

**CLA CONTRACT: REPORTING REQUIREMENTS  
EXTRACT ON REPORTING CODES**

**Eligibility confirmed (generated by Adviser)**

This field must be completed. Please use **one** of the following codes:

Eligibility Status of Client	Code (TBC)
Legal Help pass at Operator Service, no Legal Help form sent, therefore no evidence of means requested	
Legal Help pass at Operator Service, evidence of means impossible to obtain due to client situation (i.e. exceptional case), case signed off by supervisor and details kept on file	
Legal Help pass at Operator Service, evidence requested, received and confirms eligibility	
Legal Help pass at Operator Service, evidence requested, received and shows ineligibility	
Legal Help pass at Operator Service, evidence requested, not received	
Legal Help pass at Operator Service, but client passed in error and is ineligible	
Legal Help pass at Operator Service, evidence requested, received and confirms eligibility, but client later becomes ineligible due to a change in circumstances (e.g. lottery win)	

**Categories of Law, Matter Types, Stage Reached and Outcome for the Client**

The codes are unique to each Contract category to allow Contract category identification.

Matter type has been divided into two parts: Part I and II. Both parts must be filled in for each individual case. **Only one code from part I and one code from part II must be recorded.**

In the majority of categories:

Matter type I must reflect the **most significant legal issue** dealt with during the case.

Matter type II should best describe either the opponent in the case or the status of **the main person involved in the case** (usually the Client) as it relates to the **main legal issue** (described in matter type I) **prior to** that issue being resolved or in any way addressed.

The stage reached and outcome fields **must** be completed for all concluded matters

The outcome code **must** be the outcome for the legal issue described by matter type I.

The individual codes are included in this document. Please note that a further guidance document is available – Civil Codes Guidance Document. This is found on the LSC website at **[x]**.

We will continue to monitor your code usage and will discuss any issues with you.

Each category of law has its own set of Matter Types I and II, Stage Reached and Outcome codes. These must be used exclusively in that category of law.

Matter type – Part 1	Used to explain what the matter is about or involves in more detail
Matter type – Part 2	Generally used to explain 'who the matter involves' but can also be used to provide other information
Stage Reached	Used to explain the 'stage reached'
Outcome for the Client	Used to explain the 'outcome for the Client'

## DEBT

### Matter type Part I - What the matter is about

Code	Description
DPDE	Priority debts (Rent, mortgage, council tax, utilities, court fines)
DNPD	Non Priority debts (Bank loans, credit card/HP/other regulated credit debts)
DMDE	Mixture of both priority debts and non priority debts
DMCA	Court advocacy assistance
DOTH	Other

### Matter type Part II - Who the matter involves

Code	Description
DSCH	Client wants to reschedule debts
DVAL	Client wants to challenge validity of debts
DMIX	Client wants both to challenge validity of debts and reschedule debts
DCRE	Client is a creditor
DOTH	Other

### Stage Reached

Code	Description
DA	Initial telephone call
DB	Further work (This includes time spent in preparation for the next stage which proves unnecessary)
DC	Putting case for the Client (This is where completion follows communication/negotiation with relevant third parties and/or their representatives)

### Outcome for the Client - Matter concluded

Code	Description
DA	Liability contested successfully
DB	Debt written off (rather than just reduced)
DC	Debt reduced
DD	Affordable payment arrangements negotiated on behalf of Client
DE	Admin order made
DF	Client referred for IVA
DG	Bankruptcy order made
DH	Client advised and able to plan and/or manage their affairs better
DI	Matter concluded otherwise

### Outcome for the Client - Matter not concluded

Code	Description
DU	Matter stopped on Adviser's recommendation
DV	Matter proceeded under other CLS Funding
DW	Client referred to another organisation
DX	Client advised and taking action themselves or with the help of a third party
DY	Client advised and third party action or decision awaited
DZ	Outcome not known/Client ceased to give instructions

## EMPLOYMENT

### Matter type Part I - What the matter is about

Code	Description
YBRC	Breach of Contract
YUND	Unfair dismissal
YRDP	Redundancy payment
YDIS	Discrimination
YEQP	Equal pay
YDOW	Deduction of wages
YWTR	Working time regulations issues
YMPI	Maternity/parental issues
YOTH	Other

### Matter type Part II - Who the matter involves

Code	Description
YPTE	Client is in part time employment
YFTE	Client is in full time employment
YSEM	Client is self employed
YUNE	Client is unemployed
YEMP	Client is employer/other
YOTH	Other

### Stage Reached

Code	Description
YA	Initial telephone call
YB	Further work
YC	Putting case for the Client

