

## **GUIDANCE FOR REPORTING CONTROLLED WORK AND CONTROLLED MATTER STARTS.**

The 2010 Standard Civil Contract Specification clause 4.34 and The Unified Contract Standard Terms 2007, Clause 15.2, requires that:

*‘ you must submit all Controlled Work Claims via our website ’*

Consolidated Matter Report Form (CMRF) and Controlled Matter Start Form (CMSF) submissions must be made electronically via Contracted Work & Administration (CWA) within LSC Online. Submissions should be made no later than 20 days after the end of the relevant month.

Only organisations that have received special dispensation from their account manager may submit by any other means than via CWA.

For further information go to:

<http://www.legalservices.gov.uk/civil/8758.asp>

### **Why we ask for this data**

The Legal Services Commission requires detailed information about the work you do in order to:

- Understand as much as possible about the people we fund you to help, and the legal problems they are being helped with.
- Compare this with what research tells us are the most critical and frequent kinds of legal problems for different groups.
- To monitor performance against key performance indicators and compare the performance of different providers.

This in turn enables us to:

- Plan the funding and development of future legal services in a way that provides the best and most needed services for clients within the available resources.
- Recoup legal aid costs from government departments with whom we have specific funding agreements.
- Compare the work of different kinds of providers in light of the clients you serve and the needs they have.
- Take strategic action to prevent and reduce legal problems.
- Demonstrate that the services we fund and you provide represent value for money.

### **Guidance on reporting**

1. Completed matters and new matter starts must be reported on a monthly basis.
2. The information provided is required for contract management and may also provide information about caseloads. This management information will be used to monitor the contract work and may trigger closer examination of work.
3. All matters must be reported within six months of being completed (see the 2010 Standard Civil Contract specification section 4.32, available at: <http://www.legalservices.gov.uk/civil/8758.asp>)

4. Events constituting matter ends are defined in section 3.82 of the 2010 Standard Civil Contract specification.
5. Completed matters should be reported using the relevant codes. Please refer to the guidance on inputting codes below and in the Civil Codes Guidance document available at:

[http://www.legalservices.gov.uk/civil/forms/7451\\_7527.asp](http://www.legalservices.gov.uk/civil/forms/7451_7527.asp)

6. Where the client is willing to provide information about their ethnic origin and disability it is compulsory to report this. The information will greatly assist us in monitoring and researching access to LSC funded services in line with our commitment to promoting equal opportunities, set out in our Equality Scheme available at:

[http://www.legalservices.gov.uk/aboutus/how/specialised\\_publications.asp](http://www.legalservices.gov.uk/aboutus/how/specialised_publications.asp)

This information will be treated in the strictest confidence and will be used purely for statistical monitoring and research.

If the details are not provided, you must select the 'unknown' option for these fields.

## Reporting submissions

1. Completed matters and new matter starts should be reported electronically with LSC Online, using one of the following methods:
  - Bulkload a file created from a case management system via CWA.
  - Bulkload a file created from the bulkload spreadsheet and submit via CWA.
  - Enter data directly into CWA on a line-by-line basis.

More detailed instructions and quick user guides are available on our website at:

[http://www.legalservices.gov.uk/lsonline/using\\_lsc\\_online.asp](http://www.legalservices.gov.uk/lsonline/using_lsc_online.asp)

2. The deadline for electronic submissions is the 20<sup>th</sup> of the month. Contract payments depend on the timely reporting of your submissions. **Failure to do so will lead to a severe delay in your monthly contract payments being made.**
3. You should only report matters that have been concluded by the end of the previous calendar month. For example, when submitting your January submission in February you should only include cases that have concluded by 31<sup>st</sup> January.

## How to report controlled matter starts

Controlled matter starts should be reported via CWA either using a file from a case management system, a file from the bulkload spreadsheet or directly into CWA.

If you are using the bulkload spreadsheet please refer to the user guides for instructions on how to enter your controlled matter starts, available at:

[http://www.legalservices.gov.uk/lsonline/using\\_bulkload\\_spreadsheet.asp](http://www.legalservices.gov.uk/lsonline/using_bulkload_spreadsheet.asp)

If you are entering your CMSF data directly into CWA then please refer to the user guide 'civil line by line submissions' available in the documents panel at:

[http://www.legalservices.gov.uk/lsonline/quick\\_guides.asp](http://www.legalservices.gov.uk/lsonline/quick_guides.asp)

The data that the LSC requires for the completed outcome differs depending on the fee scheme that it is connected to.

## **Capturing Controlled Legal Representation (CLR) Data – Immigration Only**

Immigration Providers are now required to enter information about their CLR cases each month. This information must be provided before the CMSF (as detailed above) can be completed, and CWA will therefore automatically direct you to the appropriate 'CLR data' screen in the first instance. This screen asks that the following information be provided:

- a. The number of times CLR was granted in the month – by provider/Independent Funding Adjudicator (IFA)
- b. The number of times CLR was refused in the month.
- c. The number of times CLR was withdrawn in the month.

The completion of the information is mandatory and must be provided separately for Substantive and Bail applications. It is also separated into Asylum and Non-Asylum.

Each field **must** be completed with the appropriate value (i.e. 0 to 999). Where a field is not applicable, or there were no grants, refusals or withdrawals a value of 0 should be entered.

Once the 'CLR Data' screen has been fully completed, CWA will validate and save the data and return you to the main 'Submission Summary' screen allowing you to complete the CMSF as currently.

## **Claiming for Exceptional Cases.**

### **Cases started post October 2007**

Providers must report the actual profit costs incurred when making any claim on the CMRF. The system will automatically calculate whether the case meets the exceptional case criteria (i.e. whether the profit costs incurred, excluding the additional payments claimed, exceeds three times the value of the appropriate fixed fee/s). **The system will not automatically pay costs beyond the Fixed Fee/s and any disbursements, so in order to claim the case as an exceptional** providers will have to complete an Exceptional Case Claim form, and forward all such cases to the relevant exceptional case teams for costs assessment, see EC-CLAIM1 at:

<http://www.legalservices.gov.uk/civil/forms/7451.asp>

### **Cases started pre October 2007**

Exceptional Cases which started before the introduction of the new Fixed and Graduated Fee Schemes, and are paid under the Tailored Fixed Fee Scheme (TFF), are claimed yearly before the 10th May deadline.

Please use forms TFF-A (part of TFF Forms A-E found at:

<http://www.legalservices.gov.uk/civil/forms.asp> and guidance can be found at:

[http://www.legalservices.gov.uk/civil/remuneration/tailored\\_fixed\\_fees.asp](http://www.legalservices.gov.uk/civil/remuneration/tailored_fixed_fees.asp)

## HOW TO COMPLETE THE CONSOLIDATED MATTER REPORT FORM (CMRF)

Completed outcomes should be reported using either the bulkload spreadsheet, a case management system file, the CWA CMRF or in exceptional cases the paper CMRF.

The data that the LSC requires for the completed outcome differs depending on the fee scheme that it is connected to.

If you are submitting using the bulkload spreadsheet, you will be asked to select the relevant fee scheme for the outcome. The relevant fields for that scheme will then be displayed.

If you are submitting using the CWA CMRF, you will be asked to select the relevant Matter Type Code combination for the outcome. CWA will then work out which fee scheme the matter type is connected to and will display the relevant fields for you to complete.

If you are submitting using the paper CMRF, there are different versions of the form to be completed for each fee scheme.

The following table displays each category of law and which fee scheme it is linked to.

Category of Law	Fee Scheme
Actions Against the Police	TFF Replacement – CMRF
Community Care	
Clinical Negligence	
Consumer General Contract	
Debt	
Education	
Employment	
Housing	
Miscellaneous	
Personal Injury	
Public Law	
Welfare Benefits	
Family – Private	
Family Public	
Mental Health	MenH – CMRF
Immigration	Imm – CMRF
Asylum	

### **Reporting family cases that started before 1st October 2007 on the bulkload spreadsheet**

Please note that although you will be claiming a tailored fixed fee for any family cases that started before 1st October 2007 you should still select fee scheme “3 = Family Help & CP” and not, “2 = TFF Rep”. The fee scheme dictates which fields are greyed out and selecting the incorrect fee scheme means that you are not prompted to provide required information (Case Stage/Level and London/Non-London Rate). Please be assured that you will receive the correct case payment, as it is the case started date that determines the fee not the fee scheme code.

**The LSC requires the following information about your completed outcomes:**

**Generic fields**

These fields apply to all categories of law.

Summary/Heading Fields

1. Bulkload spreadsheet

The following information should be entered onto the first page of the bulkload spreadsheet.

If you are using a case management system you will also need to enter certain header information. Contact your software vendor if are unsure how to do this.

