

# Civil Codes Guidance Document

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## Actions Against the Police

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
AASS	Assault	<ul style="list-style-type: none"> <li>▪ Any actual or threatened use of force, whether or not physical or psychological injury is caused.</li> </ul>
AFAL	False imprisonment/wrongful arrest	<ul style="list-style-type: none"> <li>▪ All types of deprivation of liberty, (whether at a police station or not) where a question arises as to its legality.</li> </ul>
AMAL	Malicious prosecution	<ul style="list-style-type: none"> <li>▪ Where a prosecution has been commenced on the basis of evidence provided by an individual/individuals (who need not necessarily be police officers), whether or not the prosecution reaches trial. The prosecution must be capable of resulting in a criminal conviction.</li> </ul>
AMIS	Misfeasance in public office	<ul style="list-style-type: none"> <li>▪ Where a public officer maliciously (by either act or omission) exercises a power conferred on him/her by virtue of his/her public office which causes foreseeable damage to another.</li> </ul>
ANEG	Negligence	<ul style="list-style-type: none"> <li>▪ Where a duty of care to a person or group of people owed is breached, causing loss that is reasonably foreseeable as a consequence of that breach. This may well apply in <i>addition</i> to other torts (including assault, false imprisonment and trespass).</li> </ul>
ATRE	Trespass	<ul style="list-style-type: none"> <li>▪ Where action concerns wrongful entry/remaining on land (e.g. someone's home during a search).</li> </ul>
AINT	Interference with goods	<ul style="list-style-type: none"> <li>▪ Applies where goods are either damaged or disposed of unlawfully</li> </ul>

		(whether destroyed or not).
ACOM	Complaint	<ul style="list-style-type: none"> <li>All matters of police misconduct where representations in relation to the conduct of officers/civilian staff is made, either to the police force concerned and/or to the Independent Police Complaints Authority (IPCC).</li> </ul>
AIND	Inquest (death in custody)	<ul style="list-style-type: none"> <li>Where a death has occurred in custody (including police stations, or whilst otherwise in police detention, or in a prison, or in an immigration centre) or that has occurred as a result of an attempt to detain an individual.</li> </ul>
AINO	Inquest (other)	<ul style="list-style-type: none"> <li>All other cases where a death has occurred other than in the course of a detention (including whilst in a hospital, care home, social services custody, care of an educational establishment). NB This category may still involve the police (e.g. a death involving police officers involved in a pursuit or otherwise engaged in police duties).</li> </ul>
AHRA	Human Rights Act Only	<ul style="list-style-type: none"> <li>Where the dominant cause of action is under the Human Rights Act.</li> </ul>
ADIS	Discrimination	<ul style="list-style-type: none"> <li>All cases where discriminatory treatment by the defendant is alleged (e.g. on grounds of race, disability, sex, sexual orientation, age, religion, political or other opinion, or national or social origin).</li> </ul>
ASAC	Sexual abuse of a child in care	<ul style="list-style-type: none"> <li>Where an individual in a position of authority uses his/her position to engage in sexual activities with a minor in their care or in respect of whom they have access. This is irrespective of whether or not physical or psychological injury can be established. A "minor" is any person under the age of 18 years at the time</li> </ul>

		of the alleged conduct.
ASAA	Sexual abuse of a vulnerable adult in care	<ul style="list-style-type: none"> <li>Where an individual in a position of authority uses his/her position to engage in sexual activity with a vulnerable adult in the care of a local authority or agent of a local authority or in respect of whom they have access by virtue of their position. A “vulnerable adult” is any person who suffers from a physical or mental impairment.</li> </ul>
ANSC	Non-sexual abuse of a child in care	<ul style="list-style-type: none"> <li>Where an individual in a position of authority deliberately causes or attempts to physically or psychologically cause harm to a “minor” in their care or in respect of whom they have access. A “minor” is any person under the age of 18 years at the time of the alleged conduct.</li> </ul>
ANSA	Non-sexual abuse of vulnerable adult in care	<ul style="list-style-type: none"> <li>Where an individual in a position of authority deliberately causes or attempts to physically or psychologically harm a vulnerable adult in the care of a local authority or agent of a local authority, or in respect of whom they have access. A “vulnerable adult” is any person who suffers from a physical or mental impairment.</li> </ul>
AOTH	Other	<ul style="list-style-type: none"> <li>This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Use the appropriate code to accurately identify the defendant/potential defendant or opponent/potential opponent. If there is, or is likely to be more than one defendant/opponent, the dominant or first defendant/opponent should be selected when reporting.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
APOL	Police	<ul style="list-style-type: none"> <li>Includes civilian members of a police force and special constables/PCSOs.</li> </ul>
APRI	Prison	<ul style="list-style-type: none"> <li>Use where the Home</li> </ul>

		Office is not the defendant/opponent.
AHOM	Home Office	<ul style="list-style-type: none"> <li>Use where the HO is vicariously liable for acts/omissions (e.g. a prison, immigration service or CPS).</li> </ul>
ACRB	CRB	<ul style="list-style-type: none"> <li>Any claim involving the Criminal Records Bureau.</li> </ul>
AREL	Religious Institution	<ul style="list-style-type: none"> <li>All faiths (Roman Catholic, Church of England, Muslim, etc).</li> </ul>
AEE	Education Establishment	<ul style="list-style-type: none"> <li>All educational establishments (whether private or local authority governed).</li> </ul>
AHOS	Hospital	<ul style="list-style-type: none"> <li>All hospitals whether NHS Trusts or privately administered.</li> </ul>
AIMM	Immigration authority	<ul style="list-style-type: none"> <li>Claims involving IND but not the Home Office.</li> </ul>
ABAI	Bailiffs	<ul style="list-style-type: none"> <li>All private bailiffs (excluding court bailiffs).</li> </ul>
ACOM	Private Company	<ul style="list-style-type: none"> <li>All non-publicly owned traders including sole proprietors, partnerships, private limited companies, and listed public companies.</li> </ul>
AOTH	Other	.

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
AA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
AB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has</li> </ul>

		been no contact with the potential opposing party (other than for the purposes of investigation).
AC	Putting case for the client – any communications with relevant third parties for the purposes of gathering information or negotiating on behalf the client	<ul style="list-style-type: none"> <li>Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
AD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

### **Matter concluded**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
AA	Client receives damages	<ul style="list-style-type: none"> <li>Any payment of a lump sum by the opponent to the client.</li> </ul>
AB	Client's property is returned	<ul style="list-style-type: none"> <li>Any agreement for the return of goods etc (e.g. a motor vehicle).</li> </ul>
AC	Client receives damages and client's property is returned	<ul style="list-style-type: none"> <li>Where damages are paid in addition to the return of property.</li> </ul>
AD	Client obtained a declaration of their rights	<ul style="list-style-type: none"> <li>This will apply in cases where the opponent formally accepts that the client's rights have been infringed (e.g. an ECHR right).</li> </ul>
AE	Client was successful in requiring or restraining a particular course of action to be taken by the opponent	<ul style="list-style-type: none"> <li>E.g. where the opponent agrees to amend/remove personal data held in relation to the client or where a reprimand/caution is quashed.</li> </ul>
AF	Client secures explanation or apology	<ul style="list-style-type: none"> <li>Use in matters where the opponent addresses the issues of concern but no compensation offered.</li> </ul>

AG	Opponent/other party action benefited person other than client	<ul style="list-style-type: none"> <li>Applies where opponent's action is likely to benefit others unconnected with the client (e.g. a change in policy when dealing with particular types of offences).</li> </ul>
AH	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
AI	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
AU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
AV	Matter proceeded under other CLS funding	<ul style="list-style-type: none"> <li>Includes full or investigative help certificates.</li> </ul>
AW	Client referred to another organisation	<ul style="list-style-type: none"> <li>Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>Does not cover referral of different but connected cases</li> </ul>
AX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
AY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
AZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>Applies where a case has ended because the client has failed to give instructions, withdrawn</li> </ul>

		instructions, or the matter has been ended for other reasons before the outcome is known.
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## Clinical Negligence

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
NMIN	Physical Injury (full recovery in 1 year)	
NMOD	Physical Injury (full recovery in 3 years)	
NPER	Physical Injury (with persistent problems)	<ul style="list-style-type: none"> <li>▪ Permanent scarring, ongoing pain etc.</li> </ul>
NPSY	Psychiatric injury	
NBDA	Brain damage to an Adult	
NBDM	Brain damage to a Minor	
NBTH	Perinatal injury (injury sustained during delivery)	
NCAN	Cancer	
NCAT	Catastrophic injury rendering the client dependent upon others for care (spinal injury, brain damage etc.)	<ul style="list-style-type: none"> <li>▪ The most serious of injuries including a mixture of type of injury e.g. spinal injury and incontinence or renal failure requiring dialysis.</li> </ul>
NFAT	Fatal injury	
NOTH	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

#### Part II: Who the matter involves

Use the appropriate code to accurately identify the defendant/potential defendant or opponent/potential opponent. If there is, or is likely to be more than one defendant/opponent, the dominant or first defendant/opponent should be selected when reporting.

Code	Description	Guidance
NNHN	Hospital – NHS	
NNHP	Hospital – Private	
NNGN	General Practitioner – NHS	
NNGP	General Practitioner – Private	
NNCL	Clinician – Private (i.e. private doctor, surgeon, psychiatrist etc.)	
NNDN	Dentist – NHS	
NNDP	Dentist – Private	
NOTH	Other	

## Stage Reached

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
NA	First meeting	<ul style="list-style-type: none"> <li>▪ Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
NB	Further work (Unfavourable expert evidence on liability)	<ul style="list-style-type: none"> <li>▪ Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
NC	Putting the case (Protocol period and all steps up to but not including trial)	<ul style="list-style-type: none"> <li>▪ Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
ND	Court/Tribunal (Trial)	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## Outcome for the client

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### Matter concluded

Code	Description	Guidance
NA	Client receives damages	
NB	Client receives periodical payments	
NC	Client receives periodical payments and damages	
ND	Apology obtained	<ul style="list-style-type: none"> <li>Apology obtained but no damages.</li> </ul>
NE	Opponent/other party action benefited person other than client (e.g. a change in policy or procedure)	
NF	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
NG	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### Matter not concluded

Use the following codes only where you do not know the outcome.

Code	Description	Guidance
NU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
NV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>Includes full or investigative help certificates.</li> </ul>
NW	Client referred to another organisation	<ul style="list-style-type: none"> <li>Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>Does not cover referral of different but connected cases</li> </ul>

NX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
NY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
NZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

## Community Care

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
COBA	Obtaining assessment	<ul style="list-style-type: none"> <li>▪ Includes any type of assessment for the purpose of deciding whether a service or facility in the community is to be provided by social services or a health body, including community care, carer, leaving care, and continuing care assessments.</li> </ul>
CCHA	Challenging an assessment	<ul style="list-style-type: none"> <li>▪ This is the appropriate coding where an assessment has already been carried out but its adequacy is in issue.</li> <li>▪ A successful challenge may lead to a fresh assessment but, even in these cases, CCHA, rather than COBA is the correct coding.</li> </ul>
CPRO	Provision of services	<ul style="list-style-type: none"> <li>▪ Includes cases where the issue is the suitability or choice of service as well as those where no services have been provided following an adequate assessment.</li> <li>▪ Where the most significant legal issue is the adequacy of the assessment on which the decision about services is based, CCHA rather than CPRO will be the correct code.</li> </ul>
CCRG	Charges for services	<ul style="list-style-type: none"> <li>▪ Covers all issues relating to the charges to be made by social services authorities for domiciliary and residential services (including top up charges), or by health bodies for health care services (e.g. charging overseas visitors).</li> <li>▪ Where the issue is whether the service should be provided by social services or by a health body as an</li> </ul>

		NHS service this should be coded as CISS, even though one of the consequences of resolution of the issue is whether a charge can be made.
CFUN	Provision of direct payments or equivalent	<ul style="list-style-type: none"> <li>Includes all cases where there are issues relating to the provision of cash so that the service user, or someone on their behalf, can make their own arrangements for services. It includes, for example, cash payments by health bodies and the use of independent user trusts, as well as statutory direct payments.</li> </ul>
CISS	Issues arising from the health/ social care divide	<ul style="list-style-type: none"> <li>Includes cases concerning disputes between health bodies and social services about which is responsible for service provision, and the various advantages and disadvantages of provision by each.</li> </ul>
CPOV	Protection of vulnerable adults	<ul style="list-style-type: none"> <li>This category is intended to cover cases arising from allegations of abuse of a vulnerable adult (e.g. failure to implement, adequately or at all, the formal Protection of Vulnerable Adults procedure) and from best interests decision-making on behalf of people who are mentally incapacitated.</li> </ul>
CCOT	Other	<ul style="list-style-type: none"> <li>This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Use the one code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in the 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
CCSU	Client is a current or prospective service user	<ul style="list-style-type: none"> <li>This code should be used not only where advice is sought by the services user him/herself, but also where advice is sought on behalf</li> </ul>

		of a child or a mentally incapacitated person.
CFAM	Client is a carer - family member	<ul style="list-style-type: none"> <li>This code should only be used where the client is the carer. If the carer is seeking advice on behalf of the cared for person, who cannot do so themselves because of their age or mental incapacity, CSER is the correct code.</li> </ul>
CNFM	Client is a carer - non-family member	<ul style="list-style-type: none"> <li>This code should only be used where the client is the carer. If the carer is seeking advice on behalf of the cared for person, who cannot do so themselves because of their age or mental incapacity, CSER is the correct code.</li> </ul>
COTH	Other	<ul style="list-style-type: none"> <li>This code should only be used if the client does not fall into one of the above categories.</li> </ul>
CNAS	NASS advice	<ul style="list-style-type: none"> <li></li> </ul>

### **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
CA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
CB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
		<ul style="list-style-type: none"> <li>Includes correspondence with opposing party for the purposes of putting the</li> </ul>

CC	Putting case for the client	case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.
CD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

### **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
CA	Money provided for the purpose of arranging services by or for the client	<ul style="list-style-type: none"> <li>▪ This is the appropriate code where any form of cash payment is made by a social services authority or a health body so that the client or someone on his or her behalf can make arrangements for services themselves.</li> </ul>
CB	Liability of client to pay charges for services is reduced or eliminated	<ul style="list-style-type: none"> <li>▪ Where the issue was whether the service should be provided by social services or by a health body as an NHS service, this should be coded as CH, even where one of the consequences of resolution of the issue is that no charge can be made.</li> </ul>
CC	Assessment obtained	<ul style="list-style-type: none"> <li>▪ If the case involved a challenge to the adequacy of the assessment, which led to a fresh assessment in order to remedy the deficiencies in the original assessment, CD will be the correct code rather than CC.</li> </ul>
CD	Deficiencies in assessment remedied	<ul style="list-style-type: none"> <li>▪ If the case involved a challenge to the adequacy of the assessment, which led to a fresh assessment in</li> </ul>

		order to remedy the deficiencies in the original assessment, this will be the correct code rather than CC.
CE	Secured provision of service	<ul style="list-style-type: none"> <li>Includes not only cases where the outcome is the provision of a service where none was previously provided, but also where a more suitable service or the service of choice is provided in place of that originally on offer.</li> </ul>
CF	More effective protection of vulnerable adult	<ul style="list-style-type: none"> <li>This includes all cases where defects in POVA procedures (such as inadequate investigations) and best interests decision-making have been remedied.</li> </ul>
CG	Statutory complaint is progressed more effectively	<ul style="list-style-type: none"> <li>If the assistance provided has helped a client to overcome problems progressing a statutory complaint this will be the appropriate code to use.</li> <li>If the complaint has led to a substantive outcome (e.g. obtaining an assessment) the coding appropriate to the substantive outcome should be used rather than this code.</li> </ul>
CH	Correct commissioner of service identified to the benefit of the client	<ul style="list-style-type: none"> <li>Where the issue was whether the service should be provided by social services or by a health body as an NHS service this should be coded as CH (and not CB), even though one of the consequences of resolution of the issue is that no charge can be made.</li> <li>The code also covers cases where the benefit is non-financial, for example where the identification of the correct commissioner leads to the provision of a service by one or the other where previously a dispute between potential commissioners had prevented any provision being made at all.</li> </ul>
CI	Client advised and enabled to plan	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice</li> </ul>

	and/or manage their affairs better	was sought concludes and your client is better able to plan or manage their own affairs in future.
CJ	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
CU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
CV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>▪ Includes full or investigative help certificates.</li> </ul>
CW	Client referred to another organisation	<ul style="list-style-type: none"> <li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>▪ Does not cover referral of different but connected cases.</li> </ul>
CX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
CY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
CZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