### Outcome for the Client - Matter concluded

Code	Description
YA	Client receives financial settlement 'out of court'
YB	Client receives financial award from court/tribunal
YC	Client receives new or increased periodical payment
YD	Client receives financial award and new or increased periodical payment
YE	Sum owed by Client to a third party is reduced or is less than claimed
YF	Employer/opponent action benefits Client
YG	Employer/opponent action prevented
YH	Employer/opponent action delayed
YI	Client secures explanation or apology
YJ	Client secures reference
YK	Client advised and enabled to better understand/access/manage their employment rights
YL	Matter concluded otherwise

### Outcome for the Client - Matter not concluded

Code	Description
YU	Matter stopped on Adviser's recommendation
YV	Matter proceeded under other CLS Funding
YW	Client referred to another organisation
YX	Client advised and taking action themselves or with the help of a third party
YY	Client advised and third party action or decision awaited
YZ	Outcome not known/Client ceased to give instructions

## HOUSING

### Matter type Part I - What the matter is about

Code	Description
HRNT	Possession - rent arrears
HMOR	Possession – mortgage
HPOT	Possession – other (non-ASB)
HANT	ASBOs – Magistrates/Crown Court
HDIS	Anti-social behaviour and nuisance- all other (including those in County Court)
HREP	Disrepair, including public health, environmental and DPA issues
HREH	Re-housing (non-homelessness)
HHOM	Homelessness / threat of homelessness
HBFT	Housing benefit
HULE	Harassment/Unlawful eviction
HLAN	Landlord & tenant: Other terms and conditions
HOTH	Other

### Matter type Part II - Who the matter involves

Code	Description
HPUB	Client has local authority landlord
HPRI	Client has private landlord
HHAC	Client has other social landlord
HNAS	Client has NASS accommodation
HOWN	Client is owner occupier
HHLS	Client is homeless
HLAN	Client is landlord
HOTH	Other

### Stage Reached

Code	Description
HA	Initial telephone call
HB	Further work
HC	Putting case for the Client

### Outcome for the Client - Matter concluded

Code	Description
HA	Client receives damages or property
HB	Client receives new or increased periodical payment
HC	Client receives damages or property and new or increased periodical payment
HD	Sum owed by Client to a third party is reduced or is less than claimed
HE	Liability of Client to make regular payments is reduced or is less than claimed
HF	Client housed, re-housed or retains home
HG	Repairs or improvements to the Client's home
HH	Opponent/other party action benefits Client
HI	Opponent/other party action prevented
HJ	Opponent/other party action delayed
HK	Client secures explanation or apology
HL	Client advised and enabled to plan and/or manage their affairs better
HM	Matter concluded otherwise

### Outcome for the Client - Matter not concluded

Code	Description
HU	Matter stopped on Adviser's recommendation
HV	Matter proceeded under other CLS Funding
HW	Client referred to another organization
HX	Client advised and taking action themselves or with the help of a third party
HY	Client advised and third party action or decision awaited
HZ	Outcome not known/Client ceased to give instructions

## WELFARE BENEFITS

### Matter type Part I - What the matter is about

Code	Description
WDLA	Disability Living Allowance/Attendance Allowance
WICB	Incapacity Benefit
WSFP	Social Fund payments
WHBT	Housing Benefit
WIST	Income Support
WJSA	Jobseekers Allowance
WIIB	Industrial Injuries Benefits
WBBT	Bereavement Benefits
WTAX	Tax Credits – including Pension Credit
WMUL	Multiple Benefits
WOTH	Other Benefits

### Matter type Part II - What the matter involves

Code	Description
WREA	Reassessment of benefits
WREV	Revision/supersession
WSSC	Appeal to Social Security Commissioners
WAPL	Appeal - Other
WOVE	Overpayment of benefits
WBAC	Backdating of benefits
WLGO	Complaint to Local Government/Parliamentary Ombudsman
WOTH	Other

### Stage Reached

Code	Description
WA	Initial telephone call
WB	Further work
WC	Putting case for the Client

### Outcome for the Client - Matter concluded

Code	Description
WA	Client receives/retains lump sum
WB	Client receives continuing, increased or new periodical payments
WC	Client receives/retains both a lump sum and periodical payments
WD	Sum owed by Client to a third party is reduced or is less than that originally claimed
WE	Liability of Client to make regular payments is reduced or is less than claimed
WF	Client advised and able to plan and/or manage their affairs better
WG	Matter concluded otherwise

### Outcome for the Client - Matter not concluded

<b>Code</b>	<b>Description</b>
WU	Matter stopped on Adviser's recommendation
WV	Matter proceeded under other CLS Funding
WW	Client referred to another organisation
WX	Client advised and taking action themselves or with the help of a third party
WY	Client advised and third party action or decision awaited
WZ	Outcome not known/Client ceased to give instructions