<b>Field</b>	<b>Use</b>	<b>Format</b>
Supplier Number	This refers to your LSC Account Number	Alphanumeric
Month	This must be completed in the format MMM, for example February should be recorded as FEB.	MMM
Year	This must be completed in the format YYYY e.g. 2009	YYYY
Civil Schedule Number	This refers to your office schedule number under which you receive payment for your contract work. This is shown on your <b>office schedule</b> .	Alphanumeric e.g. 0A000B/9 where 0A000B is the LSC Account Number and 9 represents the schedule issue. Schedule numbers can change, please check online to find out your schedule number.

2. Paper Forms

The following information should be entered at the top of the CMRF paper form.

<b>Field</b>	<b>Use</b>	<b>Format</b>
Office Schedule Number	This refers to your office schedule number under which you receive payment for your contract work. This is shown on your <b>office schedule</b> .	Alphanumeric
Month	This must be completed in the format MON/YY; for example February 2009 should be recorded as FEB/09.	MON/YY

If you are entering your completed matter directly into the CWA, you will not be required to enter this information.

3. All – bulkload/ CWA /paper

The following fields should be completed for all methods of submission.

Field	Use	Format
Case Reference Number	Case reference refers to your organisation's reference for the matter. This reference is essential for effective auditing of contracts. Ensure that this reference enables the file to be retrieved if it is requested at an audit. Ensure that this will take account of any archiving system.	Alphanumeric
Case Start Date	The start date for the legal aid case. This will form part of the UFN. This date will be the date the matter opened. This will usually be the date when the client signed the application form, but may be earlier where telephone advice was given before signature. This must be recorded in the format: DD/MM/YYYY e.g. 5th February 2009 should be recorded 05/02/2009.  <b>Immigration</b> For Immigration matters, the case start date should remain a constant through each stage of a matter e.g. if a matter is opened under Legal Help on 01/10/09, the start date for both the Legal Help and CLR stage claims will be 01/10/09.	dd/mm/yyyy.
Case ID	The Case ID is a 3 digit number that is made up by the supplier. Within a supplier office all cases opened on any particular day should have a different Case ID. This will ensure the uniqueness of the UFN within a supplier office. If you always started 10 cases a day it would be acceptable for you to re-use the case ids of 001-010 for your 10 cases each day, as the differing case start date would ensure that the UFNs were unique.  <b>Immigration</b> For pre 1 <sup>st</sup> October 2007 cases providers should assign 999.	e.g. 001
UFN	Unique File Number. Made up of start date (with only yy for the year) and 3 digit case ID. This will uniquely identify a legal aid case (when combined with supplier account number) Where a form is submitted online this will be automatically derived.	ddmmyy/000 e.g. 010101/004
Procurement Area	Record the Procurement Area which reflects the location set out in your Office schedule from which work undertaken. If you are reporting a matter using the Housing Court Duty Possession Scheme (HCDPS) codes you must say 'national'.  Where reporting an Immigration matter which relates to a client detained in an Immigration Removal Centre (IRC), you should select the relevant IRC reference from those listed e.g. Harmondsworth.	

Access Point	Record the Access Point which reflects the location set out in your Office schedule from which work undertaken. If you are reporting a matter using the Housing Court Duty Possession Scheme (HCDPS) codes you must say 'No Access Point'	
Client Forename	Forename of the client receiving legal aid.	
Client Surname	Surname of the client receiving legal aid.	
Client DOB	Client date of birth	dd/mm/yyyy
UCN	Unique client number. Made up of client's dob/clients initial/first 4 letters of clients surname (a minimum of 2 letters will be accepted)	ddmmyyyy/A/AAAA e.g. 05051962/M/SMIT for client Mark Smith with a date of birth 05/05/1962
Client Postcode	It is important that the client's FULL, accurate, postcode is entered here.  If the client does not know their postcode Royal Mail operates a telephone postcode enquiry service on 0906 302 1222 or visit <a href="http://royalmail.com">royalmail.com</a>  Do <b>not</b> enter fictitious codes.  If you or the client <i>genuinely</i> cannot provide an accurate postcode (perhaps because new properties have not yet had their codes notified) or if the client is homeless you should enter NFA. <b>Mental Health Cases</b> Please enter the postcode of the place where the client is residing at the start of the case, e.g. hospital postcode NOT the client's usual home postcode.	Allowable formats are: AN NAA M1 1AA ANN NAA M60 1NW AAN NAA CR2 6XH AANN NAA PL25 4HH ANA NAA W1A 1HQ AANA NAA EC1A 1BB NFA
Case Concluded Date	The date case or stage was concluded by the supplier.	dd/mm/yyyy
Matter Type 1	Matter type 1	See Codes section of this document. 4 letters
Matter Type 2	Matter type 2	See Codes section of this document 4 letters
Advice Time	Advice time spent on the case or stage in minutes. This includes time spent on anything that is not travel and waiting, inc tel calls and letters. Please record 6 minutes for each standard letter/telephone call (ie, those for which you claim the standard "Letter and Telephone" rate in the Profit Costs field).	Numeric
Travel Time	Time spent travelling in minutes	Numeric
Waiting time	Time spent waiting in minutes	Numeric
Profit Costs excluding VAT	Total amount of actual profit costs (excluding VAT) incurred. Including travel and waiting but not disbursements (as previous CMRF)	Numeric
Disbursements excluding VAT	Total amount of disbursements (excluding VAT)	Numeric
Counsel Costs excluding VAT	Total amount of counsel fees (excluding VAT)	Numeric
Disbursements VAT amount	VAT amount applicable to disbursements	Numeric
Profit and Counsel	When selected applies VAT to the outcome value	Tick box (Paper )

VAT indicator	(excluding disbursements that has its own VAT field). Where deriving value it will apply VAT to the fee and any other additional payments. If the fixed fee does not apply it will apply VAT to the NET profit costs and counsel costs fields.	Yes or No (Electronic)
Travel and Waiting Costs excl VAT	Costs incurred for travel and waiting on a case. For <b>Immigration &amp; Asylum</b> please see detailed guidance below.	Numeric
Stage Reached	Stage the case has reached at the end	See Codes section of this document 2 characters
Outcome for Client	The outcome for the client at the end of the case /stage	See Codes section of this document 2 characters
Eligible/Non-Eligible Client	Only for HCDPS clients	Y or N
Court Location (HPCDS)	Only for HCDPS clients. The court selection will influence the amount paid to the Provider. If the court is in London the Provider will receive £84.00, and if not in London will receive £79.50	

All the above fields must be completed.

### **Equal Opportunities Monitoring**

Please see paragraph 9 of the Introduction for guidance. Where a client does not wish to provide this information, please put the relevant code for unknown.

<b>Field</b>	<b>Use</b>	<b>Format</b>
Gender	Gender of client	Single letter: F - Female M - Male U - Unknown
Ethnicity	Ethnicity of client The Commission for Racial Equality recommended categories to be used in this field are coded as follows:	00 Other 01 White British 02 White Irish 03 Black or Black British African 04 Black or Black British Caribbean 05 Black or Black British Other 06 Asian or Asian British Indian 07 Asian or Asian British Pakistani 08 Asian or Asian British Bangladeshi 09 Chinese 10 Mixed White & Black Caribbean 11 Mixed White & Black African 12 Mixed White & Asian 13 Mixed Other 14 White Other 15 Asian or Asian British Other 99 Unknown
Disability	Client disability indicator If a client considers himself or herself to have a disability please mark the disability monitoring	NCD - Not Considered Disabled PHY - Physical Impairment SEN - Sensory Impairment MHC - Mental Health Condition

	<p>column with the most appropriate code, If the client has multiple disabilities please report the code that reflects the predominant disability.</p> <p>If the client does not consider himself or herself disabled then mark the column with the code NCD.</p> <p>Where a client does not wish to provide this information please mark the column with the code UKN.</p>	<p>LDD - Learning Disability/Difficulty  COG - Cognitive Impairment  ILL - Long-Standing Illness Or Health Condition  OTH - Other  UKN - Unknown</p>
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## **Matter Type, Stage Reached and Outcome Codes**

- The codes are unique to each contract category to allow contract category identification.
- Matter type has been divided into two parts: 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.**
- In the majority of categories:
  - Matter type 1 must reflect the **most significant legal issue** dealt with during the case.
  - Matter type 2 should best describe either the opponent in the case or the status of **the main person involved in the case** (usually the client) as it relates to the **main legal issue** (described in matter type 1) **prior to** that issue being resolved or in any way addressed.
- The stage reached and outcome fields **must** be completed. For immigration stage claims and immigration standby claims - - (double dash) should be entered as the outcome code .
- In the first field enter the code from the category list provided showing what stage was reached in the case.
- In the second field enter the code from the category list provided showing what outcome has been achieved for the client. This **must** be the outcome for the legal issue described by Matter Type 1.
- The individual codes are included in this document. Providers should refer to the Civil Codes Guidance document for more detailed guidance on which claim codes to use or not to use in certain circumstances.
- N.B. CWA contains some abbreviated descriptions of the codes. Please use the individual code documents when reporting on your cases.