## Consumer General Contract

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter involves

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
GDDA	Discrimination in the provision of goods and services	<ul style="list-style-type: none"> <li>▪</li> </ul>
GDEF	Defective goods and/or services (including misrepresentation)	<ul style="list-style-type: none"> <li>▪ All breaches including disputes involving mercantile quality and fitness for purpose.</li> </ul>
GCRL	Credit/loans	<ul style="list-style-type: none"> <li>▪ All financial matters regulated by statute. This includes unsecured bank &amp; BS loans, HP, credit/store card debts, other regulated credit debts or any combination of these.</li> </ul>
GCCR	Cancellations/withdrawal of credit	<ul style="list-style-type: none"> <li>▪ Includes ramifications of adverse credit status.</li> </ul>
GINS	Insolvency/bankruptcy	<ul style="list-style-type: none"> <li>▪ Includes general advice on both creditors and debtors petition and IVAs.</li> </ul>
GMDO	Monies due and owing	<ul style="list-style-type: none"> <li>▪ Includes oral contracts between individuals which have been breached. This includes non-priority debts not specified in code GCRL above.</li> </ul>
GREF	Refusal to supply goods and services (including holiday claims)	<ul style="list-style-type: none"> <li>▪ Includes a total breach from 1 party to another in supplying goods.</li> </ul>
GIPS	Insurance/pensions/savings dispute	<ul style="list-style-type: none"> <li>▪ Includes ombudsman matters.</li> </ul>
GPRI	Pricing and charging dispute	<ul style="list-style-type: none"> <li>▪ Overcharging disputes and extortionate credit bargains.</li> </ul>
GPFN	Professional negligence	<ul style="list-style-type: none"> <li>▪ Actions against professionals.</li> </ul>
GRPI	Recovery of property/interference with goods (including all interpleader claims)	<ul style="list-style-type: none"> <li>▪ Includes actions involving defendants' delivery up and repossessed cars.</li> </ul>
GPRO	Contentious Probate Matters	<ul style="list-style-type: none"> <li>▪ All matters involving negotiations disputes wills/intestacy.</li> </ul>
GOTH	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any other categories.</li> </ul>

## **Part II: Who the matter involves**

Use the one code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in the 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
GSCl	Client wants monetary remedy up to small claims limit	
GUPL	Client wants monetary remedy up to 3 x small claims limit	
GOVL	Client wants monetary remedy over 3 x small claims limit	
GCRE	Client is a creditor/supplier	<ul style="list-style-type: none"> <li>▪ Eligibility for legal help must be verified.</li> </ul>
GOTH	Other	<ul style="list-style-type: none"> <li>▪ This code should only be used if the client does not fall into one of the above categories.</li> </ul>

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the "highest" level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
GA	First meeting (including confirmation of advice letter)	<ul style="list-style-type: none"> <li>▪ Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
GB	Further work	<ul style="list-style-type: none"> <li>▪ Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
GC	Putting case for the client	<ul style="list-style-type: none"> <li>▪ Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the</li> </ul>

		case for the client. Includes preparation of representations and evidence for tribunals etc.
GD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
GA	Client receives lump sum or property	<ul style="list-style-type: none"> <li>Monetary compensation or asset recovered/preserved.</li> </ul>
GB	Client receives new or increased regular payment	<ul style="list-style-type: none"> <li>As a result of advisors input new benefit obtained.</li> </ul>
GC	Client receives both lump sum and regular payment	<ul style="list-style-type: none"> <li>Client receives both lump sum payment and further monies.</li> </ul>
GD	Client successful in avoiding insolvency/bankruptcy	<ul style="list-style-type: none"> <li>Bankruptcy avoided/set aside.</li> </ul>
GE	Sum owed is reduced or less than claimed	
GF	Liability to make payments is reduced or less than claimed	<ul style="list-style-type: none"> <li>Where liability was not in dispute, amount owing is reduced.</li> </ul>
GG	Goods or services returned, replaced, repaired or resumed	<ul style="list-style-type: none"> <li>Items returned to client or services continued.</li> </ul>
GH	Client obtained a declaration of their rights	
GI	Opponent/other party action benefits client	<ul style="list-style-type: none"> <li>Third party intervention assists client.</li> </ul>
GJ	Opponent/other party action prevented	.
GK	Client secures explanation or apology	
GL	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
GM	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
GU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"><li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li></ul>
GV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"><li>▪ Includes full or investigative help certificates.</li></ul>
GW	Client referred to another organisation	<ul style="list-style-type: none"><li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li><li>▪ Does not cover referral of different but connected cases</li></ul>
GX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"><li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li></ul>
GY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"><li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li></ul>
GZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"><li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li></ul>

## Debt

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
DPDE	Priority debt(s)	<ul style="list-style-type: none"> <li>▪ Includes rent, mortgage, council tax, utilities, court fines.</li> </ul>
DNPD	Non priority debt(s)	<ul style="list-style-type: none"> <li>▪ Includes bank loans, credit card/HP/other regulated credit debts.</li> </ul>
DMDE	Mixture of both priority debt(s) and non priority debt(s)	<ul style="list-style-type: none"> <li>▪ A mixture of the DPDE &amp; DNPD codes.</li> </ul>
DMCA	Court advocacy assistance	<ul style="list-style-type: none"> <li>▪ This applies where assistance is needed with court proceedings.</li> </ul>
DTOT	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

#### Part II: Who the matter involves

Use the one code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in the 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

Code	Description	Guidance
DSCH	Client wants to reschedule debts	<ul style="list-style-type: none"> <li>▪ Applies where the client cannot maintain the repayments required by creditors and wishes to put forward more affordable offers.</li> </ul>
DVAL	Client wants to challenge validity of debts	<ul style="list-style-type: none"> <li>▪ Applies where the client does not believe that the amount being claimed by a creditor is correct and/or has reason to believe that they are not liable for the debt.</li> </ul>
DMIX	Client wants both to challenge validity of debts and reschedule debts	<ul style="list-style-type: none"> <li>▪ A mixture of the DSCH &amp; DVAL codes.</li> </ul>
DCRE	Client is a creditor	<ul style="list-style-type: none"> <li>▪ Where the client is owed money by a person and/or company and requires assistance recovering the debt.</li> </ul>

DOTH	Other	<ul style="list-style-type: none"> <li>This code should only be used if the client does not fall into one of the above categories.</li> </ul>
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## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
DA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
DB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
DC	Putting case for the client	<ul style="list-style-type: none"> <li>Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
DD	Representation at court	<ul style="list-style-type: none"> <li>Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
DA	Liability contested successfully	<ul style="list-style-type: none"> <li>▪ Client was able to prove that they were not liable for a debt.</li> </ul>
DB	Debt written off (rather than just reduced)	<ul style="list-style-type: none"> <li>▪ Creditor agreed that they would no longer pursue the client for balance.</li> </ul>
DC	Debt reduced	<ul style="list-style-type: none"> <li>▪ Creditor agrees to accept a lower amount in settlement of their debt.</li> </ul>
DD	Affordable payment arrangements negotiated on behalf of client	<ul style="list-style-type: none"> <li>▪ Creditor agrees to accept reduced payments based upon what the client could afford to offer.</li> </ul>
DE	Admin order made	<ul style="list-style-type: none"> <li>▪ Administration Order agreed by the County Court.</li> </ul>
DF	Client referred for IVA	<ul style="list-style-type: none"> <li>▪ Client referred to a third party to put forward a proposal for an Individual Voluntary Arrangement.</li> </ul>
DG	Bankruptcy order made	<ul style="list-style-type: none"> <li>▪ Client was able to declare themselves bankrupt, or creditor successfully petitioned for the client's bankruptcy.</li> </ul>
DH	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>▪ Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
DI	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>
DJ	Debt relief order made	<ul style="list-style-type: none"> <li>▪ This should only be used where clients without access to bankruptcy orders are able to meet the necessary criteria under a Debt Relief Order.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
DU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"><li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li></ul>
DV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"><li>▪ Includes full or investigative help certificates.</li></ul>
DW	Client referred to another organisation	<ul style="list-style-type: none"><li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li><li>▪ Does not cover referral of different but connected cases.</li></ul>
DX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"><li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li></ul>
DY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"><li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li></ul>
DZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"><li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li></ul>

## Education

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
EADM	Admission/choice of an institution (non-SEN and non-DDA)	<ul style="list-style-type: none"> <li>▪ Admission to educational institutions including nurseries, maintained and independent schools, and further and higher education institutions.</li> <li>▪ Includes preparation for and advice on appeals to independent panels.</li> <li>▪ Includes Judicial Review pre-action protocol action.</li> <li>▪ Includes complaints, e.g. to Ombudsman, Office of the Independent Adjudicator, local authorities and Department for Education.</li> <li>▪ Does not include admissions for children with statements for special needs or where refusal to admit includes allegations of disability discrimination.</li> </ul>
EXCE	Exclusion/refusal to provide full time education (non-SEN and non-DDA)	<ul style="list-style-type: none"> <li>▪ Applies to advice and preparation for appeals to governing bodies independent appeal panels; and includes both permanent and fixed term exclusions.</li> <li>▪ Includes removal from school other than through formal exclusion (e.g. on health grounds).</li> <li>▪ Applies to exclusion from further and higher education institutions including advice and preparation for internal appeal procedures.</li> <li>▪ Applies to further action including judicial review pre-action protocol letters and complaints (including Ombudsman complaints).</li> <li>▪ Includes breach of s.19 Education Act 1996 (duty to provide full time education) and failure to comply with DfES guidance as to full time education for excluded children.</li> <li>▪ Includes failure to make proper provision for children out of school for any reason, e.g. sickness, school phobia, lack of available places.</li> <li>▪ This will also cover disputes concerning arrangements for children reinstated after exclusion (e.g. where teachers refuse to teach them).</li> <li>▪ Does not include children with special</li> </ul>

		educational needs or where allegations of disability discrimination are raised.
ESEN	Special educational needs and/or children unable to attend school	<ul style="list-style-type: none"> <li>▪ Advice and assistance with securing SEN provision for children, whether they qualify for a Statement of SEN or otherwise.</li> <li>▪ All aspects of SEN statementing process from formal requests for statutory assessment to the end of the process.</li> <li>▪ Appeals to Special Educational Needs and Disability Tribunal.</li> <li>▪ Includes assistance with referrals to Dispute Resolution services relating to SEN matters.</li> <li>▪ The reference to children unable to attend school is restricted under this category to children with identified SEN.</li> <li>▪ Includes use of pre-action protocol with a view to enforcing pupils' and students' rights to special needs provision, and enforcing time limits for statementing process.</li> <li>▪ Includes challenges to SENDIST procedures, including pre-action protocol correspondence.</li> <li>▪ This may also include action to enforce local authority decisions (including negative decisions) in order to trigger the right of appeal to SENDIST.</li> <li>▪ Includes complaints as to failures in SEN provision or local authority failure to follow correct procedures and comply with the statementing timetable, including help with complaints to the Ombudsman.</li> <li>▪ Includes advice following SENDIST appeals, including advice on enforcement, applications for review, and statutory appeals.</li> <li>▪ This may also include assistance with joint funding issues, e.g. part funding for SEN provision by Social Services departments or the NHS.</li> </ul>
EDDA	Disability discrimination at nursery, school, college or LEA	<ul style="list-style-type: none"> <li>▪ Advice as to Disability Discrimination Act definitions and rights.</li> <li>▪ Assistance in making representations to educational institutions and other relevant authorities to prevent or terminate alleged disability discrimination in education.</li> <li>▪ Advice and preparation in relation to appeals to Special Educational Needs and Disability Tribunal in relation to disability discrimination.</li> </ul>

		<ul style="list-style-type: none"> <li>May include advice on preparation of exclusively disability discrimination based appeals to independent appeal panels dealing with school admissions and exclusions (but appeals based also on other grounds should be EADM).</li> </ul>
ENEG	Concern over level or quality of education, bullying or other professional negligence	<ul style="list-style-type: none"> <li>Preliminary investigations and advice as to potential negligence and breach of statutory duty actions.</li> <li>Use of/and assistance with complaints and mediation procedures.</li> <li>Includes use of pre-action protocol procedures.</li> <li>Note that preparatory and investigative work may also be dealt with under Investigative Help public funding certificates.</li> </ul>
EREO	Institution establishment/reorganisation (opening, closing, merging etc)	<ul style="list-style-type: none"> <li>Assistance with preparation of and advice on responses to consultations on proposals.</li> <li>Includes preparation of representations to Independent Schools Adjudicator.</li> <li>Includes advice on remedies and preliminary action in this regard, including operation of judicial review pre-action protocol.</li> </ul>
EGTO	Grants, transport and other local education authority services	<ul style="list-style-type: none"> <li>Advice and assistance with entitlement to grants, student loans etc.</li> <li>Advice and assistance with entitlement to school transport, including pre-action protocol work in relation to breach of local authority duty to provide transport.</li> <li>This may cover help with other services, such as local authority power to assist with school uniform purchases.</li> <li>Includes help with use of internal local authority appeal procedures for access to such services.</li> </ul>
EPRO	Non-attendance and proceedings against parents	<ul style="list-style-type: none"> <li>Advice and assistance with school attendance issues, including threats of criminal prosecution or other action by Education Welfare officer.</li> <li>May include advice and assistance with right to educate at home.</li> <li>Further covers help in relation to use of local authority parenting orders related to school attendance.</li> </ul>
EDOT	Other	<ul style="list-style-type: none"> <li>This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Problem with a: -

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
ENUR	Nursery	<ul style="list-style-type: none"> <li>▪ Includes private and local authority nurseries.</li> </ul>
EDSC	School	<ul style="list-style-type: none"> <li>▪ Includes maintained and non-maintained schools, and special schools.</li> </ul>
EPRU	PRU	<ul style="list-style-type: none"> <li>▪ Pupil referral unit or equivalent.</li> </ul>
ECOL	Non – university college	<ul style="list-style-type: none"> <li>▪ All post 16 provision other than universities.</li> </ul>
EUNI	University	
EAAP	AAP	<ul style="list-style-type: none"> <li>▪ Admissions appeal panel (schools and other educational institutions).</li> </ul>
ELOC	Local authority	<ul style="list-style-type: none"> <li>▪ Education Department of local authority Children’s Services departments.</li> </ul>
EIAP	IAP	<ul style="list-style-type: none"> <li>▪ Independent appeal panel (school exclusions).</li> <li>▪ Also covers Governing Body panels considering school exclusions and equivalent bodies dealing with exclusions from independent schools, Academies and City Technology Colleges.</li> </ul>
ESOS	SOS / DfES	<ul style="list-style-type: none"> <li>▪ Secretary of State for Education and Skills or Department for Education and Skills (or equivalent).</li> </ul>
EHEF	HEFC / LSC	<ul style="list-style-type: none"> <li>▪ Higher Education Funding Councils, or Learning and Skills Council.</li> <li>▪ Also covers the National Council for Education and Training in Wales.</li> </ul>
EOTH	Other	

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
EA	First meeting	<ul style="list-style-type: none"> <li>▪ Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
EB	Further work excluding contact with other side/defendant/respondent	<ul style="list-style-type: none"> <li>▪ Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
EC	Putting case for client to other side/defendant/respondent	<ul style="list-style-type: none"> <li>▪ Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
ED	Representation at court/tribunal	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
EA	Client receives damages	<ul style="list-style-type: none"> <li>▪ Applies e.g. to cases where damages have been agreed in relation to school negligence claims, including claims for personal injuries suffered in schools, and other agreed compensation.</li> <li>▪ Includes compensation ordered by Local Government Ombudsman.</li> </ul>
		<ul style="list-style-type: none"> <li>▪ May apply where client receives periodical payments by way of</li> </ul>

