£ 400.00
CC	22/10/2019	Considering updated report of Mr Dwight Enys (4 x A4)	PREP	0.6	
CC	27/10/2019	Collating information for the Schedule of Special Damages and noting further information required	PREP	0.8	
CC	29/10/2019	Considering further information received regarding special damages	PREP	0.2	
D	01/11/2019	Collating all information received regarding special damages and making necessary calculations prior to instructing counsel	PREP	1.0	
D	01/11/2019	Drawing instructions to counsel to settle Schedule of Special Damages	PREP	1.5	
D	01/11/2019	Preparing file note	PREP	0.2	
	19/11/2019	Paid fee to counsel, Mr Mark Daniel, for settling Schedule of Special Damanges (VAT applies)	CSL		£ 1,000.00
CC	20/11/2019	Considering Schedule of Special Damages received from Counsel	PREP	0.5	
CC	20/11/2019	Drawing instructions to counsel to settle Particulars of Claim (1.5 x A4)	PREP	0.5	

	27/11/2019	Paid fee to counsel, Mr Mark Daniel, for settling Particulars of Claim (VAT applies)	CSL		£ 500.00
D	27/11/2019	Collating documentation for service	PREP	0.2	
CC	27/11/2019	Considering Particulars of Claim prepared by Counsel	PREP	0.2	
D	27/11/2019	Preparing Certificate of Service	PREP	0.1	
D	27/11/2019	Diary notes	PREP	0.1	
D	27/11/2019	Preparing file note	PREP	0.1	
CC	27/11/2019	Preparing file note	PREP	0.1	
D	05/12/2019	Considering present position – date proceedings deemed served and receipt acknowledged	PREP	0.1	
D	18/12/2019	Reviewing file and noting present position and how to proceed; preparing file note	PREP	0.1	
CC	15/01/2020	Considering Defence and how to proceed (2 x A4)	PREP	0.3	
CC	21/01/2020	Preparing long letter to client regarding the defence and how to proceed	LCL	0.2	
D	11/02/2020	Considering how to proceed and updating action plan	PREP	0.1	
CC	11/02/2020	Preparing directions questionnaire and proposed directions	PREP	1.2	
	20/02/2020	Court fee upon filing directions questionnaire and proposed directions	DISB		
CC	05/03/2020	Considering rehabilitation assessment	PREP	0.1	
CC	07/04/2020	Considering defendant's Precedent H	PREP	1.0	
CC	09/04/2020	Drawing brief to counsel to attend CCMC (5 x A4)	PREP	1.5	

Key to abbreviations used in the time record:

<b>CC</b>	Christie Carne	<b>ACL</b>	Personal attendance upon client
<b>D</b>	Trainee Solicitor	<b>TCL</b>	Long telephone call upon client
<b>PA</b>	Pre-Action	<b>LCL</b>	Long letter to client
<b>SOC</b>	Issue/Statements of Case	<b>LOS</b>	Long letter defendant
<b>CMC</b>	Case Management Conference	<b>LOT</b>	Long letter other
<b>EX</b>	Expert reports	<b>LEX</b>	Long letter to expert
<b>CSL</b>	Counsel's Fees	<b>PREP</b>	Preparation/consideration

## Document 2

**Matter name:** Ross Brown  
**Fee earner:** Christie Carne (CC)  
**Ref:** CC/RB/1

Fee earner	Work done
CC	Routine letters/emails upon client (pre-action phase) (30)
CC	Routine telephone calls upon client (pre-action phase) (5)
CC	Routine letters/emails upon defendant (pre-action phase) (8)
CC	Routine telephone calls upon defendant (pre-action phase) (6)
CC	Routine letters/emails upon We Rehabilitate U Rehabilitation (pre-action phase) (2)
CC	Routine letters/emails upon Nampara Police (pre-action phase) (2)
CC	Routine telephone calls upon Nampara Police (pre-action phase) (2)
CC	Routine letters/emails upon client (pre-action phase) (30)
CC	Routine telephone calls upon client (pre-action phase) (2)
D	Routine letters/emails upon client (pre-action phase) (6)
CC	Routine letters/emails upon defendant (pre-action phase) (8)
CC	Routine telephone calls upon defendant (pre-action phase) (1)
CC	Routine letters/emails upon client (SOC phase) (8)
CC	Routine telephone calls upon client (SOC phase) (2)
CC	Routine letters/emails upon defendant (SOC phase) (6)
CC	Routine telephone call upon defendant (SOC phase) (1)
CC	Routine letters/emails upon court (SOC phase) (4)
CC	Routine letters/emails upon Nampara Marketing Ltd (SOC phase) (2)
CC	Routine letters/emails upon counsel (SOC phase) (2)
CC	Routine telephone call upon counsel (SOC phase) (1)
CC	Routine letter/email upon client (CMC phase) (1)
CC	Routine letters/emails upon defendant (CMC phase) (6)
CC	Routine telephone call upon defendant (CMC phase) (1)
CC	Routine letter/email upon court (CMC phase) (1)
CC	Routine letters/emails upon counsel (CMC phase) (3)
CC	Routine letters/emails upon Nampara Costs (CMC phase) (2)
CC	Routine letters/emails upon client (Experts phase) (16)
CC	Routine telephone calls upon client (Experts phase) (5)
CC	Routine letters/emails upon defendant (Experts phase) (9)
CC	Routine telephone calls upon defendant (Experts phase) (2)
CC	Routine letters/emails upon We Rehabilitate U Rehabilitation (experts phase) (2)
CC	Routine telephone call upon We Rehabilitate U Rehabilitation (experts phase) (1)
CC	Routine letter/email upon Nampara Physiotherapy Studio (experts phase) (1)
CC	Routine letters/emails upon Mr Dwight Enys (experts phase) (2)
CC	Routine telephone call upon Mr Dwight Enys (experts phase) (1)
CC	Routine letters/emails upon GP (experts phase) (2)
CC	Routine letters/emails upon Nampara Hospital (experts phase) (2)
CC	Routine letters/emails upon Dr Verity Blamey (experts phase) (3)