## **CMRF Category specific fields**

### **TFF Replacement - CMRF**

#### **Tolerance indicator**

Tick the box or select yes in this field where a matter has been undertaken outside of your contracted matter starts in a category of law where tolerance work is permitted.

### **FamH – CMRF**

**The following fields only apply where the case is a Family Private Law case**

#### **Case Stage/Level**

**These codes will determine the amount that is paid to you for the case claimed.** The codes to be used for completing the field “case stage/level” in Family Private matters on the

CMRF form are listed below. The code used on each claim should link to the Matter Type 1 and Matter Type 2 code, the Stage Reached code and the Outcome code that you report on the CMRF form. If the codes do not match up then the **claim may be rejected** and you will need to resubmit the claim using the right code. Remember, the Matter Type 1 and Matter Type 2 code should be the code that is relevant at the end of the case (which may be different from the code initially assigned to the case at the outset).

Different codes are used depending on the stage at which the case starts and finishes, the categories of work involved and the outcome of the case. The codes are set out in the table below with specific guidance on each code. The table shows the fees that will be payable in relation to each code claimed. Please note that these are the non-London fees. See further below on claiming the London fees.

**Where a matter has started prior to 1 October 2007 and you are therefore claiming a TFF for this work, please enter FPL01 in this field - this will not affect the payment made to you. This is because the date the case starts will trigger the value of the fee to be paid.**

**Please refer to both the table and the Case Stage/Level description to ensure that the correct code combinations are used.**

Case Stage/Level Code	Level 1 Private	Level 1 Divorce	Level 2 children settlement payment	Level 2 children fee	Level 2 finance settlement payment	Level 2 finance fee	Total (excl VAT)
FPL01	£96						£96
FPL02	£96		£132	£221			£449
FPL03	£96				£139	£231	£466
FPL04	£96			£221			£317
FPL05	£96					£231	£327
FPL06	£96		£132	£221	£139	£231	£819
FPL07	£96		£132	£221		£231	£680
FPL08	£96			£221	£139	£231	£687
FPL09	£96			£221		£231	£548
FPL10		£162					£162
FPL11			£132	£221			£353
FPL12					£139	£231	£370
FPL13				£221			£221
FPL14						£231	£231
FPL15			£132	£221	£139	£231	£723
FPL16			£132	£221		£231	£584
FPL17				£221	£139	£231	£591
FPL18				£221		£231	£452

(Rates applicable to claims started on or after 1<sup>st</sup> July 2008)

Case Stage/Level Code	Description
<b>FPL01</b>	<p>This code should be used when only the Level 1 fee is being claimed and no further work at <b>controlled work</b> level is undertaken for the client (although further work may be undertaken for the client under a certificate). This code should always be used for cases that involve a Children's change of name application only, advice on domestic abuse only, advice on child abduction or child maintenance where the CSA has jurisdiction.</p> <p>This code should also be used where advice was provided on divorce only but no proceedings were issued. In these cases the Matter Type 2 code FADV 'client seeks advice only' should be used.</p> <p>Where you are acting for a respondent in an undefended divorce you should use this code and the Matter Type 2 code will be FREP. In both these cases the Matter Type 1 code should be FAMA or FAMB.</p> <p>If you are acting for a petitioner in undefended divorce proceedings and where proceedings have been issued then you should use FLP10.</p>
<b>FPL02</b>	<p>This code should be used where the case involves children issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the children case is <b>settled</b> at Level 2. This includes settlement through mediation. This code should only be used where the outcome code for the case is FE or FF.</p>
<b>FPL03</b>	<p>This code should be used where the case involves finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the case is <b>settled</b> at Level 2 and there is a written agreement in relation to the financial issues. This includes settlement through mediation. This code should only be used where the outcome code for the case is FE,FF,FG,FH,FI or FJ. The written agreement may take the form of a consent order, a separation agreement or other written agreement.</p>
<b>FPL04</b>	<p>This code should be used where the case involves children issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the children issues are <b>not settled</b> at Level 2 e.g. a certificate is applied for to issue proceedings in respect of the children issues or the client ceases to give instructions or the client reconciles.</p>
<b>FPL05</b>	<p>This code should be used where the case involves finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the financial issues are <b>not settled</b> at Level 2 e.g. a certificate is applied for to issue proceedings in respect of the financial issues or the client ceases to give instructions or the client reconciles.</p>
<b>FPL06</b>	<p>This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and 2 and the case is <b>settled</b> at Level 2 in respect of both the children and financial issues and there is a written agreement in relation to the financial issues. This includes settlement</p>

	through mediation. This code should only be used where the outcome code for the case is FE,FF,FG,FH,FI or FJ.
<b>FPL07</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the case is <b>settled</b> at Level 2 in respect of the children issues but not the financial issues.
<b>FPL08</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the case is <b>settled</b> at Level 2 in respect of the financial issues so that there is a written agreement but not settled in respect of the children issues. The written agreement may take the form of a consent order, a separation agreement or other written agreement.
<b>FPL09</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and work is undertaken at Level 1 and Level 2 and the case is <b>not settled</b> for either the children or the finance issues.

### **Undefended divorce proceedings/dissolution of civil partnership;**

<b>FPL10</b>	<p>This code should only be used where you are representing the petitioner in undefended divorce <b>proceedings</b> (or dissolution of a civil partnership). This code should only ever be used where the Matter Type 1 code is FAMA or FAMB, the Matter Type 2 code is FPET and the Stage Reached code is FD</p> <p>If no divorce proceedings are issued and only advice is offered on a divorce or the petition is drafted but not issued then the FLP01 codes should be used.</p>
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### **Cases starting at Level 2**

The following codes should only be used in cases when no work is undertaken at Level 1 but only at Level 2. This will be in cases for example where a client has transferred from another provider or where the client is already involved in negotiations but initial advice needs to be given.

<b>FPL11</b>	This code should be used where the case involves children issues (with or without issues around divorce and/or domestic abuse) and the case is <b>settled</b> Level 2 but no work is undertaken at Level 1. This includes settlement through mediation. This code should only be used where the outcome code for the case is FE or FF.
<b>FPL12</b>	<p>This code should be used where the case involves finance issues (with or without issues around divorce and/or domestic abuse) and the case is <b>settled</b> at Level 2 and there is a written agreement in relation to the financial issues but no work is undertaken at Level 1</p> <p>The written agreement may take the form of a consent order, a separation agreement or other written agreement.</p> <p>This includes settlement through mediation. This code should only be used where the outcome code for the case is FE,FF,FG,FH,FI or FJ.</p>
<b>FPL13</b>	This code should be used where the case involves children issues (with or

	without issues around divorce and/or domestic abuse) and no work is undertaken at Level 1 and the children issues are <b>not settled</b> at Level 2 e.g. a certificate is applied for to issue proceedings in respect of the children issues or the clients ceases to give instructions or the parties reconcile.
<b>FPL14</b>	This code should be used where the case involves finance issues (with or without issues around divorce and/or domestic abuse) and no work is undertaken at Level 1 and the financial issues are <b>not settled</b> at Level 2 e.g. a certificate is applied for to issue proceedings in respect of the financial issues or the client ceases to give instructions or the parties reconcile.
<b>FPL15</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and no Level 1 work is undertaken and the case is <b>settled</b> at Level 2 in respect of both the children and financial issues and there is a written agreement in relation to the financial issues.  The written agreement may take the form of a consent order, a separation agreement or other written agreement.
<b>FPL16</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and no work is undertaken at Level 1 and the case is <b>settled</b> at Level 2 in respect of the children issues but not the financial issues.
<b>FPL17</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and no work is undertaken at Level 1 and the case is <b>settled</b> at Level 2 in respect of the financial issues and there is a written agreement but not settled in respect of the children issues.
<b>FPL18</b>	This code should be used where the case involves children and finance issues (with or without issues around divorce and/or domestic abuse) and no work is undertaken at Level 1 and the case is <b>not settled</b> for either the children or the finance issues.

### London Rate?

Select Yes in this field where the case is undertaken by a provider whose contracted office, where the matter was conducted, is based in London. Select No where the case is undertaken by a provider whose contracted office, where the matter was conducted, is not based in London.

On the paper forms this is a tick box field. Tick the box if the London Rate applies.

### Value of costs/Damages recovered

This field should record the total value of costs or damages recovered by client. This will be filled in where the statutory charge arises at Level 2.