EB	Client receives new or increased periodical payment	<ul style="list-style-type: none"> <li>▪ student grant.</li> <li>▪ May also apply to payments by local authorities to fund provision for SEN (e.g. to pay for specialist home tuition).</li> <li>▪ May cover reimbursement of school travel expenses where travel is provided by parents or guardians.</li> </ul>
EC	Client receives damages or property and new or increased periodical payments	<ul style="list-style-type: none"> <li>▪ Covers cases where both EA and EB apply.</li> </ul>
ED	Sum owed by client is reduced or less than claimed	<ul style="list-style-type: none"> <li>▪ May apply to fees disputes, including colleges and universities.</li> <li>▪ May apply to fines levied by further and higher education institutions.</li> </ul>
EE	Liability of client to make regular payments is reduced or less than claimed	<ul style="list-style-type: none"> <li>▪ As above under ED where payments are made regularly.</li> </ul>
EF	Opponent/other party action benefits client	<ul style="list-style-type: none"> <li>▪ Applies to outcomes providing non-financial benefits.</li> <li>▪ Includes favourable decisions by SENDIST, IAPs, university appeal panels etc.</li> <li>▪ Includes favourable decisions on complaints when these result in benefit to the client, e.g. improved educational provision, agreed school transport.</li> <li>▪ Includes favourable settlement of disputes (including disputes as to provision of education or provision for special educational needs) prior to court or tribunal action.</li> </ul>
EG	Opponent/other party action prevented	<ul style="list-style-type: none"> <li>▪ Applies where threats of action (e.g. school or college exclusion, parenting and attendance orders, criminal prosecution etc) have been averted.</li> <li>▪ Also applies where threatened unlawful action (e.g. withdrawal or amendment of Statement without notice, or withdrawal of school place) has been prevented.</li> </ul>
EH	Opponent/other party action delayed	<ul style="list-style-type: none"> <li>▪ May apply where above examples under EG have been delayed.</li> </ul>
EI	Client secures explanation or apology only	<ul style="list-style-type: none"> <li>▪ Applies to formal and informal complaints resolved in client's favour without financial compensation.</li> </ul>
EJ	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>▪ Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
EK	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
EU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"><li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li></ul>
EV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"><li>▪ Includes full or investigative help certificates.</li></ul>
EW	Client referred to another organisation	<ul style="list-style-type: none"><li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li><li>▪ Does not cover referral of different but connected cases.</li></ul>
EX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"><li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li></ul>
EY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"><li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li></ul>
EZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"><li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li></ul>

# Employment

## Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

### Part I: What the matter involves

If there are multiple issues then select the code that best fits the main or lead issue in the case.

Code	Description	Guidance
YBRC	Breach of contract	<ul style="list-style-type: none"> <li>▪ Failure to pay notice pay.</li> <li>▪ Other disputes about breaches of the terms of the contract of employment or terms of a compromise agreement can come within this category unless they more appropriately fit in YDOW or YWTR.</li> </ul>
YUND	Unfair dismissal	<p>Claims that the dismissal was unfair because: -</p> <ul style="list-style-type: none"> <li>▪ the reason for the dismissal was unfair</li> <li>▪ the proper dismissal procedures were not followed</li> <li>▪ the dismissal was not fair in all the circumstances.</li> <li>▪ Claims for constructive dismissal.</li> </ul>
YRDP	Redundancy payment	<ul style="list-style-type: none"> <li>▪ Disputes about the client's entitlement to or amount of redundancy pay.</li> <li>▪ Disputes about the fairness of the client's selection for redundancy should proceed under YUND.</li> </ul>
YDIS	Discrimination	<p>Disputes about less favourable treatment on grounds of: -</p> <ul style="list-style-type: none"> <li>▪ Sex</li> <li>▪ Race</li> <li>▪ Disability</li> <li>▪ Age</li> <li>▪ Sexual Orientation</li> <li>▪ Religion or Belief</li> <li>▪ Transexuality</li> <li>▪ Marital or Civil Partnership Status.</li> <li>▪ Harassment claims should come within this category.</li> <li>▪ Less favourable treatment</li> </ul>

		on the grounds of maternity/paternity and other maternity/paternity issues should proceed under YMPI.
YEQP	Equal pay	<ul style="list-style-type: none"> <li>▪ Claims proceeding under the Equal Pay Act 1970.</li> </ul>
YDOW	Deduction of wages	<ul style="list-style-type: none"> <li>▪ Disputes about the failure to pay wages or to pay wages in full.</li> <li>▪ Disputes about the failure to pay holiday.</li> <li>▪ Disputes about failure to pay the minimum wage.</li> <li>▪ Disputes about amounts deducted from wages.</li> </ul>
YWTR	Working time regulations issues	<p>Disputes about: -</p> <ul style="list-style-type: none"> <li>▪ Average weekly hours</li> <li>▪ Rest periods and rest breaks</li> <li>▪ Annual leave (except disputes about payment of holiday pay – these should be YDOW)</li> <li>▪ Night work.</li> </ul>
YMPI	Maternity/paternity issues	<p>Less favourable treatment on the grounds of maternity/paternity and other maternity/paternity issues including: -</p> <ul style="list-style-type: none"> <li>▪ Failure to pay maternity/paternity pay</li> <li>▪ Maternity/paternity leave</li> <li>▪ Right to return to work after maternity leave</li> <li>▪ Time off to care for dependants</li> <li>▪ Parental leave</li> <li>▪ Flexible working</li> <li>▪ Adoption leave and pay.</li> </ul>
YOTH	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Use the one code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in the 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

Code	Description	Guidance
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	<ul style="list-style-type: none"> <li>▪ This code should only be used if the client does not fall into one of the above categories.</li> </ul>

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

Code	Description	Guidance
YA	First meeting	<ul style="list-style-type: none"> <li>▪ Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
YB	Further work	<ul style="list-style-type: none"> <li>▪ Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
YC	Putting case for the client	<ul style="list-style-type: none"> <li>▪ Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
YD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## Outcome for the client

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### Matter concluded

Code	Description	Guidance
YA	Client receives financial settlement 'out of court'	<ul style="list-style-type: none"> <li>▪ Negotiated settlement involving a "lump sum" payment from the employer, the Redundancy Payments Office or another third party.</li> <li>▪ Payment should be made or agreed before the matter reaches a final hearing at a tribunal or court.</li> <li>▪ Settlement that involves increased or new periodical payments should be classed within "YC" or "YD".</li> </ul>
YB	Client receives financial award from court/tribunal	<ul style="list-style-type: none"> <li>▪ Payment is made by the employer, the Redundancy Payments Office or another third party following a final determination by a tribunal or court.</li> <li>▪ This category should include tribunal/court decisions that result in increased or new periodical payments.</li> </ul>
YC	Client receives new or increased periodical payment	<ul style="list-style-type: none"> <li>▪ Matter concludes with the client <u>only</u> receiving a new or increased periodical payment e.g. increased wages (no determination by court/tribunal).</li> </ul>
YD	Client receives financial award and new or increased periodical payment	<ul style="list-style-type: none"> <li>▪ Matter concludes with the client receiving a "lump sum" <u>and</u> a new or increased periodical payment (no determination by court/tribunal).</li> </ul>
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	
	Client advised and able to better understand/access/manage their	<ul style="list-style-type: none"> <li>▪ Applies where, as result of your advice or assistance,</li> </ul>

YK	employment rights	the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.
YL	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
YU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
YV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>▪ Includes full or investigative help certificates.</li> </ul>
YW	Client referred to another organisation	<ul style="list-style-type: none"> <li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>▪ Does not cover referral of different but connected cases.</li> </ul>
YX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
YY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
YZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

# Family

## Matter Type

### Part I: what the matter is about

The code used should most closely reflect the matters on which the advisor has given substantive assistance in relation to the client. For example, if the advisor has provided assistance in relation to divorce proceedings and has also given advice on contact issues, then code FAMF should be used.

If you are able to claim an exceptional payment at Level 1 because the case involves domestic violence or divorce only then you must use codes FAMA, FAMB, or FAMC as appropriate.

If advice has been provided on a number of issues and no code is available for the precise matter combination then the general codes FAMR and FAMS should be used although there may be a matter type listed within this code on which the advisor did not provide assistance.

<b>Code</b>	<b>Description</b>
FAMA	Divorce/Judicial Separation/Nullity
FAMB	Dissolution of Civil Partnership
FAMC	Domestic Abuse
FAMD	Private Law Children only
FAME	Private Law Children and Financial Provision
FAMF	Private Law Children and Divorce/Judicial Separation/Nullity
FAMG	Private Law Children and Civil Partnership Dissolution
FAMH	Private Law Children and Domestic Abuse
FAMI	Private Law Children, Domestic Abuse and Divorce/Judicial Separation/Nullity
FAMJ	Private Law Children, Domestic Abuse and Civil Partnership Dissolution
FAMK	Financial Provision Only
FAML	Financial Provision and Divorce/Judicial Separation/Nullity
FAMM	Financial Provision and Civil Partnership Dissolution
FAMN	Financial Provision and Domestic Abuse
FAMO	Financial Provision, Domestic Abuse and Divorce/Judicial Separation/Nullity
FAMP	Financial Provision, Domestic Abuse and Civil Partnership Dissolution
FAMQ	Financial Provision, Private Law Children and Domestic Abuse
FAMR	Financial Provision, Private Law Children, Domestic Abuse and Divorce/Judicial Separation/Nullity
FAMS	Financial Provision, Private Law Children, Domestic Abuse and Civil Partnership Dissolution
FAMT	Family Wills
FAMU	Change of Name applications
FAMV	Other
FAMW	Public Law Proceedings – Section 31 Care Proceedings
FAMX	Public Law Proceedings – Other
FAMZ	Financial Provision, Private Law Children and Divorce / Judicial Separation / Nullity

## **Part II: who the matter involves**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
FADV	Client is seeking advice only	<ul style="list-style-type: none"> <li>Where no proceedings have been issued and client is seeking advice only.</li> </ul>
FPET	Client is the petitioner in Divorce/Judicial Separation/Nullity/Dissolution of Civil Partnership	<ul style="list-style-type: none"> <li>Where the client is the petitioner and the code used in Part I indicates that assistance is being provided to the client in connection with divorce/civil partnership dissolution.</li> </ul>
FRES	Client is the respondent in Divorce/Judicial Separation/Dissolution of Civil Partnership	<ul style="list-style-type: none"> <li>Where the client is the respondent and the code used in Part I indicates that assistance is being provided to the client in connection with divorce/civil partnership dissolution.</li> </ul>
FAPP	Client is or would be the applicant where proceedings issued	<ul style="list-style-type: none"> <li>Where proceedings have already been issued and the client is the applicant.</li> </ul>
FREP	Client is or would be the respondent where proceedings issued	<ul style="list-style-type: none"> <li>Where proceedings have already been issued and the client is the respondent.</li> </ul>
FCHG	Client is a child with a guardian	
FCHS	Client is a child instructing solicitor directly	
FOTH	Other	<ul style="list-style-type: none"> <li>This code should only be used if the client does not fall into one of the above categories.</li> </ul>

## **Stage Reached**

If you are a) claiming the fee for public law Family Help (Lower) (Level 2) when advising a parent or person with parental responsibility where the local authority has given written notice of intention to issue s31 proceedings or b) claiming the Level 1 fee for a Petitioner in divorce proceedings you must use code FC or FD as appropriate

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
FA	First meeting	<p>Work carried out under code FA for the first meeting will include: -</p> <ul style="list-style-type: none"> <li>Any work prior to the first meeting with a client including preparation for meeting the client for the first time and talking on the telephone to the client;</li> <li>First meeting with the client;</li> <li>Any routine correspondence or telephone calls following on from the meeting or provision of telephone advice such as confirming advice</li> </ul>

		given in writing.
FB	Further work	<ul style="list-style-type: none"> <li>▪ Further work under code FB will include making contact and negotiations with the other party or a third party to progress the case and could also include the issue of divorce proceedings.</li> </ul>
FC	Negotiation with the Local authority where written notice of intention to issue care proceedings	<ul style="list-style-type: none"> <li>▪ Use when claiming the Level 2 fee in public law cases when advising parents or those with parental responsibility in potential S31 proceedings</li> </ul>
FD	Divorce Proceedings – Petitioner only Level 1	<ul style="list-style-type: none"> <li>• Use when claiming Level 1 petitioner only fee</li> </ul>

### **Outcome for the client**

The endpoint code should reflect the most significant outcome for the client. If, for example, the client has been advised in relation to both divorce and financial provision, then Endpoint Codes FG, FH and FI will in most cases be appropriate if the client received financial benefit.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
FA	Decree Absolute/Dissolution obtained	<ul style="list-style-type: none"> <li>▪ Client has been assisted in relation to divorce/dissolution as noted in Part I and decree absolute/dissolution obtained.</li> </ul>
FB	Client and partner reconciled	<ul style="list-style-type: none"> <li>▪ Client reconciled with partner and no further action therefore necessary.</li> </ul>
FC	Advice given – no further action required	<ul style="list-style-type: none"> <li>▪ Client required advice only and no further action necessary.</li> </ul>
FD	Client referred to mediation.	<ul style="list-style-type: none"> <li>▪ Client advised and referred to mediation and no further work required.</li> </ul>
FE	Settlement with benefit for the client	<ul style="list-style-type: none"> <li>▪ The client received some other benefit not included in the codes below. This may include a pension sharing order or other non-financial benefit such as improved arrangements for the client's children.</li> </ul>
FF	Settlement with no benefit for the client	<ul style="list-style-type: none"> <li>▪ Matter has settled but the client has received no benefit, financial or otherwise.</li> </ul>
FG	Client received lump sum/property adjustment AND periodical payments	<ul style="list-style-type: none"> <li>▪ To be used in cases where the client receives a lump sum or property adjustment order and also periodical payments.</li> </ul>
FH	Client received lump sum/property adjustment	<ul style="list-style-type: none"> <li>▪ To be used in cases where the client has received a lump sum or property adjustment order.</li> </ul>
FI	Client received periodical payments	<ul style="list-style-type: none"> <li>▪ Client received periodical payments only.</li> </ul>

FJ	Liability to pay other side avoided or reduced	<ul style="list-style-type: none"> <li>Benefit to client is that liability claimed by other side or third party is avoided or reduced.</li> </ul>
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**Matter not concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
FT	Client ceased to give instructions	<ul style="list-style-type: none"> <li>Where contact with the client has been lost or the client has indicated that they do not wish to instruct the solicitor further.</li> </ul>
FU	File transferred to another solicitor	<ul style="list-style-type: none"> <li>Client instructs another solicitor in the same matter.</li> </ul>
FV	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>Where the advisor concludes that no further progress can be made or the client does not have sufficient prospects of success to justify further expenditure of legal aid funds.</li> </ul>
FW	Matter proceeding under other CLS Funding where the client is the Applicant	<ul style="list-style-type: none"> <li>Where the client has been granted further CLS Funding to make an application, typically a Family Help (Higher) or Legal Representation certificate.</li> </ul>
FX	Matter proceedings under other CLS Funding where the client is the Respondent	<ul style="list-style-type: none"> <li>Where the client has been granted further CLS Funding as respondent to an application, typically a Family Help (Higher) or Legal Representation certificate.</li> </ul>
FY	Client referred to another contracted supplier for advice in a different category	<ul style="list-style-type: none"> <li>Client is referred to another supplier in a non-family category.</li> </ul>
FZ	Client referred to a non-funded service	<ul style="list-style-type: none"> <li>Client is referred to another organisation.</li> </ul>

## Housing

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
HRNT	Possession - Rent arrears	(a) a claim for possession is made or threatened, <b>and</b> (b) the main apparent reason is arrears of rent or other charges.
HMOR	Possession – Mortgage	(a) a claim for possession is made or threatened, <b>and</b> (b) the party seeking possession is a mortgagee – whether of the client or not.
HPOT	Possession – Other (non-ASB)	(a) a claim for possession is made or threatened, <b>and</b> (b) the main reason is neither rent arrears nor anti-social behaviour <b>and</b> (c) the claimant is not a mortgagee.
HANT	ASBOs – Magistrates/Crown court	<ul style="list-style-type: none"> <li>▪ The main issue is existing or possible claims in the criminal courts arising from alleged anti-social behaviour.</li> </ul>
HDIS	Anti-social behaviour - all other (including those in County Court)	<ul style="list-style-type: none"> <li>▪ The main issue is alleged anti-social behaviour other than in the criminal courts.</li> </ul>
HREP	Disrepair, including public health, environmental and DPA issues	<ul style="list-style-type: none"> <li>▪ The main issue concerns the alleged poor state of residential premises or fixtures or furniture provided or nuisance other than anti-social behaviour.</li> </ul>
HREH	Re-housing (non-homelessness)	<ul style="list-style-type: none"> <li>▪ The main issue is transfers or allocation or legal issues associated with finding alternative housing.</li> </ul>
HHOM	Homelessness /threat of homelessness	<ul style="list-style-type: none"> <li>▪ The main issue is the client’s legal situation in relation to homelessness including social services powers and duties.</li> </ul>
HBFT	Housing benefit	<ul style="list-style-type: none"> <li>▪ The main issue concerns housing benefits.</li> </ul>
HULE	Harassment/unlawful eviction	<ul style="list-style-type: none"> <li>▪ The main issue is a claim or potential claim under the Protection from Eviction Act 1977 or in relation to a breach of covenant for quiet enjoyment.</li> </ul>
HLAN	Landlord & tenant: Other terms and conditions	<ul style="list-style-type: none"> <li>▪ The main issue concerns other matters between landlord and tenant including service charges, deposits and all implied or express terms of occupation.</li> </ul>
HOOT	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

HPPO	The client is subject to possession proceedings	
HPWA	The client is making an application to stay or suspend a warrant of eviction	
HPCO	Charging Order - the client is trying to stop the forced sale of their home	

## **Part II: Who the matter involves**

Use the code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
HPUB	Client has local authority landlord	<ul style="list-style-type: none"> <li>Includes local authorities whose stock is managed by an ALMO.</li> </ul>
HPRI	Client has private landlord	<ul style="list-style-type: none"> <li>Landlords other than local authorities and social landlords.</li> </ul>
HHAC	Client has other social landlord	<ul style="list-style-type: none"> <li>Registered social landlords, co-ops, housing action trusts.</li> </ul>
HNAS	Client has NASS accommodation	<ul style="list-style-type: none"> <li>Accommodation provided by NASS/requires NASS advice.</li> </ul>
HOWN	Client is owner occupier	<ul style="list-style-type: none"> <li>Freeholders, long leaseholders, shared ownership.</li> </ul>
HHLS	Client is homeless	<ul style="list-style-type: none"> <li>As defined in homelessness legislation plus people living in homes of friends, squatters and street homeless.</li> </ul>
HLAN	Client is landlord	<ul style="list-style-type: none"> <li>Main issue relates to client's rights as landlord or licensor.</li> </ul>
HOTH	Other	<ul style="list-style-type: none"> <li>This code should only be used if the client does not fall into one of the above categories.</li> </ul>

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the "highest" level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
HA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>

HB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
HC	Putting case for the client	<ul style="list-style-type: none"> <li>Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
HD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

### **Matter concluded**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

If two or more categories apply (apart from both HA and HB where you should use HC) choose the one that appears to be the most significant for the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
HA	Client receives damages or property	<ul style="list-style-type: none"> <li>Any lump sum payment to client including any paid in reduction of rent. Any property right successfully asserted.</li> </ul>
HB	Client receives new or increased periodical payment	
HC	Client receives damages or property and new or increased periodical payment	<ul style="list-style-type: none"> <li>Both HA and HB apply.</li> </ul>
HD	Sum owed by client to a third party is reduced or is less than claimed	<ul style="list-style-type: none"> <li>A lump sum claim by a third party is successfully defended or the amount payable is less than claimed.</li> </ul>
HE	Liability of client to make regular payments is reduced or is less than claimed	<ul style="list-style-type: none"> <li>A claim for a periodic amount by a third party is successfully defended or the amount payable is less than claimed.</li> </ul>
HF	Client housed, re-housed or retains home	<ul style="list-style-type: none"> <li>Applies only where possession or re-housing is in issue.</li> </ul>
HG	Repairs or improvements to the client's home	<ul style="list-style-type: none"> <li>Work done on the home or furniture/fixtures installed or improved.</li> </ul>

HH	Opponent/other party action benefits client	<ul style="list-style-type: none"> <li>Third party takes action.</li> </ul>
HI	Opponent/other party action prevented	<ul style="list-style-type: none"> <li>Third party is dissuaded from taking action (other than possession cases).</li> </ul>
HJ	Opponent/other party action delayed	<ul style="list-style-type: none"> <li>Extra time is gained – commonly in possession cases or rent payments are rescheduled.</li> </ul>
HK	Client secures explanation or apology	<ul style="list-style-type: none"> <li>Following a complaint or query of some kind to a third party.</li> </ul>
HL	Client advised and enabled to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
HM	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
HU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
HV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>Includes full or investigative help certificates.</li> </ul>
HW	Client referred to another organisation	<ul style="list-style-type: none"> <li>Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>Does not cover referral of different but connected cases.</li> </ul>
HX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
HY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
HZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

## Mental Health

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

General principle: That this will be used to specify the **main legal issue**, and **not** the means by which it was addressed.

Code	Description	Guidance
MHDC	Patient is seeking discharge	<ul style="list-style-type: none"> <li>▪ Applies to all forms of discharge from hospital and/or section and from one hospital to another (e.g. to one of lesser security).</li> <li>▪ May be achieved by any applicable means (e.g. Mental Health Review Tribunal, Hospital Managers' Hearing, via representations to Responsible Medical Officer or Home Office).</li> </ul>
MHAS	Seeking treatment following admission	<ul style="list-style-type: none"> <li>▪ Applies where a hospital patient is not yet receiving some treatment which the patient feels is required.</li> </ul>
MHNS	Seeking treatment – not yet admitted	<ul style="list-style-type: none"> <li>▪ Applies where a patient in the community is not receiving some treatment and/or is being declined admission to hospital which the patient feels is required.</li> </ul>
MHTM	Problem with treatment/medication	<ul style="list-style-type: none"> <li>▪ Applies to any dispute or query regarding any form of treatment (which is very widely defined) in hospital or in the community (not falling within MHAS or MHNS categories above).</li> </ul>
MHMC	Mental capacity issue (non-“Bournewood”)	<ul style="list-style-type: none"> <li>▪ Applies where capacity or the lack of capacity to do or consent to anything is the principal issue (excluding “Bournewood” type cases).</li> </ul>
MHBW	“Bournewood” case (Mental Capacity Act 2005)	<ul style="list-style-type: none"> <li>▪ Applies where the principal issue is the detention of a mentally incapacitated passive patient under the Mental Capacity Act 2005 and relevant amendments.</li> </ul>
MHDR	Displacement of nearest relative	<ul style="list-style-type: none"> <li>▪ Applies where an action may be or has been brought under s.29 Mental Health Act 1983 and relevant amendments.</li> </ul>
MHHA	Other problem during hospital admission	<ul style="list-style-type: none"> <li>▪ Applies to any matter concerning an in-patient not covered above.</li> </ul>
MHCM	Other problem in the community	<ul style="list-style-type: none"> <li>▪ Applies to any matter concerning a patient in the community not covered above.</li> </ul>
MHOR	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Use the one code that best describes the status of the main person involved in the case (likely to be the client) as it relates to their main legal issue (described in the 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
MOUT	Outpatient living in the community (not under section)	
MCOM	Under Supervised Community Treatment order	<ul style="list-style-type: none"> <li>Use only if and when this becomes law.</li> </ul>
MSUP	Subject to aftercare under supervision	<ul style="list-style-type: none"> <li>Applies to a patient subject to the regime under ss.25A-25J Mental Health Act 1983.</li> </ul>
MCON	Conditionally discharged patient	<ul style="list-style-type: none"> <li>Applies to a patient who has been conditionally discharged under s.73 Mental Health Act 1983 and remains so.</li> </ul>
MGUA	Subject to s7 guardianship	<ul style="list-style-type: none"> <li>Applies to a patient who is subject to the arrangements made under ss.7-10 Mental Health Act 1983.</li> </ul>
MINF	An informal/voluntary patient in hospital	<ul style="list-style-type: none"> <li>Including a "Bournewood" patient.</li> </ul>
MPAT	Under Part II MHA in hospital	<ul style="list-style-type: none"> <li>Applies to a patient liable to be detained in a hospital under any provision in Part II Mental Health Act 1983.</li> </ul>
MSCR	Under Part III MHA in hospital	<ul style="list-style-type: none"> <li>Applies to a patient liable to be detained in a hospital under any provision in Part III Mental Health Act 1983.</li> </ul>
MREL	A (relative or) nearest relative of a patient	
MOTH	Other	<ul style="list-style-type: none"> <li>This code should only be used if the client does not fall into one of the above categories.</li> </ul>

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the "highest" level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
MA	Advice only	<ul style="list-style-type: none"> <li>Applies where only advice is given and no further or follow-up work is required: an "open and close" type of matter.</li> </ul>
	Casework <b>without</b> representation at <i>either</i> Hospital	<ul style="list-style-type: none"> <li>Applies to a matter where any further or follow-up work is</li> </ul>

MB	Managers' hearing <i>or</i> MHRT	required but does not include representation at either a Hospital Managers' hearing or before the Mental Health Review Tribunal.
MC	Representation at Hospital Managers' hearing	<ul style="list-style-type: none"> <li>Applies to any matter which included representation at a Hospital Managers' hearing but did not require representation before the Mental Health Review Tribunal.</li> </ul>
MD	Representation at MHRT	<ul style="list-style-type: none"> <li>Applies to any matter which required representation before the Mental Health Review Tribunal, regardless of other work carried out on the case. NB This code <b>should not be used if no hearing took place</b>. Matters where a hearing was scheduled but was cancelled for any reason and at any point should not be recorded here.</li> </ul>

## Outcome for the client

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the most significant outcome for the legal issue described by the matter type.

### Matter concluded

Code	Description	Guidance
MA	Immediate/absolute discharge	<ul style="list-style-type: none"> <li>Applies where the outcome is that the patient immediately leaves hospital, ceases to be liable to be detained in a hospital or subject to recall to a hospital, regardless of how this was achieved.</li> </ul>
MB	Delayed/conditional/deferred or varied conditional discharge	<ul style="list-style-type: none"> <li>Applies where the outcome is that the patient will be discharged on a future date (delayed discharge) or ceases to be liable to be detained but remains subject to recall (conditional discharge) or remains liable to be detained but should cease to be so when the conditions of discharge are satisfied (deferred conditional discharge) or the conditions of a patient subject to recall have been varied (varied conditional</li> </ul>

		discharge) - regardless of how this was achieved.
MC	Aftercare under supervision ceases <i>or</i> guardianship ceases	<ul style="list-style-type: none"> <li>Applies where a patient ceases to be subject to the regime under ss.25A-25J Mental Health Act 1983 or is discharged from the arrangements made under ss.7-10 Mental Health Act 1983.</li> </ul>
MD	Discharged to prison <i>or</i> referred to Parole Board for release	<ul style="list-style-type: none"> <li>Generally this will follow from a deliberation by the Mental Health Review Tribunal under s.74 Mental Health Act 1983 but should be used regardless of how this was achieved.</li> </ul>
ME	Statutory recommendation for leave	<ul style="list-style-type: none"> <li>Applies where the Mental Health Review Tribunal make a suitable recommendation under s.72(3)(a) Mental Health Act 1983.</li> </ul>
MF	Statutory recommendation for transfer to another hospital	<ul style="list-style-type: none"> <li>Applies where the Mental Health Review Tribunal make a suitable recommendation under s.72(3)(a) Mental Health Act 1983.</li> </ul>
MG	Statutory recommendation for guardianship/aftercare under supervision	<ul style="list-style-type: none"> <li>Applies where the Mental Health Review Tribunal make a suitable recommendation under s.72(3)(a) or s.72(3A)(a) Mental Health Act 1983.</li> </ul>
MH	Extra-statutory recommendation	<ul style="list-style-type: none"> <li>Applies where the Mental Health Review Tribunal or Hospital Managers make an informal recommendation in respect of any kind of patient.</li> </ul>
MI	Reclassification of form(s) of mental disorder	<ul style="list-style-type: none"> <li>Applies where the Mental Health Review Tribunal make a decision under s.72(5) Mental Health Act 1983.</li> </ul>
MJ	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
MK	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
MU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"><li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li></ul>
MV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"><li>▪ Includes full or investigative help certificates.</li></ul>
MW	Client referred to another organisation	<ul style="list-style-type: none"><li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li><li>▪ Does not cover referral of different but connected cases.</li></ul>
MX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"><li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li></ul>
MY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"><li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li></ul>
MZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"><li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li></ul>

# Personal Injury

## Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

### Part I: What the matter is about

Code	Description	Guidance
PMIN	Physical injury (full recovery in 1 year)	
PMOD	Physical injury (full recovery in 3 years)	
PPER	Physical injury (with persistent problems) (e.g. permanent scarring, ongoing pain etc.)	<ul style="list-style-type: none"> <li>▪ Permanent scarring, ongoing pain etc.</li> </ul>
PPSY	Psychiatric injury	
PBDA	Brain damage to an adult	
PBDM	Brain damage to a minor	
PCAT	Catastrophic injury rendering the client dependent upon others for care (spinal injury, brain damage etc.)	<ul style="list-style-type: none"> <li>▪ The most serious of injuries including a mixture of type of injury e.g. spinal injury and incontinence or renal failure requiring dialysis.</li> </ul>
PFAT	Fatal injury	
POTH	Other	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

### Part II: Reason why matter is in scope

Code	Description	Guidance
PSEC	Serious wrongdoing, etc., by Public Authority	
PCIC	CICA Claim	
PSAS	Sexual assault	
PCVL	Abuse of a child or vulnerable adult	

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
PA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
PB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
PC	Putting case for the client	<ul style="list-style-type: none"> <li>Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.</li> </ul>
PD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	
PA	Client receives damages	
PB	Client receives periodical payments	
PC	Client receives periodical payments and damages	
PD	Apology obtained	<ul style="list-style-type: none"> <li>Apology obtained but no damages.</li> </ul>
PE	Client advised and able to plan and/or manage their affairs better	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in</li> </ul>

		future.
PF	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
PU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
PV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>▪ Includes full or investigative help certificates.</li> </ul>
PW	Client referred to another organisation	<ul style="list-style-type: none"> <li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>▪ Does not cover referral of different but connected cases.</li> </ul>
PX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
PY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
PZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

## Public Law

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

#### Part I: What the matter is about

Code	Description	Guidance
BPBA	Ultra vires act/failure to act by Public Body	<ul style="list-style-type: none"> <li>▪ Where the predominant ground for challenge arises from a breach of statutory duty or an act which is taken without lawful authority.</li> </ul>
BEOD	Unlawful exercise of discretion	<ul style="list-style-type: none"> <li>▪ Where the predominant ground for challenge arises from the exercise of a power by a public body. For example where a public body has taken a decision and where the client does not seek to challenge the authority to make the decision but rather the outcome. This category would include challenges based on grounds that the decision maker has failed to take into account a relevant consideration or has taken into account an irrelevant consideration. It would also cover irrationality challenges.</li> </ul>
BPRO	Claim based on procedural unfairness	<ul style="list-style-type: none"> <li>▪ Where the predominant ground for challenge arises from a perceived flaw in the procedure adopted by the decision maker. This category would be appropriate for cases which are based on process rather than outcome challenges e.g. bias.</li> </ul>
BDIS	Discrimination	<ul style="list-style-type: none"> <li>▪ Where the predominant ground for challenge arises from discrimination.</li> </ul>
BHRA	HRA claim	<ul style="list-style-type: none"> <li>▪ Where the predominant ground for challenge arises from the application of HRA.</li> </ul>
BMAL	Maladministration	<ul style="list-style-type: none"> <li>▪ Where the issues in dispute are being pursued by way of an ombudsman scheme.</li> </ul>