### The following fields apply where the case is a Family Public Law case

#### Case stage/Level

**These codes will determine the amount that is paid to you for the case claimed.**

The codes to be used for completing the field "case stage/level" in Family Public on the CMRF form are listed below. The code used on each claim should link to the Matter Type 1

and Matter Type 2 code, the Stage Reached code and the Outcome code that you report on the CMRF form.. If the codes do not match up then the claim may be rejected and you will need to resubmit the claim using the right code. Remember, the Matter Type 1 and Matter Type 2 code should be the code that is relevant at the end of the case (which may be different from the code initially assigned to the case at the outset).

Different codes are used depending on the stage at which the case starts and finishes, the categories of work involved and the outcome of the case. The codes are set out in the table below with specific guidance on each code. The table shows the fees that will be payable in relation to each code claimed. Please note that these are the non-London fees. See further below on claiming the London fees.

**Where a matter has been started prior to 1 October 2007 and you are therefore claiming a TFF for this work, please enter FPC01 in this field – this will not affect the payment made to you. This is because the date the case starts will trigger the value of the fee to be paid.**

**Please refer to both the table and the Case Stage/Level description to ensure that the correct code combinations are used.**

Case Stage/Level Code	Level 1 Public	Level 2 Public	Total (excl VAT)
<b>FPC01</b>	<b>£147</b>		<b>£147</b>
<b>FPC02</b>		<b>£405</b>	<b>£405</b>
<b>FPC03</b>	<b>£147</b>	<b>£405</b>	<b>£552</b>

(Rates applicable to claims started on or after 1<sup>st</sup> July 2008)

Case Stage/Level Code	Description
<b>FPC01</b>	This code should be used when only the Level 1 fee is being claimed and no further work is undertaken for the client pre-proceedings. This code covers all types of Public Law Children work. This code should only be used with matter types FAMW and FAMX.
<b>FPC02</b>	This code should be used when there is pre-proceedings advice to the client involving negotiation with the Local Authority about the issue of proceedings and no work has been undertaken at Level 1. This level of advice cannot be claimed unless the client has received a Notice of Intention to Issue Proceedings from the Local Authority.  This code may only be used in potential care and supervision proceedings where the Matter Type 1 code is FAMW and may only be used when representing the parents of the child or those with parental responsibility subject to the potential care order.
<b>FPC03</b>	This code should be used when there is pre-proceedings advice to the client involving negotiation with the Local Authority about the issue of proceedings and work was previously undertaken at Level 1. This level of advice cannot be claimed unless the client has received a Notice of Intention to Issue Proceedings from the Local Authority.  This code may only be used in potential care and supervision proceedings where the Matter Type 1 code is FAMW and may only be used when representing parents of the child or those with parental responsibility subject to the potential care order.

**Local Authority Number**

This field should be completed in Care & Supervision cases where the Local Authority has provided written notice of its intention to issue proceedings. The number recorded should be the reference number on the Local Authority correspondence. If the Local Authority has not provided a reference number then 000 should be entered.

### Client Type

The following codes should be used when completing the client type column.

Client Type	Code
Parent (or person with parental responsibility)	P
Child	C
Joined party	J

### MenH – CMRF

Field	Use	Format
Case Stage	Levels of fees being claimed	MHL01-09 Code – see attached
Adjourned Hearing Fee	Number of times the MHRT adjourned hearing fee is claimable	Numeric e.g.01
Additional Travel Payment	State whether the clients' location was designated as Remote	Yes or No
Meetings Attended?	Types of meetings attended	MTGA01-24 – see below
Stage Reached	Stage the case has reached at the end  If a MHRT case also involves a managers hearing, the MHRT code takes precedence You should use the MHRT code (MD) if there was representation at the hearing, the code MB if not. If level 1 work only is carried out code MA should be used	2 characters
Outcome for Client	The outcome for the client at the end of the case /stage. Code MK should be used if a client is not discharged following an MHRT	2 characters

### Case Stage

This determines which fee(s) the supplier is paid for the case. There are 9 possible codes- see table below.

	Fees Claimed			
Code	Non-MHRT	MHRT Level 1	MHRT Level 2	MHRT Level 3
MHL01	Y			
MHL02		Y		
MHL03		Y	Y	
MHL04		Y	Y	Y
MHL05			Y	

MHL06			Y	Y
MHL07				Y
MHL08		Y		Y
MHL09	Not Applicable- use if case started before 1 Jan 08			

## Validation

From 1 June 2009 validation will be added to CWA controlling what combination of Case Stage and Stage Reached codes you can claim in Mental Health. This is to improve the accuracy of submissions by disallowing invalid claims. Essentially, this will mean that you will no longer be able to submit certain combinations of fees with specific levels of assistance.

The combinations of codes that you will no longer be able to enter are in the table below. For example, if you claim a Non-MHRT Fee (Case Stage code **MHL01**), you will not be able to submit that you carried out representation at the MHRT (Stage Reached code **MD**)

Case Stage		Stage Reached	
Code	Description	Code	Description
MHL01	Non-MHRT	MD	Representation at MHRT
MHL02	MHRT L1	MB	Casework without representation
MHL02	MHRT L1	MC	Representation at HMM*
MHL02	MHRT L1	MD	Representation at MHRT
MHL03	MHRT L1, MHRT L2	MA	Advice only
MHL03	MHRT L1, MHRT L2	MD	Representation at MHRT
MHL04	MHRT L1, MHRT L2, MHRT L3	MA	Advice only
MHL04	MHRT L1, MHRT L2, MHRT L3	MB	Casework without representation
MHL04	MHRT L1, MHRT L2, MHRT L3	MC	Representation at HMM*
MHL05	MHRT L2	MA	Advice only
MHL05	MHRT L2	MD	Representation at MHRT
MHL06	MHRT L2, MHRT L3	MA	Advice only
MHL06	MHRT L2, MHRT L3	MB	Casework without representation
MHL06	MHRT L2, MHRT L3	MC	Representation at HMM*
MHL07	MHRT L3	MA	Advice only
MHL07	MHRT L3	MB	Casework without representation
MHL07	MHRT L3	MC	Representation at HMM*
MHL08	MHRT L1, MHRT L3	MA	Advice only
MHL08	MHRT L1, MHRT L3	MB	Casework without representation
MHL08	MHRT L1, MHRT L3	MC	Representation at HMM*

\* HMM = Hospital Managers Meeting

## Meetings Attended

As you will be aware, for the last version of the CMRF the LSC introduced a field to capture information on the meetings that you attended during the course of a case. An issue with the codes relating to this field was subsequently identified.

Accordingly, a new set of “Meetings Attended” codes will be used in Mental Health from 1 June 2009. As before, these will let us know what meetings you have attended. However, in addition, the codes will also tell us whether or not an application was made to the First-tier Tribunal (Mental Health) requesting a review/appeal of its original decision.

There are 24 codes, which can be found in the table below. These correspond to various combinations of meetings. For example, if you attended a Tribunal Hearing and Hospital Managers Review, then you would enter the code **MTGA06**. Similarly, if you attended a Tribunal Hearing, a Section 17 Meeting, and made a review/appeal application to the Tribunal, you would enter the code **MTGA19**. If no meetings were attended, then the code **MTGA01** should be used.

This field is mandatory, and cannot be left blank.

Meetings Attended code	Tribunal Hearing	Hospital Managers' Review	Section 117 Meeting	CPA	App. for Review/ Appeal
MTGA01					
MTGA02	X				
MTGA03		X			
MTGA04			X		
MTGA05				X	
MTGA06	X	X			
MTGA07	X		X		
MTGA08	X			X	
MTGA09		X	X		
MTGA10		X		X	
MTGA11			X	X	
MTGA12	X	X	X		
MTGA13	X		X	X	
MTGA14	X	X		X	
MTGA15		X	X	X	
MTGA16	X	X	X	X	
MTGA17	X				X
MTGA18	X	X			X
MTGA19	X		X		X
MTGA20	X			X	X
MTGA21	X	X	X		X
MTGA22	X		X	X	X
MTGA23	X	X		X	X
MTGA24	X	X	X	X	X