BRDP	Application of regulatory or disciplinary procedure	<ul style="list-style-type: none"> <li>Where, for example, a dispute concerns a decision by the Office for the Supervision of Solicitors, the General Medical Council, OFCOM etc.</li> </ul>
BOTH	Other	<ul style="list-style-type: none"> <li>This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>

## **Part II: Who the matter involves**

Decision, act or omission by:

Code	Description	Guidance
BCGD	Central Government Department/Agency	
BLOC	Local Authority	
BHSP	Health service provider	
BESP	Education service provider	
BPUB	Public Utility	
BPRI	Private Company/organisation providing other public services	
BOTH	Other	
BNAS	NASS advice	

## **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

Code	Description	Guidance
BA	First meeting	<ul style="list-style-type: none"> <li>Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
BB	Further work	<ul style="list-style-type: none"> <li>Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
	Putting the case for client	<ul style="list-style-type: none"> <li>Includes correspondence</li> </ul>

BC		with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of representations and evidence for tribunals etc.
BD	Representation at court/tribunal	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

## **Outcome for the client**

Please enter a code from the category list showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
BA	Client receives damages or property	
BB	Client receives new or increased periodical payments	
BC	Client receives damages or property and new or increased periodical payments	
BD	Sum owed by client to a third party is reduced or is less than claimed	
BE	Liability of client to make regular payments is reduced or is less than claimed	
BF	Client secures re-determination	<ul style="list-style-type: none"> <li>▪ The matter is concluded with a non-financial benefit for the client. This code should be used if the client is successful in procuring a quashing of a disputed decision and the taking of a fresh decision (regardless of the outcome of the new decision).</li> </ul>
BG	Client secures new, resumed or improved services	
BH	Client secures other substantive non-financial benefit	<ul style="list-style-type: none"> <li>▪ The matter is concluded with a non-financial benefit for the client. This code would be appropriate for cases which involve a vires challenge (see code BPBA above).</li> </ul>
BI	Opponent/other party action	

	prevented	
BJ	Opponent/other party action delayed	
BK	Client secures apology or explanation	
BL	Client advised and able to plan and/or manage their affairs better.	<ul style="list-style-type: none"> <li>Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
BM	Matter concluded otherwise	<ul style="list-style-type: none"> <li>This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
BU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"> <li>Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li> </ul>
BV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"> <li>Includes full or investigative help certificates.</li> </ul>
BW	Client referred to another organisation	<ul style="list-style-type: none"> <li>Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li> <li>Does not cover referral of different but connected cases.</li> </ul>
BX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"> <li>Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li> </ul>
BY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"> <li>Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li> </ul>
BZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"> <li>Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li> </ul>

## Welfare Benefits

### Matter Type

The matter type must reflect the most significant legal issue dealt with during the case.

### Part I: What type of benefit is involved

Code	Description	Guidance
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	<ul style="list-style-type: none"> <li>▪ <b>At the end of the case</b> please record the most significant legal issue dealt with (e.g. a client has a query about backdating housing benefit and a reassessment of income support. The backdating issue was dealt with quickly through correspondence and the reassessment issue went to appeal. This case should be recorded as WIST WAPL).</li> <li>▪ If a client simply wanted general benefits advice then please code as WMUL WOTH.</li> </ul>
WOTH	Other benefits	
WESA	Employment and Support Allowance	

### Part II: What does the matter involve

Where the matter involves more than 1 code, record the highest level the matter reached: e.g. if a matter starts as a reassessment of benefits and proceeds to an appeal report it as WAPL. Where the matter concerns more than 1 issue report the most significant legal issue for the client.

Code	Description	Guidance
WREA	Reassessment of benefits	<ul style="list-style-type: none"> <li>▪ Where entitlement to benefit is being reassessed by the DWP/LA/IR.</li> </ul>
WREV	Revision/supersession	<ul style="list-style-type: none"> <li>▪ Where the client requests review or supersession of a</li> </ul>

		decision.
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	<ul style="list-style-type: none"> <li>▪ This category should only be used where the most significant legal issue in the case does not fall within any of the above categories.</li> </ul>
WNAS	NASS advice	

### **Stage Reached**

Please enter the code from the category list provided showing what stage has been reached in the case. This should correspond to the “highest” level of assistance provided to the client.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
WA	Initial instructions/attendance	<ul style="list-style-type: none"> <li>▪ Matters which conclude after the first meeting with the client, where no further work is undertaken beyond confirming instructions and giving advice, including the confirmation of advice letter.</li> </ul>
WB	Further work	<ul style="list-style-type: none"> <li>▪ Work beyond the first meeting, not including the confirmation of advice letter, including work preparatory to putting the case for the client. Applies where further work (e.g. investigative work) has been carried out but there has been no contact with the potential opposing party (other than for the purposes of investigation).</li> </ul>
WC	Putting case for the client	<ul style="list-style-type: none"> <li>▪ Includes correspondence with opposing party for the purposes of putting the case. Includes pre-action protocol letters and any communication with a third party that constitutes substantively putting the case for the client. Includes preparation of</li> </ul>

		representations and evidence for tribunals etc.
WD	Representation at Court/Tribunal/Social Security Commissioner's Appeal Hearing	<ul style="list-style-type: none"> <li>▪ Applies where solicitors have provided or arranged representation before courts and tribunals (including representation provided pro bono or under other funding).</li> </ul>

### **Outcome for the client**

Please enter a code from the category list provided showing what outcome has been reached for the client. This must be the outcome for the legal issue described by the matter type.

### **Matter concluded**

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
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	<ul style="list-style-type: none"> <li>▪ Applies where, as result of your advice or assistance, the matter for which advice was sought concludes and your client is better able to plan or manage their own affairs in future.</li> </ul>
WG	Matter concluded otherwise	<ul style="list-style-type: none"> <li>▪ This should only be used if there is no outcome of the most significant legal issue in the case which is covered by one of the above categories.</li> </ul>

### **Matter not concluded**

Use the following codes only where you do not know the outcome.

<b>Code</b>	<b>Description</b>	<b>Guidance</b>
WU	Matter stopped on advisor's recommendation	<ul style="list-style-type: none"><li>▪ Matter stopped on the basis of advisor's opinion that continuation does not justify continued public funding (includes unfavourable opinions from experts or informal advice from counsel).</li></ul>
WV	Matter proceeded under other CLS Funding	<ul style="list-style-type: none"><li>▪ Includes full or investigative help certificates.</li></ul>
WW	Client referred to another organisation	<ul style="list-style-type: none"><li>▪ Includes referrals about the same matter to other solicitors, charities or special interest groups and support services etc.</li><li>▪ Does not cover referral of different but connected cases.</li></ul>
WX	Client advised and taking action themselves or with the help of a third party	<ul style="list-style-type: none"><li>▪ Applies where you advise that you are unable to assist but the client carries on by themselves or with help from others.</li></ul>
WY	Client advised and third party action or decision awaited	<ul style="list-style-type: none"><li>▪ Applies where the client has sought advice and assistance before third party action has been taken or decision received.</li></ul>
WZ	Outcome not known/client ceased to give instructions	<ul style="list-style-type: none"><li>▪ Applies where a case has ended because the client has failed to give instructions, withdrawn instructions, or the matter has been ended for other reasons before the outcome is known.</li></ul>

## Immigration

**Important Note** - Assigning the correct Matter Type code is essential because it is these codes that are used by the Commission's computer system to work out whether the matter is payable through Standard Fees (with any applicable additional payments) or hourly rates based on the actual costs reported on the monthly CMRF submissions.

The codes are unique to each contract category to allow category identification. Matter Type has been divided into Part 1 and 2. Both parts must be filled in for each individual case. **Only one code from Part 1 and one code from Part 2 must be recorded.** When completing the CMRF you should address the following questions:

- a) Is it an asylum or immigration case? See Paragraph 8.7 of the 2010 Standard Civil Contract Specification section 8 for a definition of an Asylum case.
- b) Did the matter commence Pre 1<sup>st</sup> October 2007 or on/Post 1<sup>st</sup> October 2007?
- c) Does the matter fall within or outside of the Standard Fee Scheme? See Paragraphs 8.83 of the 2010 Standard Civil Contract Specification – Section 8.
- d) Was the work undertaken under Legal Help (LH) or Controlled Legal Representation (CLR)?

**Important Note:** Please note that from 15 February 2010, under the Tribunal and Courts Enforcement Act 2007 the following reference changes will become effective.

Reference pre 15 February 2010	Corresponding reference post 15 February 2010
Asylum and Immigration Tribunal (AIT)	First Tier Tribunal
Application for review	Application for permission to appeal to the Upper Tribunal
Reconsideration stage	Upper Tribunal

Although the reference changes above will take effect from February 2010, the Code Descriptions on CWA will not change.

Where you are seeking to report work commenced prior to 15 February 2010, the corresponding post-15 February code as detailed below should be used.

**Examples:**

- 1) Where you commenced an asylum appeal before the AIT, which was determined in January 2010, but are seeking to report a completed claim in March 2010, the appropriate Stage Reached Code will remain as IH.
- 2) If in March 2010 you commenced work in relation to a hearing before the Upper Tribunal and sought to report this claim, you would use Matter Type 2 code **IRAR - Review and Reconsideration Work - Subject to a Costs Order.**
- 3) Similarly, if you had commenced work in relation to a Reconsideration hearing, which was determined prior to 15 February 2010, which you sought to report after this point, you would again continue to use Matter Type 2 code **IRAR - Review and Reconsideration Work - Subject to a Costs Order.**

## PART 1 (Matters Commenced Pre 1<sup>st</sup> October 2007)

Please note that the four codes listed below should only be used for claims in respect of matters commenced Pre 1<sup>st</sup> October 2007.

<b>Matter Type 1 Codes For Use with Pre 1<sup>st</sup> October 2007 Matters Only</b>		
<b>Fee Scheme</b>	<b>Code</b>	<b>Description</b>
Pre-Oct Hourly Rates	IALH	<b><u>Asylum - Legal Help</u></b> This code should be used for all Asylum LH claims, including: <ul style="list-style-type: none"> <li>- Applications under Article 3 ECHR;</li> <li>- Applications for FLR/ILR where 1951 Convention or Article 3 issues are at stake.</li> </ul>
Pre-Oct Hourly Rates	IMLH	<b>Immigration - Legal Help</b> This code should be used for all Non-Asylum LH claims.
Pre-Oct Hourly Rates	IAAP	<b>Asylum - Appeals (CLR)</b> This code should be used for all Asylum claims involving post-decision work conducted under CLR. Please note that this includes:- <ul style="list-style-type: none"> <li>- Consideration of the First Tier Tribunal decision and advising the client on the merits of making an application for permission to appeal to the Upper Tribunal;</li> <li>- All work in relation to an Upper Tribunal permission application and a hearing before the Upper Tribunal.</li> </ul> <p>This code should be used in respect of appeals that arose from original asylum applications made Pre 1<sup>st</sup> October 2007 regardless of whether the provider was instructed Pre, on or Post 1<sup>st</sup> October 2007.</p>
Pre-October Hourly Rates	IMAP	<b>Immigration - Appeals (CLR)</b> This code should be used for all Non-Asylum claims involving post-decision work conducted under CLR. Please note that this includes:- <ul style="list-style-type: none"> <li>- Consideration of the First Tier Tribunal decision and advising the client on the merits of making an application for permission to appeal to the Upper Tribunal</li> <li>- All work in relation to an Upper Tribunal permission application and a hearing before the Upper Tribunal.</li> </ul> <p>This code should be used in respect of appeals that arose from Non-Asylum applications made Pre 1<sup>st</sup> October 2007 <u>but</u> only where the provider was instructed under LH or CLR Pre 1<sup>st</sup> October 2007.</p>

## PART 1 (Matters Commenced Under the Standard Fee Scheme)

Please note that all Asylum and Non-Asylum Controlled Work that is not subject to exclusive contracting is remunerated under the Standard Fee Scheme with the exception of those matters listed under Paragraph 8.83 of the 2010 Standard Civil Contract Specification Section 8, which are paid at hourly rates.

**Important Note** – The 6 Matter Type Part 1 codes (see below) that have been set aside for matters commenced on or Post 1<sup>st</sup> October 2007 under the Standard Fee Scheme automatically trigger fixed fees and/or additional payments. Please ensure that they are only used for claims that are remunerated under the Standard Fee Scheme. The payments applicable to Standard fee Scheme claims appear in Tables 4(a), 4(b) and (c) of the Payment Annex of the 2010 Standard Civil Contract.

There are some “excluded services” and certain types of work that are (or will be) subject to exclusive contracting arrangements and paid at hourly rates outside of the Standard Fee

Scheme. Generally this work may only be undertaken by an exclusive contract provider (in which case the 6 Matter Type Part 1 codes listed below would not be used and instead the 4 Matter Type 1 codes set aside for matters commenced on/Post 1<sup>st</sup> October 2007 but falling outside of the Standard Fee Scheme would be used), however there are exceptions to this rule which mean that occasionally non-exclusive providers may undertake this work. Where non-exclusive providers undertake work that is ordinarily subject to exclusive contracting arrangements, they will be remunerated under the Standard Fee Scheme and, as such, the 6 Matter Type 1 codes listed below should be used.

Where a matter starts off under the Standard Fee Scheme and later switches to hourly rates, providers should work up until the end of the current Standard Fee Schemestage. One of the 6 Matter Type 1 codes listed below should be used when claiming for the work up until the end of the current Standard Fee Scheme stage. One of the 4 Matter Type 1 codes set aside for non-Standard Fee Schemematters commenced on or Post 1<sup>st</sup> October 2007 would then be used for any subsequent claims.

<b>Matter Type 1 Codes For Use with Post 1<sup>st</sup> October 2007 Standard Fee Matters Only</b>		
<b>Fee Scheme</b>	<b>Code</b>	<b>Description</b>
Standard Fee Matter	IALB	<p><b>Asylum - Stage 1 (LH)</b>            This Matter Type 1 code should only be used to claim for Asylum LH work conducted under Stage 1 of the Standard Fee Scheme. See paragraphs 8.69 of the 2010 Standard Civil Contract Specification section 8.            This code should be used regardless of whether you have attended a Home Office interview or not. It covers:-</p> <ul style="list-style-type: none"> <li>- All Stage 1 (LH) Asylum claims where the asylum application was made on/after 1<sup>st</sup> October 2007;</li> <li>- FLR/ILR applications engaging the Refugee Convention and/or Article 3 ECHR where the original asylum application was made on/after 1<sup>st</sup> October 2007.</li> </ul>
Standard Fee Matter	IACA	<p><b>Asylum - Stage 2a (CLR)</b>            This Matter Type 1 code should only be used to claim for Asylum CLR work conducted under Stage 2a of the Standard Fee Scheme.</p> <p>This code covers all Stage 2a (CLR) Asylum appeal claims where the asylum application was made on/after 1<sup>st</sup> October 2007, <u>and</u> where you <u>did not</u> attend a substantive hearing before the First Tier Tribunal.</p> <p>If the matter proceeds to a substantive First Tier Tribunal appeal hearing a Stage 2a claim <b>cannot be made</b>.</p>
Standard Fee Matter	IACB	<p><b>Asylum - Stage 2b (CLR)</b>            This Matter Type 1 code should only be used to claim for Asylum CLR work conducted under Stage 2b of the Standard Fee Scheme. See paragraph 8.72 of the 2010 Standard Civil Contract Specification section 8.</p> <p>This code covers all Stage 2b (CLR) Asylum appeal claims where the asylum application was made on/after 1<sup>st</sup> October 2007, <u>and</u> where you attended a substantive hearing before the First Tier Tribunal.</p> <p>If the matter does not proceed to a substantive First Tier Tribunal appeal hearing (e.g. it concludes after the CMRH) a Stage 2b claim <b>cannot be made</b>. Instead a Stage 2a claim should be made.</p>

Standard Fee Matter	IMLB	<p><b>Non-Asylum - Stage 1 (LH)</b>  This Matter Type 1 code should only be used to claim for Non-Asylum LH work conducted under Stage 1 of the Standard Fee Scheme. See paragraphs 8.6915 of 2010 Standard Civil Contract Specification section 8.</p> <p>This code covers all Stage 1 (LH) Non-Asylum claims <b>where the matter was opened by you</b> under LH on/after 1<sup>st</sup> October 2007. It should be used regardless of whether you have attended a Home Office interview or not.</p>
Standard Fee Matter	IMCA	<p><b>Non-Asylum - Stage 2a (CLR)</b>  This Matter Type 1 code should only be used to claim for Non-Asylum CLR work conducted under Stage 2a of the Standard Fee Scheme. See paragraph 8.71 of the 2010 Standard Civil Contract Specification section 8.</p> <p>This code covers all Stage 2a (CLR) Non-Asylum appeal claims <b>where the matter was opened by you</b> under LH or CLR on/after 1<sup>st</sup> October 2007, <u>and</u> where you <u>did not</u> attend a substantive hearing before the First Tier Tribunal.</p> <p>If the matter proceeds to a substantive First Tier Tribunal appeal hearing a Stage 2a claim <b>cannot be made</b>.</p>
Standard Fee Matter	IMCB	<p><b>Non-Asylum - Stage 2b (CLR)</b>  This Matter Type 1 code <b>should only be used</b> to claim for Non-Asylum CLR work conducted under Stage 2b of the Standard Fee Scheme (see paragraph 8.72 of the 2010 Standard Civil Contract Specification section 8).</p> <p>This code covers all Stage 2b (CLR) Non-Asylum appeal claims <b>where the matter was opened by you</b> under LH or CLR on/after 1<sup>st</sup> October 2007, <u>and</u> where you attended a substantive hearing before the First Tier Tribunal.</p> <p>If the matter does not proceed to a substantive First Tier Tribunal appeal hearing (e.g. it concludes after the CMRH) a Stage 2b claim <b>cannot be made</b>. Instead a Stage 2a claim should be made.</p>

**PART 1 (Matters which Commenced on/Post 1<sup>st</sup> October 2007 but which are Excluded from the Standard Fee Scheme).**

The 4 Matter Type 1 codes listed below should only be used for Bail claims and for substantive matters commenced on or Post 1<sup>st</sup> October 2007 which are remunerated outside of the Standard Fee Scheme. This includes fresh asylum claims made on or after 1<sup>st</sup> October 2007 where the original asylum application was lodged Pre 1<sup>st</sup> October 2007. Please note that all Asylum and Non-Asylum Controlled Work that is not subject to exclusive contracting is remunerated under the Standard Fee Scheme with the exception of those matters listed under Paragraph 8.83 of the 2010 Standard Civil Contract Specification section 8 which are paid by hourly rates. The 4 Matter Type 1 codes listed below should therefore only be used if the matter falls within the exceptions listed under Paragraph 11.2 of the Unified Contract – Immigration Specification.

Where a matter starts off under hourly rates and later switches to the Standard Fee Scheme, providers should work up until the end of the current Standard Fee Scheme stage. One of the 4 Matter Type 1 codes listed below should be used when claiming for the work up until the end of the current Standard Fee Scheme stage. One of the 6 Matter Type 1 codes set aside for Standard Fee Scheme claims will then be used for any subsequent claims.

For example, if a client is not initially detained but the application subsequently follows a fast-track process, the whole matter will be remunerated under the Standard Fee Scheme (assuming the non-exclusive provider that originally advised the client continues to act after the matter goes into fast-track). In these circumstances additional travel and waiting costs may be claimed and the 4 Matter Type 1 codes listed below should not be used. Instead, one of the 6 Matter Type 1 codes set aside for Standard Fee Scheme claims (see above) should be used.

<b>Matter Type 1 Codes For Use Only with Non Standard Fee Scheme Matters Opened on/after 1<sup>st</sup> October 2007</b>		
<b>Fee Scheme</b>	<b>Code</b>	<b>Description</b>
Post-Oct Hourly Rates	IAXL	<p><b>Asylum – LH Work Not Subject to the Standard Fee Scheme</b> This code should be used for all Asylum LH claims not remunerated under the Standard Fee Scheme (see Paragraph 8.83 of the 2010 Standard Civil Contract Specification section 8).</p> <p>Examples of when this code should be used include:</p> <ul style="list-style-type: none"> <li>- LH work in relation to a fresh asylum application or active review where the original asylum application was lodged prior to 1<sup>st</sup> October 2007; Any LH bail only work;</li> <li>- LH work undertaken by an exclusive provider on behalf of a detained client;</li> <li>- LH work on behalf of an unaccompanied asylum-seeking child (UASC).</li> <li>- LH work involving considering the merits of making an application for permission to appeal to the Upper Tribunal on behalf of a new client (i.e. one that you did not represent at their appeal) but where an application for permission is not subsequently made.</li> </ul>
Post-Oct Hourly Rates	IAXC	<p><b>Asylum – CLR Work Not Subject to the Standard Fee Scheme</b> This code should be used for all Asylum CLR claims not remunerated under the Standard Fee Scheme (see Paragraph 8.83 of the 2010 Standard Civil Contract Specification section 8).</p> <p>Examples of when this code should be used include:</p> <ul style="list-style-type: none"> <li>- CLR work in relation to a fresh asylum application or active review where the original asylum application was lodged prior to 1<sup>st</sup> October 2007;</li> <li>- Any bail CLR work;</li> <li>- CLR work undertaken by an exclusive provider on behalf of a detained client;</li> <li>- CLR work on behalf of an unaccompanied asylum-seeking child (UASC).</li> <li>- CLR work in relation to an application for permission to appeal to the Upper Tribunal and any subsequent hearing before the Upper Tribunal.</li> </ul>
Post-Oct Hourly Rates	IMXL	<p><b>Non-Asylum – LH Work Not Subject to the Standard Fee Scheme</b> This code should be used for all Non-Asylum LH claims not remunerated under the Standard Fee Scheme.</p> <p>Examples of when this code should be used include:</p> <ul style="list-style-type: none"> <li>- LH work undertaken by an exclusive provider on behalf of a detained client;</li> <li>- LH work involving considering the merits of making an application for permission to appeal to the Upper Tribunal on behalf of a new client (i.e. one that you did not represent at their appeal) but where an application for permission is not subsequently made.</li> </ul>

Post-Oct Hourly Rates	IMXC	<p><b>Non-Asylum – CLR Work Not Subject to the <u>Standard Fee Scheme</u></b> This code should be used for all Non-Asylum CLR claims not remunerated under the Standard Fee Scheme.</p> <p>Examples of when this code should be used include:</p> <ul style="list-style-type: none"> <li>- CLR work undertaken by an exclusive contractor on behalf of a detained client;</li> <li>- CLR work in relation to an application for permission to appeal to the Upper Tribunal and any subsequent hearing before the Upper Tribunal.</li> </ul>
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## PART 2

<b>Matter Type 2 Codes</b>	
<b>Code</b>	<b>Description</b>
IASU	<p><b>Information and Representation at ASU</b> Please note that this code <b>should not be used</b> until exclusive contracts have been awarded by the LSC. Thereafter it will cover claims from exclusive contract providers that involve one-off advice to clients at an ASU.</p>
IBAI	<p><b>Bail (Hourly Rates)</b> This Matter Type 1 code should be used for claims involving advice in relation to a bail application. If bail work is undertaken as part of a client’s substantive immigration/asylum matter any bail work must be claimed separately from any work on the substantive matter. The only exception to this is where bail work has been undertaken as part of a substantive matter which commenced pre 1<sup>st</sup> October 2007.</p> <p>See separate Bail section below for further guidance regarding claiming Bail matters.</p>
ICOA	<p><b>Application to AIT for Leave to Appeal to Court Of Appeal (Hourly Rates)</b></p> <p><b>NB. From 15 February 2010, this code will also apply to an application to the Upper Tribunal for Leave to Appeal to Court Of Appeal – Advice on merits (Hourly Rates)</b></p> <p>This code should be used where advice is given to a <u>new client</u> in relation to the merits of making an application (to the Upper Tribunal) for leave to appeal to the Court Of Appeal following an unsuccessful Upper Tribunal hearing.</p> <p>This code should also be used where advice is given to a <u>new client</u> regarding applying directly to the Court of Appeal for leave to appeal after a 3 judge First Tier Tribunal panel hearing.</p> <p>This code <b>should not be used</b> where you are making the application for leave after having represented the client at an Upper Tribunal hearing. In these circumstances code “IRAR” or “IRHO” should be used and the costs included within the costs incurred for the Upper Tribunal claim.</p> <p>Please note that where it is considered that the merits test has not been met and the matter is to be reported closed under legal help Stage Reached Code “IE” and Outcome Code “IY” <b>must be used</b>.</p>
ICZN	<b>Obtaining citizenship/nationality</b>

IDAS	<p><b>Detention Duty Advice Surgery (Paid at Set Rate)</b>  This Matter Type 1 code should be used where advice has been provided to a client at a Detention Duty Advice Surgery by an exclusive provider.</p> <p>Please note that Matter Type 1 code “IAXL” should be used for all Detention Duty Advice Surgery claims.</p> <p>Stage Reached code “IE” and Outcome code “IX” should be used for all consolidated Detention Duty Advice Surgery claims.</p> <p>See separate section below for further guidance on how to make a consolidated claim.</p>
IEAP	<p><b>Early Legal Advice Project (ELAP) Cases</b>  This code <b>should only be used</b> for <b>Legal Help</b> claims relating to clients seen under the Early Legal Advice Project in the Midlands and Eastern region.</p> <p>ELAP matters are payable at Hourly Rates under Legal Help, whilst the CLR First Tier appeal stage is be payable under the Standard Fee Scheme..</p> <p><b>This code should only be used in relation to the Legal Help stage; all First Tier appeal work should be reported using Matter Type II code IGOL.</b></p>
IEMP	<p><b>Employment Application/Appeal</b>  This code covers Non-Asylum applications/appeals in relation to:-</p> <ul style="list-style-type: none"> <li>- work permits;</li> <li>- highly-skilled migrants;</li> <li>- sector-based schemes;</li> <li>- the international graduates scheme;</li> <li>- representatives of overseas newspapers, news agencies or broadcasting organisations;</li> <li>- sole representatives;</li> <li>- domestic workers in private households;</li> <li>- ministers of religion, missionaries and members of religious orders, visiting religious workers and religious workers in non-pastoral roles;</li> <li>- persons with UK ancestry.</li> </ul>
IEUL	<p><b>European Union Law/EEA</b></p>
IFFL	<p><b>“Form Filling” (Hourly Rates)</b>  This code should only be used where legal advice has <b>solely</b> been given in respect of “form-filling” as permitted by Paragraph 8.56-59 of the 2010 Standard Civil Contract Specification section 8.</p> <p>This code <b>should not be used</b> where advice in relation to “form-filling” has been provided as part of a substantive matter. In these circumstances providers should select the Matter Type II code which best describes the substantive matter.</p> <p>Please note that where Matter Type II code “IFFL” is used Stage Reached code “IE” and Outcome Code “IX” <b>must be used</b>.</p>
IFME	<p><b>Family Member Application/Appeal</b>  This code covers Non-Asylum applications/appeals in respect of spouses, fiancées, civil partners, same sex partners, children, parents, grandparents and other dependent relatives.</p>

IFRA	<p><b>Fresh Applications (Hourly Rates or Under Standard Fee Scheme)</b>  This code should be used where advice has been provided in relation to the merits of making a fresh asylum application <u>and</u> where a fresh asylum application is subsequently lodged at the Home Office. The code should also be used where a fresh asylum application has already been lodged but the provider accepts instructions to make further representations.</p> <p>Where a fresh asylum application culminates in an application for permission to appeal to the Upper Tribunal and any subsequent Upper Tribunal hearing, this code <b>should not be used</b> to report the costs incurred at in appealing to the Upper Tribunal. Instead Matter Type 2 code “IRAR” or “IRHO” should be used.</p> <p>For Asylum matters, the Matter Type 1 code will depend on when the original asylum application was made.</p>
IFRB	<p><b>Advice on Merits of a Fresh Application (Hourly Rates or Under Standard Fee Scheme)</b>  This code should be used where advice has been provided in relation to the merits of making a fresh asylum application <u>but</u> where a fresh asylum application is <u>not</u> subsequently lodged at the Home Office. This code should also be used where a fresh asylum application has already been lodged but the provider advises the client that there is no merit in pursuing that application.</p> <p>As with “IFRA” claims, the Matter Type 1 code will depend on when the original asylum application was made.</p>
IFST	<p><b>Fast Track Cases (Hourly Rates or Under Standard Fee Scheme)</b>  This code should be used for all claims (including standby claims) where the client is subject to a Home Office fast-track process.</p> <p>If the client is released from a fast track process but you are continuing to act this code <b>should only be used</b> for claims up until the end of the stage following the client’s release from fast track. Following that the Matter Type 2 code which best describes the substantive matter should be used.</p> <p>Where a fast track matter culminates in an application for permission to appeal to the Upper Tribunal, this code <b>should not be used</b> to report any costs incurred in relation to the appeal to the Upper Tribunal. Instead Matter Type 2 code “IRAR” or “IRHO” should be used.</p> <p>See separate section below for further information on how to make a consolidated claim for Fast Track Standby payments.</p>
IFVI	<p><b>Family Visit Application/Appeal</b>  This code <b>should not be used</b> for Asylum matters.</p>
IGOL	<p><b>Grant/variation of leave to enter/remain</b>  Examples of when this code should be used include:-</p> <ul style="list-style-type: none"> <li>- Where advice is provided to an applicant who had been granted some form of leave (e.g. student) and has applied to vary that leave;</li> <li>- Applications made to vary leave to refugee status whilst having some extant of leave in accordance with the Immigration Act 1971.</li> <li>- Where advice is provided to a client who is without leave (e.g. where the client makes an asylum application at port of arrival).</li> </ul>

IILL	<p><b>Illegal entry</b>  This code <b>should only be used</b> where initial advice has been given to an illegal entrant (e.g. someone without any extant leave to enter/remain or someone specifically termed an “illegal entrant” by the Secretary of State) and you do not proceed to lodge an asylum application.</p> <p><b>If you do proceed to lodge an application Matter Type 2 code “IGOL” should be used.</b></p>
IIRC	<p><b>Immigration Removal Centre Work (Under Standard Fee Scheme Unless Undertaken under an Exclusive Contract)</b>  This code should be used for all substantive claims (i.e. where a New Matter Start has been opened) involving a non-fast track detained client who is not facing imminent removal/deportation, including:</p> <ul style="list-style-type: none"> <li>- Asylum or Non-Asylum clients taken on (under LH or CLR) after a Detention Duty Advice surgery;</li> <li>- Asylum or Non-Asylum clients taken on outside of a Detention Duty Advice Surgery or outside of the Fast Track rota arrangements;</li> </ul> <p>This code should be used even where the client is not detained from the outset but is subsequently detained during the course of a stage. Conversely, if a non-fast track client starts off in detention but is later released this code should only be used up until the next Standard Fee Scheme Stage.</p> <p>This code <b>should not be used</b>:</p> <ul style="list-style-type: none"> <li>- Where the advice provided is limited solely to bail matters – see “IBAI” (above).</li> <li>- For Detention Duty Advice Surgery claims;</li> <li>- Where the client is subject to a fast track process.</li> </ul>
IJRA	<p><b>Judicial Review (Hourly Rates)</b>  This code <b>should only be used</b> where you have provided advice to your client solely on the issue of pursuing a JR application. This includes all work up to applying for a public funding certificate (including pre-action protocol letters).</p> <p>This code <b>should not be used</b> where initial JR advice has been provided as part of a substantive matter. In these circumstances the costs of the JR work should be reported within the claim for the substantive work and the Matter Type 2 code for the substantive matter should be used.</p> <p>Please note that where Matter Type II code “IJRA” is used Stage Reached code “IE” <b>must be used</b> and providers must select whichever Outcome Code from “IU - IZ” is most appropriate.</p>