## Imm - CMRF

Item	Guidance
<p><b>HO UCN</b></p>	<p>In the immigration category, where the client has been allocated a Home Office reference number, the client's Home Office reference number must be reported here.</p> <p>The Home Office reference number will be allocated to clients on the decision letter at the latest, and you should not use any separate reference number(s) allocated to the client, for example, by the Immigration Service at ports or the Immigration Appellate Authorities.</p> <p>The format of Home Office Reference numbers which we will accept is one letter followed by between four and seven numbers.</p> <p>In rare cases where a client has not been allocated a Home Office reference number by the time a claim is submitted (or where the Home Office reference number is not of a format covered in the previous paragraph) the following reference number should be used on the CMRF:</p> <p style="text-align: center;">A0000000</p> <p>We will be unable to process claims for costs where the correct reference number is not supplied.</p>
<p><b>Attendance at a Home Office Interview</b></p>	<p>Providers should record the number of Home Office interviews attended in the HO Interview field (options available are 0-9). The additional payment for attending each Home Office interview will only be credited if Matter Type 1 code IALB or IMLB is used.</p> <p>For Legal Help matters payable at hourly rates (i.e. where Matter type 1 code IAXL, IMXL, IALH or IMLH has been used) the HO Interview field will be available but will <b>not</b> trigger any payments.</p> <p>For CLR Matters (i.e. where Matter Type 1 code IAAP, IMAP, IACA, IACB, IMCA, IMCB, IAXC or IMXC), the Home office interview field must have a value of 0 as there will never be an interview at the appeal stage (no payments will be triggered).</p> <p>The Commission will monitor the proportion of claims involving attendance at a Home Office interview to ensure that attendance only takes place in the circumstances permitted within the 2010 Standard Civil Contract Specification Section 8 - Immigration.</p>
<p><b>Representation at an Oral Case Management Review Hearing (CMRH)</b></p>	<p>The additional payment for attending an Oral Case Management Review Hearing (CMRH) must only be claimed if Matter Type 1 code IACA, IMCA, IACB or IMCB is used.</p> <p>The new CMRH Oral field will allow claims for attendance at 0-9 oral CMRHs (or Pre Hearing Reviews (PHR)). The additional payment for attending an Oral CMRH is payable for each separate CMRH (or PHR) attended).</p> <p>For CLR matters payable at hourly rates (i.e. where Matter Type 1 code IAAP, IMAP, IAXC or IMXC has been used) the CMRH Oral field will allow a numerical value (0-9) to be entered but will <b>not</b> trigger any additional payment</p>

	<p>The CMRH Oral field must have a value of 0 if the following Matter type codes are used – IAXL, IMXL, IALH, IMLH, IALB and IMLB. This is because CMRHs are not attended at the Legal Help stage of a case.</p>
<p><b>Representation at a Telephone Case Management Review Hearing (CMRH)</b></p>	<p>The additional payment for attending a Telephone Case Management Review Hearing (CMRH) must only be claimed if Matter Type 1 code IACA, IMCA, IACB or IMCB is used.</p> <p>The new CMRH Phone field will allow claims for attendance at 0-9 Telephone CMRHs (or Pre Hearing Reviews (PHR)). The additional payment for attending a Telephone CMRH is payable for each separate CMRH (or PHR) attended.</p> <p>For CLR matters payable at hourly rates (i.e. where Matter Type 1 code IAAP, IMAP, IAXC or IMXC has been used) the CMRH Phone field will allow a numerical value (0-9) to be entered but will <b>not</b> trigger any additional payment</p> <p>The CMRH Phone field must have a value of 0 if the following Matter type codes are used – IAXL, IMXL, IALH, IMLH, IALB and IMLB. This is because CMRHs do not take place at the Legal Help stage of a case.</p>
<p><b>Representation at a Substantive AIT Appeal Hearing</b></p>	<p>There is a separate field on the CMRF (the Substantive Hearing field) for providers to record if they have attended at a substantive First Tier Tribunal appeal hearing. Suppliers should select “Y” or “N” to indicate whether the matter did involve attendance at a substantive hearing or not.</p> <p>If the case did involve attendance at a substantive First Tier Tribunal appeal hearing a Stage 2b fee is payable in addition to the substantive hearing additional payment.<sup>1</sup></p> <p>If the case did not involve a substantive First Tier Tribunal appeal hearing, a Stage 2a fee will be payable.<sup>2</sup></p> <p>The additional payment for attending a substantive appeal hearing can only be claimed in relation to Stage 2b GFS claims. Therefore the additional payment for attending a substantive hearing will only be made if “Y” is entered and if Matter type 1 code IACB or IMCB is used.</p> <p>For CLR matters payable at hourly rates using Matter Type 1 code IAAP, IMAP, IAXC or IMXC, the Substantive Hearing field should be available for input, however this will <b>not</b> trigger any additional payment.</p> <p>For Matter Type 1 codes IALH, IMLH, IAXL, IMXL, IALB, IMLB, IACA and IMCA, “N” should always be entered in the Substantive Hearing field</p>
<p><b>Representation at an Adjourned/Part-Heard AIT Appeal Hearing</b></p>	<p>There is a separate field on the CMRF (the Adjourned Hearing Fee field) for providers to record if they have attended at an adjourned/part-heard First Tier Tribunal appeal hearing and how many part-heard hearings there were (this will be monitored by the Commission).</p> <p>Providers should select the number of adjourned/part-heard First</p>

<sup>1</sup> The Matter Type 1 code will be “IACB” or “IMCB” depending on whether it is asylum or non-asylum

<sup>2</sup> The Matter Type 1 code will be “IACA” or “IMCA” depending on whether it is asylum or non-asylum.

	<p>Tier Tribunal appeal hearings they attended. For Graduated Fee Scheme cases, this will automatically trigger the additional payment for each hearing reported.</p> <p>If the case involved attendance at a part-heard First Tier Tribunal appeal hearing a Stage 2b fee is payable in addition to the part-heard hearing additional payment.<sup>3</sup></p> <p>If the case did not involve a part-heard or substantive First Tier Tribunal appeal hearing, a Stage 2a fee will be payable.<sup>4</sup></p> <p>The additional payment for attending an adjourned/part heard First Tier Tribunal appeal hearing can only be claimed in relation to Stage 2b GFS claims (using Matter Type 1 codes IACB or IMCB).</p> <p>For CLR matters payable at hourly rates using Matter Type 1 code IAAP, IMAP, IAXC or IMXC, the Adjourned Hearing field should be available for input, however this will <b>not</b> trigger any additional payment.</p> <p>For Legal Help matters using Matter Type 1 codes IALH, IMLH, IALB, IMLB, IAXL or IMXL, the Adjourned Hearing field must have a value of 0.</p> <p>For CLR matters using Matter Type 1 codes IACA or IMCA, the Adjourned Hearing field must have a value of 0.</p>
<b>AIT Hearing Centre</b>	<p>Providers must report the hearing centre where the appeal hearing took place.</p> <p>01 = Birmingham  02 = Bradford  03 = Harmondsworth  04 = London – Field House  05 = London – Hatton Cross (York House)  06 = London – Taylor House  07 = Manchester (Piccadilly)  08 = Newport (Columbus House)  09 = North Shields (Kings Court)  10 = Nottingham Magistrates Court  11 = Stoke (Bennett House)  12 = Surbiton  13 = Walsall  14 = Yarl's Wood  15 = N/A – Application Only  16 = Other</p> <p>Note that 15 (N/A – Application Only) should be used for all Legal Help claims.</p>
<b>Legacy Cases</b>	<p>Providers should record whether or not the claim relates to a Home Office “legacy case.”<sup>5</sup> Select from “Y” or “N.” Please note that providers should select “Y” where an asylum matter is opened on/after 1st October 2007 but there has been a previous asylum application lodged prior to 1st April 2007.</p>
<b>JR/Form-filling</b>	<p>Reasonable costs relating to advice in respect of form-filling as</p>

<sup>3</sup> The Matter Type 1 code will be “IACB” or “IMCB” depending on whether it is asylum or non-asylum. Each part-heard hearing will attract the part-heard hearing additional payment.

<sup>4</sup> The Matter Type 1 code will be “IACA” or “IMCA” depending on whether it is asylum or non-asylum.

<sup>5</sup> A legacy case is defined as any case where the application was made prior to 1<sup>st</sup> April 2007.

	<p>permitted by Paragraph 8.57 of the 2010 Standard Civil Contract Specification Section 8 - Immigration or pre-certificate advice regarding judicial review (JR) matters should be recorded in this field. Please refer to the Civil Code guidance in respect of Matter Type Part 2 codes IFFL and IJRA. This work is payable at hourly rates.</p> <p>The sum entered in this field will only be paid on top of the graduated fees and additional payments due where GFS Matter Type 1 code IALB, IMLB, IACA, IMCA, IACB or IMCB have been used.</p> <p>Where a non-GFS (i.e an hourly rates) Matter Type 1 code is used (Matter Type 1 codes IALH, IMLH, IAAP, IMAP, IAXL, IMXL, IAXC or IMXC) with the JR/form-filling field, the value within this field should already be reflected within the Net Profit cost and will not be used for pricing.</p>
<b>VAT</b>	<p>There is a separate field for providers to record whether or not the claim attracts VAT. VAT should only be claimed if the provider is VAT registered. Providers are reminded that VAT is not payable in respect of asylum cases where the client does not have status (see page 19 of Issue 48 of Focus). Where the VAT indicator is checked in a case which attracts graduated fee(s), VAT will automatically be added to the graduated fee amounts, the additional payments, any detention travel/waiting costs and any JR/Form-filling costs claimed. VAT will be automatically added to the profit costs claimed and counsel's costs claimed where the VAT indicator is checked in a case which attracts hourly rates.</p> <p>VAT is not included when the LSC's Online system calculates whether or not a case meets the exceptional case criteria.</p> <p>If VAT is payable on a matter but counsel is not VAT registered, providers will need to check the VAT indicator in order to ensure that VAT is paid. The full amount paid (including VAT) should be declared on the provider's VAT returns. Whilst the provider will pay counsel's fees net of VAT, the VAT that has been paid to the provider on counsel's fees must be declared.</p> <p>The value of disbursements should be recorded net of VAT in the Net Disb Exc VAT field on the CMRF. There is a separate field on the CMRF (Disb VAT) for providers to record the monetary value of any VAT payable in respect of disbursements.</p> <p>Where payable, all cases reported as concluded before 1<sup>st</sup> December 2008 will attract VAT at 17.5%. All cases reported as concluded after that date will attract VAT at 15%. Please refer to the published guidance at:-</p> <p><a href="http://www.legalservices.gov.uk/docs/about_us_main/GuidanceonVATchange-January09Update.v2.122222.pdf">http://www.legalservices.gov.uk/docs/about_us_main/GuidanceonVATchange-January09Update.v2.122222.pdf</a></p>
<b>Claiming for Exceptional Cases</b>	<p>Providers must report the actual profit costs incurred when making any claim on the CMRF. The system will automatically calculate whether the case meets the exceptional case criteria (i.e. whether the profit costs incurred excluding the additional payments claimed exceeds three times the value of the payments claimed under the Graduated Fee). Providers will, however, have to complete an exceptional case form and forward all such cases to the National Immigration &amp; Asylum Team for cost assessment in order to</p>

	receive exceptional case payments.
<b>Claiming Detention Travel and Waiting</b>	<p>Travel time is generally included within the payment levels under the Graduated Fee Scheme (GFS). Additional travel and waiting time may however be claimed (up to a maximum of three hours per return journey to take the client's instructions) where the client is in detention<sup>6</sup> and where:-</p> <p>a) There are no exclusive contracting arrangements in place at the detention centre;</p> <p>b) The client is referred to you by an exclusive contractor;</p> <p>c) One of the exceptions specified under Paragraph 8.6 2010 Standard Civil Contract Specification Section 8 – Immigration applies.</p> <p>Please note that, although up to 3 hours travel may be claimed to go to take instructions from a detained client, providers must always consider whether it would have been reasonable for the client to instruct a more local provider (see Para 6.61(c) 2010 Standard Civil Contract Specification). You may not claim for any additional costs incurred by you, your client or a third party (e.g. expert or interpreter) because you are not located near the client where it would have been reasonable for the client to instruct a more local provider (see also 3.5 Cost Assessment Guidance).</p> <p>Please note however that the ability to claim travel for attending detained clients in addition to the GFS only covers travel for the purposes of taking the client's instructions. Any travel to hearings will not be claimable on top of the GFS as an allowance has already been factored into the GFS payments. The exception to this rule is travel in respect of bail hearings which will be paid at hourly rates for all cases.</p> <p>The actual travel time incurred should be reported in the Travel Time field on the CMRF. The actual waiting time incurred should be reported in the Waiting Time field on the CMRF.</p> <p>The value of the actual travel and waiting time combined should be reported in the Travel and Waiting Costs field on the CMRF.</p> <p>Where the client is in detention and their case falls under the GFS, additional travel time (up to 3 hours per return journey to take their instructions) and reasonable waiting time may be claimed. In cases such as these, providers should only report the claimable travel and waiting costs in the Detention Travel/Waiting Costs Exc VAT field on the CMRF.</p> <p>For the sake of clarity please note that the Detention Travel/Waiting Costs Exc VAT field on the CMRF should only ever be used to report the additional travel and waiting time claimable in relation to attending on a detained client whose case is subject to the GFS. The sum entered in this field will only be paid on top of the graduated fees and additional payments due where GFS Matter Type 1 code IALB, IMLB, IACA, IMCA, IACB or IMCB have been used in conjunction with Matter Type 2 code IIRC, IRVL or</p>

<sup>6</sup> i.e. claims made using Matter Type Part 2 codes IBAI, IDAS, IFST or IIRC.

	<p>IFST.</p> <p>Where a non-GFS Matter Type 1 code is used (i.e. IALH, IMLH, IAAP, IMAP, IAXL, IMXL, IAXC or IMXC) with the Detention Travel / Waiting field, the value within this field should already be reflected within the Net Profit cost and will not be used for pricing. This applies to Bail (Matter Type 2 code IBAI) and Detention Duty Advice Surgery (IDAS) cases too.</p> <p>Actual travel and waiting time should generally be included with the profit costs incurred in a case and reported in the Net Profit Costs Exc VAT field on the CMRF. The only exception to this is where the client is in detention and their case falls under the GFS (i.e. in the circumstances referred to in the previous paragraph). In these circumstances the additional travel and waiting time claimable in relation to attending on the detained client should not be reported in the Net Profit Costs Exc VAT field but instead be reported in the Detention Travel Costs Exc VAT field.</p>
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## **Codes Section**

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## Actions Against the Police

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

### Matter type Part 1 - What the matter is about

Code	Description
AASS	Assault
AFAL	False imprisonment/wrongful arrest
AMAL	Malicious prosecution
AMIS	Misfeasance in public office
ANEG	Negligence
ATRE	Trespass
AINT	Interference with goods
ACOM	Complaint
AIND	Inquest (death in custody)
AINO	Inquest (other)
AHRA	Human Rights Act only
ADIS	Discrimination
ASAC	Deliberate sexual abuse as child in care
ASAA	Deliberate sexual abuse as vulnerable adult in care
ANSC	Deliberate non-sexual abuse as child in care
ANSA	Deliberate non-sexual abuse as vulnerable adult in care
AOTH	Other

### Matter type Part 2- Who the matter involves

Code	Description
APOL	Police
APRI	Prison
AHOM	Home Office
ACRB	CRB
AREL	Religious institution
ALEA	LEA
AHOS	Hospital
AIMM	Immigration Authority
ABAI	Bailiffs
ACOM	Private company
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.

Code	Description
AA	First meeting
AB	Further work
AC	Putting case for the client – any communications with relevant third parties for the purposes of gathering information or negotiating on behalf the client
AD	Representation at court/tribunal

## 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
AA	Client receives damages
AB	Client's property is returned
AC	Client receives damages and client's property is returned
AD	Client obtained a declaration of their rights
AE	Client was successful in requiring or restraining a particular course of action to be taken by the opponent
AF	Client secures explanation or apology
AG	Opponent/other party action benefited other person than client
AH	Client advised and able to plan and/or manage their affairs better
AI	Matter concluded otherwise

### Matter not concluded

Code	Description
AU	Matter stopped on advisor's recommendation
AV	Matter proceeded under other CLS Funding
AW	Client referred to another organisation
AX	Client advised and taking action themselves or with the help of a third party
AY	Client advised and third party action or decision awaited
AZ	Outcome not known/client ceased to give instructions

## Clinical Negligence

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

### **Matter type Part 1 - What the matter is about**

<b>Code</b>	<b>Description</b>
NMIN	Physical Injury (full recovery in 1 year)
NMOD	Physical Injury (full recovery in 3 years)
NPER	Physical Injury (with persistent problems)
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.)
NFAT	Fatal injury
NOTH	Other

### **Matter type Part 2 - Who the matter involves**

<b>Code</b>	<b>Description</b>
NNHN	Hospital – NHS
NNHP	Hospital – Private
NNGN	General Practitioner – NHS
NNGP	General Practitioner – Private
NNCL	Clinician – Private
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>
NA	First meeting
NB	Further work (Unfavourable expert evidence on liability)
NC	Putting the case (Protocol period and all steps up to but not including trial)
ND	Court/Tribunal (Trial)

## 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
NA	Client receives damages
NB	Client receives periodical payments
NC	Client receives periodical payments and damages
ND	Apology obtained
NE	Opponent/other party action benefited person other than client (a change in policy or procedure)
NF	Client advised and able to plan and/or manage their affairs better
NG	Matter concluded otherwise

### Matter not concluded

Code	Description
NU	Matter stopped on advisor's recommendation
NV	Matter proceeded under other CLS Funding
NW	Client referred to another organisation
NX	Client advised and taking action themselves or with the help of a third party
NY	Client advised and third party action or decision awaited
NZ	Outcome not known/client ceased to give instructions

## Community Care

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

### **Matter type Part 1- What the matter is about**

<b>Code</b>	<b>Description</b>
COBA	Obtaining assessment
CCHA	Challenging an assessment
CPRO	Provision of services
CCRG	Charges for services
CFUN	Provision of direct payments or equivalent
CISS	Issues arising from the health /social care divide
CPOV	Protection of vulnerable adults
CCOT	Other