IMER	<p><b>s103A Review Applications – Advice on Merits (Hourly Rates)</b></p> <p><b>NB. From 15 February 2010 this code will also apply to advice on merits of an application for permission to appeal to the Upper Tribunal.</b></p> <p>This code <b>should only be used</b> for claims where advice has been given to a <u>new</u> client regarding the merits of making an application for permission to appeal to the Upper Tribunal <u>but</u> where an application is <u>not</u> subsequently made. Where an application for permission is made, these costs should be included within the claim for costs in relation to the appeal to the Upper Tribunal– albeit at LH rates.</p> <p>This code <b>should not be used</b> where you have represented the client at the substantive First Tier Tribunal hearing (i.e. it is not a new client). In those circumstances the costs in relation to considering the merits of making an application for permission to appeal to the Upper Tribunal should be included within the “IO” CLR Stage Claim (if you submit the application for permission) or the “IH” First Tier Completed Matter Claim (if you do not submit the application for permission).</p>
INAS	<p><b>NASS only advice</b></p> <p>This Matter Type 1 code should only be used in relation to NMS opened Pre 1<sup>st</sup> October 2007 where the advice given solely relates to a client’s NASS matter. From 1<sup>st</sup> October 2007 NASS advice is no longer within the Immigration category.</p> <p>Instead these matters will fall within another Civil category, most likely Welfare Benefits. They will attract the Contracted Fixed Fee applicable to that category only where the provider has a specific contract in that category. If the provider does not have a contract in that category the Tolerance Fixed Fee will be payable.</p>
IOTH	<p><b>Other</b></p> <p>This Matter Type 1 code <b>should only be used</b> if none of the other Matter Type 1 codes apply. Please note that you <b>must</b> contact your Account/Relationship Manager before using this code.</p>
IOUT	<p><b>Concession/policy outside the rules applies</b></p>
IPAS	<p><b>Pre-ASU Advice (Hourly Rates)</b></p> <p>This code <b>should only be used</b> for LH claims where advice has been given to a client prior to lodging an asylum claim <u>and</u> you then cease to be instructed. The maximum costs that may be claimed using this code are £100 (inclusive of disbursements).</p> <p>Please note that where Matter Type II code “IPAS” is used Stage Reached code “IE” and Outcome Code “IX” <b>must be used</b>.</p>
IPST	<p><b>Telephone Advice to Immigration Client Detained at a Police Station (Paid at Set Rates)</b></p> <p>This Matter Type code should be used where telephone advice has been provided by an exclusive provider to an immigration client detained at the police station.</p> <p>Please note that Matter Type 1 code “IMXL” should be used for all police station telephone advice claims. Stage Reached code “IE” and Outcome code “IX” should be used for all consolidated police station claims.</p> <p>See separate section below for further information on how to make a consolidated claim for Police Station telephone advice work.</p> <p>When claiming for being on standby under the police station telephone advice rota Stage Reached code “IT” and Outcome code “--“ should be used.</p>

IRAR	<p><b>Review and Reconsideration Work - Subject to a Costs Order (Hourly Rates)</b></p> <p><b>NB. From 15 February 2010, this code will also apply to appeals to the Upper Tribunal (excluding Home Office Appeals / Fast Track Cases)</b></p> <p>This code should be used for all claims involving advice/representation in relation to an appeal hearing before the Upper Tribunal. The costs of any application for permission to appeal to the Upper Tribunal should also be included in this claim.</p> <p>Please note that Stage Reached code “IK” must be used whenever a Completed Matter Claim is made in respect of an appeal before the Upper Tribunal.</p>
IRHO	<p><b>Review and Reconsideration Work – Not Subject to a Costs Order (Hourly Rates)</b></p> <p><b>NB. From 15 February 2010, this code will also apply to appeals to the Upper Tribunal, where the Home Office have appealed OR the applicant was subject to the Detained Fast Track process at the time the application for permission was made.</b></p> <p>This code should be used for all claims involving advice/representation in relation to an appeal hearing before the Upper Tribunal where the Home Office has successfully sought permission to appeal or the case is being considered as part of the Fast Track process.</p> <p>Please note that Stage Reached code “IK” must be used whenever a Completed Matter Claim is made in respect of an appeal before the Upper Tribunal.</p>
IRVL	<p><b>Removal/Deportation</b></p> <p>This code should be used where the client faces imminent deportation/removal. For example:</p> <ul style="list-style-type: none"> <li>- Where advice has been given to a foreign national prisoner facing deportation;</li> <li>- Matters involving court-ordered deportation following a conviction in relation to a criminal offence;</li> <li>- Where advice/representation has been provided to a client facing removal after an unsuccessful application/appeal.</li> </ul>
ISTU	<p><b>Student Application/Appeal</b></p> <p>This code <b>should not be used</b> for Asylum matters.</p>
ITWE	<p><b>Training or Work Experience Application/Appeal</b></p> <p>This includes Non-Asylum applications/appeals in respect of au pair placements, working holiday-makers or persons applying to undertake training or work experience in the UK.</p>
IUAD	<p><b>Disputed Unaccompanied Asylum Seeking Children (Hourly Rates)</b></p> <p>This code <b>should only be used</b> in those matters where it is disputed whether the client is a minor.</p>
IUAS	<p><b>Unaccompanied Asylum Seeking Children (Hourly Rates)</b></p> <p>This code <b>should only be used</b> in those matters where the Home Office accepts that a client is a minor.</p>

### **Stage Reached & Outcome Codes**

These **two fields must be completed** except for stage claims where the Outcome code should be entered as “--“ (i.e. apostrophe dash dash). In the Stage Reached field enter a code from the list provided showing what stage the matter has reached when the advice you provided to the client ceased or a stage claim was made.

#### **Stage Reached**

The coding below should be used for reporting all asylum and non-asylum claims, whether they are Stage Claims or Completed Matter Claims.

STAGE CLAIMS

For Stage Claims the Outcome Code should be reported as “--” (apostrophe dash dash). “Stage Claim” refers to any interim claim reported where the overall matter is not completed. When certain stages of the claim are reached, then a **Stage Claim must be submitted** for that element of work within three months. This applies equally to Not for Profit and Solicitor providers. Please refer to Paragraph 8.67 and 8.108 of the 2010 Standard Civil Contract Specification section 8 for confirmation of when Stage Claims must be made. Legal Help and Controlled Legal Representation should be recorded separately on the CMRF. Where a Stage Claim is made, only the further costs incurred since any prior Stage Claim can be made.

A **Completed Matter Claim must be made** at the conclusion of every matter including those for which Stage Claims have been made. Only one outcome should be reported for each case. There should only ever be one claim with an outcome code for any individual case.

<b>Stage Reached Codes – Stage Claims (Legal Help)</b>		
<b>Fee Scheme</b>	<b>Code</b>	<b>Description</b>
All	IR	<p><b>LH Completed, CLR Continuing</b>                      Upon receipt of the initial Home Office decision either a LH Stage Claim or a LH Completed Matter Claim should be made, depending on whether the matter concludes at that point or whether work is ongoing.</p> <p>An “IR” Stage Claim should be made when an initial Home Office decision is received and the matter proceeds to CLR. The “IR” claim should involve all work up to and including applying the CLR merits test.</p> <p>An “IR” Stage Claim should also be made at the point that a fresh asylum application is made on behalf of a client whose original asylum application was made before 1<sup>st</sup> October 2007.</p> <p>An “IR” Stage Claim <b>should not be made</b> where you take a matter on after the initial Home Office decision or where a matter remains open solely to pursue a bail application.</p>
Pre or Post Oct 2007 Hourly Rates Only	IM	<p><b>LH Completed, CLR Continuing – Concurrent Applications Only</b>                      An “IM “ Stage Claim should ever only be made in relation to a <b>concurrent application</b>, where LH completes at some point after an initial Home Office refusal but where the <u>concurrent application</u> continues to appeal under CLR.</p> <p>NB: An “IM “ Stage claim <b>cannot be made in relation to a matter payable under the Standard Fee Scheme.</b></p>
<b>Stage Reached Codes – Stage Claims (CLR)</b>		
All	IO	<p><b>Initial AIT Substantive Decision/Unsuccessful Bail Application, CLR Continuing</b></p> <p><b>NB. From 15 February 2010, this code would also apply in relation to an initial First Tier Tribunal Substantive Decision/Unsuccessful Bail Application, where CLR is continuing</b></p>

All	IO	<p>An "IO" CLR Stage Claim <b>should not be made</b> if, after a negative First Tier Tribunal decision, you consider there is insufficient merit to make an application for permission to appeal to the Upper Tribunal. In these circumstances a CLR Completed Matter Claim should be made.</p> <p>An "IO" CLR Stage Claim <b>should only be made</b> where CLR is continuing after the substantive First Tier hearing. For example where:</p> <ul style="list-style-type: none"> <li>- An application for permission to appeal to the Upper Tribunal is lodged</li> <li>- A bail application has been refused but CLR remains open because a further bail application is likely to be made.</li> </ul> <p>Please note that if an application for permission to appeal to the Upper Tribunal is made the time spent considering the merits <b>should be claimed</b> as part of the "IO" CLR Stage Claim and not the "IK" Upper Tribunal Completed Matter Claim.</p> <p>Where a matter is continuing by way of an appeal to the Court of Appeal an organisation <b>must not</b> keep a CLR form open by making an "IO" CLR Stage Claim solely because there is a chance the Court of Appeal might remit the matter back to the Upper Tribunal. Instead a Completed Matter Claim should be made. If the matter is ultimately remitted back from the Court of Appeal to the Upper Tribunal the organisation should then open a separate NMS after signing the client up to a fresh Controlled Work form.</p>
Pre or Post Oct 2007 Hourly Rates Only	IQ	<p><b>CLR completed, LH continuing – <u>Concurrent Applications Only</u></b></p> <p>This code <b>should only be used</b> where CLR has completed (in relation to a substantive application) but where there are still (non-appeal) matters to be resolved under LH, in relation to a concurrent application. It would be appropriate to use this stage reached code where a concurrent application has been made and an initial decision has yet to be given in respect of one of the applications e.g. where an asylum appeal before the First Tier Tribunal fails (and an application for permission to appeal to the Upper Tribunal is not sought) or an application for permission to appeal to the Upper Tribunal is unsuccessful but the outcome of a marriage application is awaited.</p> <p>NB: An "IQ " Stage claim <b>cannot be made in relation to a matter payable under the Standard Fee Scheme.</b></p>

### COMPLETED MATTER CLAIMS

Completed Matter Claims require Stage Reached and Outcome codes (e.g. "IH IC"). Please refer to Paragraph 3.82 of the 2010 Standard Civil Contract Specification section 3 for confirmation as to what constitutes a Completed Matter.

A **Completed Matter Claim must be made** at the conclusion of every case. Only one Completed Matter Claim should be made in each matter (except where bail work is being claimed separately from the substantive matter costs). This should indicate the outcome of the substantive matter achieved under Controlled Work. Whether the Completed Matter Claim is recorded under Legal Help or CLR depends on which activity is being undertaken when the matter completes.

Stage Reached Codes – Completed Matter Claims (Legal Help)		
Applicable Fee Scheme	Code	Description
All	IE	<p><b>LH Completed, CLR Not Applied For</b></p> <p>Examples of when this Stage Reached code should be used include:-</p> <ul style="list-style-type: none"> <li>- Where the initial decision from the Home Office is positive and there is therefore no further LH or CLR work to undertake;</li> <li>- Where the initial decision from the Home Office is negative and, because the client does not wish you to pursue an appeal to the AIT, there is no further work to be done;</li> <li>- Where a client first instructs you after a negative First Tier Tribunal decision and (after spending up to £100 including disbursements) you advise the client there is insufficient merit to make an application for permission to appeal to the Upper Tribunal.</li> </ul>
All	IF	<p><b>LH Completed, CLR Refused</b></p> <p>This code <b>should only be used</b> where the initial decision from the Home Office is negative and you refuse to grant CLR because you do not consider that there is sufficient merit to pursue an appeal to the First Tier Tribunal.</p>
Pre or Post Oct 2007 Hourly Rates Only	IS	<p><b>LH Completed, CLR Already Completed – <u>Concurrent Applications Only</u></b></p> <p>This code <b>should not be used</b> when claiming for cases commenced on or Post 1<sup>st</sup> October 2007 which are paid under the Standard Fee Scheme.</p> <p>This code <b>should only be used</b> where a matter completes under LH after the CLR aspect of the case has already completed. An example of when it would be appropriate to use this stage reached code is:-</p> <ul style="list-style-type: none"> <li>- Cases commenced Pre 1<sup>st</sup> October 2007 or on/Post 1<sup>st</sup> October 2007 that are excluded from the Standard Fee Scheme, where a decision is given in respect of a concurrent application after CLR in respect of the original application has concluded (e.g. where the outcome of a marriage application is known after the original asylum appeal concludes).</li> </ul> <p>If an “IQ” CLR Stage Claim has already been made earlier in the case, Stage Reached code “IS” (LH Completed, CLR Already Completed) must be used for the subsequent Completed Matter Claim.</p>
Stage Reached Codes – Completed Matter Claims (CLR)		
All	IG	<p><b>Not Determined by AIT.</b></p> <p><b>NB: From February 15 2010, this code will also apply where the matter is not determined by the First Tier Tribunal.</b></p> <p>Examples of when this stage reached code should be used include:-</p> <ul style="list-style-type: none"> <li>- Where, after an initial Home Office refusal, CLR has been granted but the matter does not proceed to an appeal hearing before the First Tier Tribunal because the client/sponsor wants to withdraw their appeal or the Home Office concede the case;</li> </ul>

All	IG	<ul style="list-style-type: none"> <li>- Where, after an initial Home Office refusal, CLR is initially granted but the matter does not proceed to an appeal hearing before the First Tier Tribunal because the adviser considers that the merits test is no longer met;</li> <li>- Where CLR is granted to make a bail application but where a bail hearing does not take place.</li> </ul> <p>This code should be used for all Stage 2a claims under the Standard Fee Scheme. It <b>should not be used</b> for Stage 2b claims under the Standard Fee Scheme.</p>
All	IH	<p><b>Determined After a Substantive AIT Appeal Hearing/Bail Hearing</b></p> <p><b>NB. From February 15 2010, this code will also apply where the matter is determined after a Substantive First Tier Tribunal Appeal Hearing/Bail Hearing</b></p> <p>Examples of when this stage reached code <b>should be used</b> include:-</p> <ul style="list-style-type: none"> <li>- Where a matter completes under CLR after a substantive First Tier Tribunal appeal hearing;</li> <li>-</li> <li>- Where CLR completes after a bail hearing.</li> </ul> <p>This code should be used for all Stage 2b claims under the Standard Fee Scheme. It <b>should not be used</b> for Stage 2a claims under the Standard Fee Scheme</p>
Pre or Post Oct 2007 Hourly Rates Only	IK	<p><b>Final Determination Following an Application for Review or Reconsideration</b></p> <p><b>NB: From 15 February 2010, this code will also apply to all matters determined at the Upper Tribunal stage, and Upper Tribunal permission applications (where that element of costs can be claimed).</b></p> <p>This Stage Reached Code <b>should only be used</b> whenever a matter concludes after an application for permission to appeal to the Upper Tribunal.</p> <p>If the matter proceeds to the Court of Appeal a Completed Matter Claim <b>must be made</b> (using Stage Reached code "IK") at the point that leave to appeal to the Court of Appeal is granted. If the Court of Appeal remit the case back for a fresh determination by the Upper Tribunal after the remittal will constitute a New Matter Start.</p> <p>All "IK" claims are subject to cost assessment by the National Immigration and Asylum Team (NIAT).</p>

### STANDBY CLAIMS

IT	<p><b>Standby Payments</b></p> <p>This code <b>should only be used</b> by exclusive providers as follows:</p> <ul style="list-style-type: none"> <li>- When making standby claims for being on the fast track rota;</li> <li>- When making standby claims for being on the police station telephone advice rota;</li> <li>- When making Detention Duty Advice Surgery claims.</li> </ul> <p>Claims for "Standby payments" <b>should be made</b> with in conjunction with Outcome Code (e.g. "'--" i.e. apostrophe dash dash).</p>
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## Outcome Code

In the Outcome Code field enter the code which indicates the outcome that has been achieved for the client. Codes "IA" to "IG" should be used for completed matters and codes "IU" to "IZ" should be used where the matter has not concluded but where you are no longer advising the client. These codes apply regardless of whether it is a Standard Fee or hourly rate case.