### **Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>
CCSU	Client is a current or prospective service user
CFAM	Client is a Carer - family member
CNFM	Client is a Carer - non-family member
COTH	Other
CNAS	NAAS 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>
CA	First meeting
CB	Further work
CC	Putting case for the client
CD	Representation at court/tribunal

## 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
CA	Money provided for the purpose of arranging services by or for the client
CB	Liability of client to pay charges for services is reduced or eliminated
CC	Assessment obtained
CD	Deficiencies in assessment remedied
CE	Secured provision of service
CF	More effective protection of vulnerable adult
CG	Statutory complaint is progressed more effectively
CH	Correct commissioner of service identified to the benefit of the client
CI	Client advised and enabled to plan and/or manage their affairs better
CJ	Matter concluded otherwise

### Matter not concluded

Code	Description
CU	Matter stopped on advisor's recommendation
CV	Matter proceeded under other CLS Funding
CW	Client referred to another organisation
CX	Client advised and taking action themselves or with the help of a third party
CY	Client advised and third party action or decision awaited
CZ	Outcome not known/client ceased to give instructions

## Consumer General Contract

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

### **Matter type Part 1- What the matter involves**

<b>Code</b>	<b>Description</b>
GDDA	Discrimination in the provision of goods and services
GDEF	Defective goods and/or services (including misrepresentation)
GCRL	Credit/loans
GCCR	Cancellations/withdrawal of credit
GINS	Insolvency/bankruptcy
GMDO	Monies due and owing
GREF	Refusal to supply goods and services (including holiday claims)
GIPS	Insurance/pensions/savings dispute
GPRI	Pricing and charging dispute
GPFN	Professional negligence
GRPI	Recovery of property/interference with goods (including all interpleader claims)
GPRO	Contentious Probate Matters
GOTH	Other

### **Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</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
GOTH	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>
GA	First meeting (including confirmation of advice letter)
GB	Further work
GC	Putting case for the client
GD	Representation at court/tribunal

## 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
GA	Client receives lump sum or property
GB	Client receives new or increased periodical payment
GC	Client receives both lump sum and periodical payment
GD	Client successful in avoiding insolvency/bankruptcy
GE	Sum owed is reduced or less than claimed
GF	Liability to make payments is reduced or less than claimed
GG	Goods or services returned, replaced, repaired or resumed
GH	Client obtained a declaration of their rights
GI	Opponent/other party action benefits client
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
GM	Matter concluded otherwise

### Matter not concluded

Code	Description
GU	Matter stopped on advisor's recommendation
GV	Matter proceeded under other CLS Funding
GW	Client referred to another organisation
GX	Client advised and taking action themselves or with the help of a third party
GY	Client advised and third party action or decision awaited
GZ	Outcome not known/client ceased to give instructions

## Debt

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

### **Matter type Part 1 - What the matter is about**

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

### **Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

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

### **Stage Reached**

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>
DA	First meeting
DB	Further work (This includes time spent in preparation for the next stage which proves unnecessary)
DC	Putting case for the client (This is where completion follows communication/negotiation with relevant third parties and/or their representatives)
DD	Representation at court

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

### Matter not concluded

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

## Education

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

### **Matter type Part 1 - What the matter is about**

<b>Code</b>	<b>Description</b>
EADM	Admission/choice of an institution (non-SEN and non-DDA)
EXCE	Exclusion/refusal to provide full time education (non-SEN and non-DDA)
ESEN	Special educational needs and/or children unable to attend school
EDDA	Disability discrimination at nursery, school, college or LEA
ENEG	Concern over level or quality of education, bullying or other professional negligence
EREO	Institution establishment/reorganisation (opening, closing, merging etc)
EGTO	Grants, transport and other local education authority services
EPRO	Non-attendance and proceedings against parents
EDOT	Other

### **Matter type Part 2 - Who the matter involves**

<b>Code</b>	<b>Description</b>
ENUR	Nursery
EDSC	School
EPRU	PRU
ECOL	Non – university college
EUNI	University
EAAP	AAP
ELOC	LEA
EIAP	IAP
ESOS	SOS / DfES
EHEF	HEFC / LSC
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>
EA	First meeting
EB	Further work excluding contact with other side/defendant/respondent
EC	Putting case for client to other side/defendant/respondent
ED	Representation at court/tribunal

## 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
EA	Client receives damages
EB	Client receives new or increased periodical payment
EC	Client receives damages or property and new or increased periodical payment
ED	Sum owed by client is reduced or less than claimed
EE	Liability of client to make regular payments is reduced or less than claimed
EF	Opponent/other party action benefits client
EG	Opponent/other party action prevented
EH	Opponent/other party action delayed
EI	Client secures explanation or apology only
EJ	Client advised and able to plan and/or manage their affairs better
EK	Matter concluded otherwise

### Matter not concluded

Code	Description
EU	Matter stopped on advisor's recommendation
EV	Matter proceeded under other CLS Funding
EW	Client referred to another organisation
EX	Client advised and taking action themselves or with the help of a third party
EY	Client advised and third party action or decision awaited
EZ	Outcome not known/client ceased to give instructions

## **Employment**

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

### **Matter type Part 1 - What the matter involves**

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

### **Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

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

### **Stage Reached**

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>
YA	First meeting
YB	Further work
YC	Putting case for the client
YD	Representation at court/tribunal

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

### Matter not concluded

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

## Family

The matter type must reflect the most significant legal issue(s) dealt with during the case. Remember, the Matter Type 1 and Matter Type 2 code should be the code that is relevant at the end of the case (which may be different from the code initially assigned to the case at the outset).

If your case is exceptional at Level 1 (because the case involves domestic violence or divorce only) you must use codes FAMA, FAMB or FAMC as appropriate. If you do not use one of these 3 codes your claim for an exceptional case at Level 1 will be rejected

### **Matter type Part 1- What the matter is about**

Codes where only the Level 1 fee is claimable

<b>Code</b>	<b>Description</b>
FAMA	Divorce/Judicial Separation/Nullity
FAMB	Dissolution of Civil Partnership
FAMC	Domestic Abuse
FAMT	Family Wills
FAMU	Change of Name applications
FAMV	Other

Codes where the Level 1, Level 2 and Level 1 and 2 fees are claimable

<b>Code</b>	<b>Divorce/Judicial Separation/Nullity</b>	<b>Civil Partnership Dissolution</b>	<b>Domestic Abuse</b>	<b>Private Law Children</b>	<b>Financial Provision</b>
FAMD				Private Law Children	
FAME				Private Law Children	Financial Provision
FAMF	Divorce/Judicial Separation/Nullity			Private Law Children	
FAMG		Civil Partnership Dissolution		Private Law Children	
FAMH			Domestic Abuse	Private Law Children	
FAMI	Divorce/Judicial Separation/Nullity		Domestic Abuse	Private Law Children	
FAMJ		Civil Partnership Dissolution	Domestic Abuse	Private Law Children	Financial Provision
FAMK					Financial Provision
FAML	Divorce/Judicial Separation/Nullity				Financial Provision
FAMM		Civil Partnership			Financial Provision

		Dissolution			
FAMN			Domestic Abuse		Financial Provision
FAMO	Divorce/Judicial Separation/Nullity		Domestic Abuse		Financial Provision
FAMP		Civil Partnership Dissolution	Domestic Abuse		Financial Provision
FAMQ			Domestic Abuse	Private Law Children	Financial Provision
FAMR	Divorce/Judicial Separation/Nullity		Domestic Abuse	Private Law Children	Financial Provision
FAMS		Civil Partnership Dissolution	Domestic Abuse	Private Law Children	Financial Provision
FAMZ	Divorce / Judicial Separation /Nullity			Private Law Children	Financial Provision

Public Law

FAMW	Public Law Proceedings – Section 31 Care Proceedings
FAMX	Public Law Proceedings – Other

**Matter Type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

FADV	Client is seeking advice only
FPET	Client is the petitioner in Divorce/Judicial Separation/Nullity/Dissolution of Civil Partnership
FRES	Client is the respondent in Divorce/Judicial Separation/Dissolution of Civil Partnership
FAPP	Client is or would be the applicant where proceedings issued
FREP	Client is or would be the respondent where proceedings issued
FCHG	Client is a child with a guardian
FCHS	Client is a child instructing solicitor directly
FOTH	Other

FPET cannot be used in a case where you are claiming the Level 2 fee.