Outcome Codes "IA" to "IG" should be used where the outcome of the client's matter is known.

Outcome Codes "IT" to "IZ" should **only** be used for matters where the ultimate outcome of the matter for the client is not known. These codes will therefore only apply where there has been no decision under the matter being reported. Before deciding whether to use a Matter Not Concluded code you should consider what outcome has been obtained for the client.

<b>Outcome Codes – Matter Concluded</b>	
<b>Code</b>	<b>Description</b>
IA	<p><b>Client Granted Permission to Enter/Remain Permanently</b> Examples of when this outcome code <b>should be used</b> include:</p> <ul style="list-style-type: none"> <li>- Matters where indefinite leave to enter/remain (ILR) is granted (including where this is after a period of leave has already granted);</li> <li>- Matters involving a successful family reunion application;</li> <li>- Matters involving a successful application for settlement;</li> <li>- Matters involving a successful application to remain in the UK permanently on the basis of marriage.</li> </ul> <p>This code <b>should not be used</b> where refugee status is granted because in those circumstances the client will not initially be given permanent leave to enter or remain. If however you act for an applicant who was originally granted refugee status is later granted ILR, this outcome code would be appropriate.</p>
IB	<p><b>Client Granted Humanitarian Protection or Discretionary Leave to Enter/Remain</b></p>
IC	<p><b>Matter Results in Grant of Other permission to Enter/Remain for a Defined Period</b> Outcome "IC" <b>should not be used</b> where the client has been temporarily admitted pending conclusion of the case. In such matters you should use the Outcome Code which accurately reflects the outcome of the main application.</p> <p>Examples of when this outcome code should be used include:</p> <ul style="list-style-type: none"> <li>- Where a student, working or family visit visa is granted for a specific period of time;</li> <li>- Where a spouse is granted limited leave to enter or remain in the country;</li> <li>- Where refugee status is granted for 5 years (or a lesser period).</li> <li>- Where a successful outcome is achieved in a bail application;</li> <li>- Where a successful outcome is achieved in respect of a NASS application/appeal made before 1<sup>st</sup> October 2007.</li> </ul>
ID	<p><b>Citizenship Gained</b></p>

IE	<p><b>Application Refused</b> This code <b>should not be used</b> where the matter is stopped on the adviser's recommendation (i.e. CLR is withdrawn) on merits grounds after an initial Home Office (HO) decision but before the substantive First Tier Tribunal hearing.</p> <p>Examples of when this Outcome Code should be used include:</p> <ul style="list-style-type: none"> <li>- Where a Completed Matter claim is submitted after a negative initial HO decision;</li> <li>- Where a Completed Matter Claim is made after a negative Immigration &amp; Asylum Tribunal decision (whether that be an initial First Tier Tribunal decision or a decision made by the Upper Tribunal</li> <li>- Where the matter is stopped on the adviser's recommendation after a substantive First Tier Tribunal hearing because it is considered there is insufficient merit to pursue an application for permission to appeal to the Upper Tribunal.</li> <li>- Where an unsuccessful outcome has been obtained in a matter which solely involves advice/representation regarding NASS or bail issues.</li> </ul>
IF	<p><b>Matter Concluded Otherwise</b> Examples of when this outcome code should be used include:</p> <ul style="list-style-type: none"> <li>- Where the client/sponsor decides to withdraw the application (including where this is prior to an initial Home Office decision);</li> <li>- Where the client voluntarily leaves the UK.</li> </ul>
IG	<p><b>Decision Withdrawn</b> This Outcome Code should be used where the Home Office or ECO agrees to withdraw the original decision and make a fresh decision. It can be used regardless of the stage at which the original decision is withdrawn.</p>
<b>Outcome Codes – Matter Not Concluded</b>	
IU	<p><b>Matter Stopped on Adviser's Recommendation</b> This code <b>should not be used</b> where an organisation refuses to grant CLR after an initial Home Office refusal because the case has insufficient merit. Here Stage Reached Code "IF" and Outcome Code "IE" should be used.</p> <p>This code <b>should not be used</b> if the matter is stopped on the adviser's recommendation as a result of a negative decision at a substantive First Tier Tribunal hearing (e.g. after considering the merits of pursuing an application for permission to appeal to the Upper Tribunal). Here Outcome Code "IE" should be used.</p> <p>Examples of when this code should be used include:-</p> <ul style="list-style-type: none"> <li>- Where an organisation advises the client to withdraw their application prior to the initial Home Office decision;</li> <li>- Where an organisation has undertaken CLR work after an initial Home Office refusal but withdraw CLR prior to the initial First Tier Tribunal hearing on the grounds that the case had insufficient merit.</li> </ul>
IV	<p><b>Matter Proceeded Under Other Funding</b> This code should be used where other funding (e.g. local authority funding or where the client decides to fund their case privately) has either been granted or is available to the client.</p> <p>This Outcome Code should be used where a matter proceeds to a certificate, prior to any decision in relation to a substantive application (e.g. for JR proceedings). However, if a matter proceeds to JR or Statutory Review, following a decision, outcomes "IU" to "IZ" <b>should not be used</b>. In those circumstances choose from outcomes "IA" to "IG" (above) to record the outcome achieved under Controlled Work.</p>
IW	<p><b>Client Referred/Transferred to Another Organisation</b></p>

IX	<b>Client Advised – No Further Action Necessary</b> This code should be used where one-off advice regarding the client’s legal rights has been provided to a client.
IY	<b>Client Advised and Third Party Action or Decision Awaited</b> An example of when this code should be used is where you close a matter whilst a matter is stayed subject to a test case being heard in the High Court/Supreme Court.  This code <b>cannot be used</b> to make a Completed Matter Claim (e.g. at the point that an application has been submitted to the Home Office/ECO) simply because there might be a delay in obtaining a decision in respect of the application.
IZ	<b>Outcome Not Known/Client Ceased to Give Instructions</b> Outcome code “IZ” <b>should only be used</b> where the outcome is not known and none of “IU” to “IY” apply. For example where the client has failed to respond to correspondence or attempts to contact them for 3 months.
'--	<b>Apostrophe Dash Dash</b> An apostrophe followed by a double dash (--) should be used as the Outcome code when making a Stage Claim or Standby claim.

## **BAIL CLAIMS**

All bail worked claimed after 1<sup>st</sup> October 2007 must be claimed separately (i.e. on a separate line of the Consolidated Matter Report Form) from any work in respect of the client’s substantive matter. The only exception to this is where bail work has been undertaken on behalf of a client whose substantive matter commenced Pre 1<sup>st</sup> October 2007. This is to enable the Commission to have accurate data upon which to base any future fixed fee for bail work.

If after a negative initial Home Office decision CLR is granted solely to make a bail application, a LH Completed Matter claim should be made for the substantive immigration/asylum application work (this should not include any bail related work) at that time of the Home Office refusal rather than waiting until the bail aspect of the case has concluded.

Similarly, if the client has exhausted all appeal rights but CLR remains open to pursue a bail application, a CLR Completed Matter claim should be made (for the substantive appeal work) at the time of the First Tier Tribunal determination rather than waiting until the bail aspect of the case has concluded.

All bail work (whether LH or CLR) should be claimed together on the same line of the CMRF, albeit that different rates are payable for the LH and CLR elements.

Please note that even though bail work must be claimed separately on the CMRF from any work in relation to the client’s substantive matter, bail work **does not** constitute a separate New Matter Start (NMS) even where a bail application is made as part of the client’s substantive matter. As such separate LH or CLR forms do not need to be signed to cover bail work if the forms have already been signed in relation to the substantive matter. Providers must however clearly record how the merits test is met before making a bail application.

Please also note that where a substantive matter proceeds to an appeal before the Upper Tribunal, the Upper Financial Limit applicable to the CLR Stage will continue to apply to any bail work. (See paragraphs 8.92 and 8.93 of the 2010 Standard Civil Contract Specification section 8)– Immigration Specification).

## Matter Type 1 Code

If bail work is undertaken on matters (whether or not the substantive matter falls within or is excluded from the Standard Fee Scheme) the appropriate Matter Type 1 codes will be as follows:-

IAXL	Bail work undertaken on behalf of an asylum client but where a bail hearing does not take place.
IMXL	Bail work undertaken on behalf of a non-asylum client but where a bail hearing does not take place.
IAXC	Bail work undertaken on behalf of an asylum client and where a bail hearing takes place.
IMXC	Bail work undertaken on behalf of a non-asylum client and where a bail hearing takes place.

## Matter Type 2 Code

Matter Type 2 code "IBA" must be used for all bail claims including those that commenced Pre 1<sup>st</sup> October 2007.

### Stage Reached Code

If Controlled Work is undertaken in respect of bail issues but a **bail hearing does not take place** the appropriate Stage Reached Code will be as follows:-

IE	If LH advice is given in respect of bail but CLR is not applied for.
IF	If LH advice is given in respect of bail but CLR is refused.
IG	If CLR was initially granted to pursue a bail application but no hearing took place.

If a **bail hearing takes place** select from the following Stage Reached Codes:-

IH	If a successful bail application is made or if an unsuccessful bail application is made but you do not expect to make a further bail application.
IO	If, after an unsuccessful bail application, you keep CLR open to cover a further bail application.  Further "IO" stage claims may be made after subsequent bail applications only where you expect to make a further bail application.

If, after a successful bail application, a client seeks advice/representation in relation to renewing bail for the first time, this will constitute a New Matter Start (for which a fresh means and merits test will be required). Subsequent bail renewal work will, however, form part of this second New Matter Start. Any queries regarding increases in NMS awards should be directed to your Account/Relationship Manager.

## Outcome Code

### Matter Not Concluded

The standard Matter Not Concluded Outcome codes (listed above) may be used if the outcome of the bail aspect of the case is not known. For example Outcome code "IZ" should be used if the client ceased to give instructions and Outcome code "IU" should be used if the adviser recommended that CLR be withdrawn prior to the bail hearing.

If an unsuccessful bail application is made but CLR remains open to pursue a further bail application Outcome code "--" should be used in conjunction with Stage Reached code "IO."

Matter Concluded

Where the outcome of the bail matter is known, **only** the following Matter Concluded Outcome codes may be used:-

IC	If a successful bail application is made
IE	If an unsuccessful bail application is made
IF	Matter concluded otherwise

**Consolidated Claims – Exclusive Contracts**

There is a consolidated claims facility available for:

- Detention Duty Advice Surgeries (Matter Type 2 IDAS);
- Fast Track Standby Payments (Matter Type 2 IFST);
- Telephone Advice to Immigration Clients detained at a Police Station (Matter Type 2 IPST)

See the table below for the details required when submitting one of the above:

<b>CMRF Fields</b>	<b>Detention Duty Advice Surgeries</b>	<b>Fast Track Standby Payments</b>	<b>Telephone Advice to Immigration Clients detained at a Police Station (including Standby Payments).</b>
<b>Case Start Date</b>	<b>Here the date on which the surgery was undertaken should be entered.</b>	<b>Here the start date of the Standby period should be entered.</b>	<b>Here the commencement date of the rota period should be entered.</b>
Client Forename	IDSS	IDSS	IDSS
Client Surname	e.g. 10 OCT 2007 – where 10 signifies the number of clients seen during a Surgery and OCT represents the month when the surgery took place	IDSS	e.g. 100 OCT 2007 – where 100 signifies the number of Police Station clients attended in the rota period and OCT represents the month when the rota period was.  IDSS should be used where the claim relates to Police Station Standby Payments.
Date of Birth	01/01/1901	01/01/1901	01/01/1901
HO UCN	A0000000	A0000000	A0000000
UCN	01011901/I/plus first 4 letters of surname. e.g 01011901/I/10CT for example above.	01011901/I/ IDSS	01011901/I/first 4 letters of surname. E.g. 01011901/I/100C for example above.  For Standby Payments 01011901/I/IDSS should be used.
Gender	U (Unknown)	U (Unknown)	U (Unknown)
Ethnicity	99 (Unknown)	99 (Unknown)	99 (Unknown)
Disability	UKN	UKN	UKN
Client Post Code	NFA	NFA	NFA

Case Concluded Date	Last day of the month to which the claims relate i.e. 31/10/2007	Last day of the month to which the claims relate i.e. 31/10/2007	Last day of the month to which the claim relates.
Matter Type 1	IAXL	IAXL	IMXL
Matter Type 2	IDAS	IFST	IPST
Advice Time	Total advice time for claim period – for all clients.	Total advice time for claim period – for all clients.	Total advice time for claim period – for all clients
Travel Time	Time spent in Travelling to the Detention Centre.	0	0
Waiting Time	Time spent Waiting at the Detention Centre.	0	0
Net profit Costs excl VAT	Total Profit Costs being claimed.	Total Profit Costs being claimed.	Total Profit Costs being claimed.
Net Disbursements excl VAT	Any Disbursements incurred.	0	0
Net Cost of Counsel excl VAT	0	0	0
Disb VAT	Any VAT on Disbursements incurred.	0	0
VAT Indicator	Y/N	N	N
Legacy Indicator	N	N	N
Travel & Waiting Costs	0	0	0
Adjourned / Part Heard Hearing Fee	0	0	0
Detention Travel / Waiting	Total Costs of Travel & Waiting – to Detention Centre.	0	0
JR/Form Filing	0	0	0
Detention Centre	N/A	N/A	N/A
Hearing Centre	N/A	N/A	N/A
CMRH – Oral & Telephone	0 for both	0 for both	0 for both
Substantive Hearing	0	0	0

Attendance at Home Office Interview	0	0	0
Stage Reached	IE	IT	IE (IT for Standby Payments)
Outcome Code	IX	'-- (apostrophe dash dash)	IX ('-- for Standby Payments)

**Note: Police Station Claims** – Please note that where your police station claim includes two elements (i.e. a standby element and a call element) two separate consolidated claims, one for each element, should be submitted. These will need to be submitted on separate lines on the CMRF.

## Summary Table

FEE SCHEME	LEGAL HELP	STAGE REACHED	
	MATTER TYPE 1 (MT1)	STAGE CLAIM	COMPLETED CLAIM
<b>Hourly Rates</b> Pre 1 October 07 matters	IALH IMLH	IR or IM	IE, IF or IS
<b>Hourly Rates</b> Post 1 October '07 Non Standard Fee Scheme matters	IAXL IMXL	IR or IM	IE, IF or IS
<b>Standard Fee Scheme Matters</b> Post 1 October 07	IALB IMLB	IR	IE or IF

FEE SCHEME	CLR	STAGE REACHED	
	MATTER TYPE 1 (MT1)	STAGE CLAIM	COMPLETED CLAIM
<b>Hourly Rates</b> Pre 1 October 07 matters	IAAP IMAP	IO or IQ	IG, IH or IK
<b>Hourly Rates</b> Post 1 October '07 Standard Fee Schemematters	IAXC IMXC	IO or IQ	IG, IH or IK
<b>Standard Fee Matters</b> Post 1 October 07	IACA IMCA	N/A	IG
<b>Standard Fee Matters</b> Post 1 October 07	IACB IMCB	IO	IH