**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.

FA	<p><b>First meeting</b> work carried out under code FA for the first meeting will include: -</p> <ul style="list-style-type: none"> <li>▪ First meeting with the client;</li> </ul> <p>Any routine correspondence or telephone calls following on from the</p>
----	--

	meeting or provision of telephone advice such as confirming advice given in writing.  This code should only be used when you are using the codes FPL01 and FPC01 i.e. only claiming Level 1 advice.
FB	<b>Further Work</b> under FB includes 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  This code can be used in conjunction with any of the case stage codes.
FC	<b>Public Law pre-proceedings.</b> This code should be used when you are also using the code FPC02 and FPC03 codes i.e. when advising parents or those with parental responsibility in care proceedings where there has been negotiation with Local Authority after they have issued written notice of intention to issue s31 proceedings.
FD	<b>Divorce Proceedings –Petitioner only Level 1.</b> This code should only be used when you are using the code FLP10 i.e. claiming the Level 1 petitioner fee . When using this code the Matter Type I code should always be FAMA or FAMB and the Matter Type II code should always be FPET

If you are;

- a) claiming the fee for Level 2 public law 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.

### 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.

The codes that are marked with an X are the codes that must be used when claiming a settlement fee. . If one of these outcome codes is not used then your claim for a settlement fee will be rejected. The settlement fee will only be payable if the case is settled at Level 2.

### Matter concluded

FA	Decree Absolute/Dissolution obtained	
FB	Client and partner reconciled	
FC	Advice given – no further action required	
FD	Client referred to mediation and settled at mediation .	X
FE	Settlement with benefit for the client	X
FF	Settlement with no benefit for the client	X
FG	Client received lump sum/property adjustment AND periodical payments	X
FH	Client received lump sum/property adjustment	X
FI	Client received periodical payments	X

FJ	Liability to pay other side reduced or avoided	X
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### **Matter not concluded**

FT	Client ceased to give instructions	
FU	File transferred to another solicitor	
FV	Matter stopped on advisor's recommendation	
FW	Matter proceeding under other CLS Funding where the client is the Applicant	
FX	Matter proceeding under other CLS Funding where the client is the Respondent	
FY	Client referred to another contracted supplier for advice in a different category	
FZ	Client referred to a non-funded service	

### **ADDITIONAL GUIDANCE ON REPORTING IN FAMILY CASES**

This note is a further clarification about how family fees should be claimed under the existing Family Specification. This supplementary guide has been developed following feedback from practitioners and is intended to give some additional practical guidance to claiming in family cases.

#### **1) Claiming a Level 2 fee.**

Paragraph 10.55 of the 2007 Family Specification sets out the circumstances when a Level 2 fee may be claimed. It states

Criteria for Family Help (Lower) – meaning of “significant family dispute”

10.55 You may only grant Family Help (Lower) where all relevant Funding Code criteria are satisfied, taking into account any guidance from those criteria in Volume 3 of the LSC Manual (or as published on our website). Family Help (Lower) **may not** be granted for those Family Disputes:

- (i) **Which do not require or involve more than one meeting with the Client**, whether or not followed up by written or telephone advice;
- (ii) Where the Client's primary concern is with processing a divorce, judicial separation or dissolution of a civil partnership and any associated property or children disputes do not satisfy the criteria for Family Help;
- (iii) Where the dispute, if unresolved, would be unlikely to lead to family proceedings;
- (iv) Where the primary issue is a change of name or advice about a will;
- (v) Where the Client requires only general advice about the dispute and methods of dispute resolution, such as Family Mediation; or
- (vi) Where the issue relates to child support only and the Child Support Agency has jurisdiction.

For the avoidance of doubt, a Level 2 fee may not be claimed where no second meeting with the client has taken place irrespective of the amount of work undertaken on behalf of the client.

**Example**

You have a face-to-face meeting with a client and provide initial advice in relation to a contact dispute. You subsequently undertake further work for the client including negotiating with the other side but you do not see the client in person again. In this case only a Level 1 fee may be claimed.

A Level 2 fee may not be claimed where there is no significant dispute irrespective of the amount of work undertaken.

**Example**

You are advising a grandparent of a child who wishes to apply for a residence order. Both parents are supportive of the proposed application and there is no dispute. The client requires assistance in connection with the application and you meet with them on more than one occasion. However, in this case only a Level 1 fee may be claimed as the case does not meet the definition of a significant family dispute.

A Level 2 fee may NOT be claimed where the description of the case is FAMA (divorce only), FAMB (dissolution of a civil partnership only), FAMC (domestic abuse only), FAMT (wills) or FAMU (change of name). These are matters that can only be claimed at Level 1. A Level 2 fee may only be claimed if there are also children or finance issues that meet the criteria for a significant family dispute.

**Example**

You are advising a client who is the petitioner in divorce proceedings. The divorce procedure is more complex than usual as the parties were married in a foreign jurisdiction and the costs exceed 3x the Level 1 petitioner fee. In this case a Level 2 fee may not be claimed but the case will be paid as an exceptional case.

A Level 2 fee may not be claimed when the matter proceeds straight from Level 1 to a Public Funding certificate.

**Example**

You see a client regarding a dispute over contact and residence. It is clear from the first meeting that this case will not be resolved through negotiation and you apply immediately for a certificate. In this case a Level 2 fee may not be claimed.

**2) When you should NOT claim a Level 1 fee**

When you see a client and grant emergency funding using devolved powers on the same day on behalf of the client then you should NOT claim a Level 1 fee. The time taken in granting funding and applying for the certificate should be claimed under the certificate.

This is set out in Section 5 of the Family Specification which states that when carrying out Controlled Work :

5.19 A Legal Help Matter Start is not justified in the following circumstances:

(a) Providing information to Clients or to other persons contacting your organisation.

(b) Supplying a new Supplier with a former Client's file or a copy, or information about the circumstances of termination of the retainer, under Paragraph 1.2 above.

(c) *Where on the day that work is carried out you are satisfied that the Funding Code Criteria are met for a grant of Emergency Representation, or other Licensed Work funding, in relation to the same matter and you grant or intend to grant such funding. Instead, all work carried out on the day of the grant of Licensed Work funding may be claimed under the resulting Certificate."*

### 3) Claiming fees for Divorce

A enhanced petitioner's fee is available where the solicitor is advising the client on divorce proceedings, the divorce proceedings are issued and there are no children or finance issues which justify other levels of funding. The FPL10 code (representing the petitioner in undefended divorce proceedings) should only be used in these cases.

When using the code FPL10 the Matter Type 2 'FPET' (client is the petitioner in a divorce, judicial separation, nullity or in dissolution of civil partnerships cases) and the Stage Reached code FD must be used. This is because these are the codes that deal specifically with the Divorce Petitioner fee.

In these cases the Matter Type1 code reported must be either FAMA (Divorce/Judicial Separation/Nullity) or FAMB (Dissolution of Civil Partnership).

Therefore to claim the enhanced petitioner fee then the following combination of codes should be used. See the first 2 cases in the screen shot below.

Stage Level Code	Matter Type 1	Matter Type 2	Stage Reached
FPL10	FAMA or FAMB	FPET	FD

Where advice was provided on divorce only, but Stage Level FPL10 is not appropriate as there were no proceedings issued, and therefore the FLP01 code is used then Matter Type 2 code FADV 'client seeks advice only' should be used rather than FPET. See the third case in the screenshot below.

Where advice was provided on divorce as well as children and/or finance work, making a Level 1 and Level 2 claim applicable, then the Matter Type 2 Code FAPP 'client is or would be the applicant where proceedings were issued' should be used and FREP 'client is or would be the respondent where proceedings were issued' should be used.

http://www.legalservices.gov.uk/docs/forms/Family\_Help\_CMRF\_Version\_1\_October\_2007\_[44KB].pdf - Microsoft Internet Explorer

Address: http://www.legalservices.gov.uk/docs/forms/Family\_Help\_CMRF\_Version\_1\_October\_2007\_[44KB].pdf

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Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMA			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FPEI	FPL10								<input type="checkbox"/>	<input type="checkbox"/>					FD	

  

Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMA			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FPEI	FPL10								<input type="checkbox"/>	<input type="checkbox"/>					FD	

  

Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMA			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FADV	FA/FB								<input type="checkbox"/>	<input type="checkbox"/>						

This code combination must be used when claiming a FPL10 (divorce)

This code combination must be used when claiming a FPL10 (civil partnership)

#### 4) Reporting further work

There are many cases where you may undertake further work for a client but only claim a Level 1 fee. In these cases it may on occasion be more accurate to use the Matter Type II code FB as the case did not conclude at the first meeting. See the first two cases in the screenshot below.

##### Example

Where you have had an initial meeting with a client and provided advice to that client and undertaken further work for the client by corresponding with the other party but have not seen the client a second time then only the Level 1 fee is payable. However, the stage reached should be reported as FB.

Where you are claiming a Level 2 fee then the stage reached should be reported as FB and **NOT** FA. This is because FA is where the **case has concluded at the first meeting** and paragraph 10.55 of the Family Specification states that a Level 2 fee (Family Help-Lower) may **NOT** be granted for family disputes which do not require or involve more than one meeting with a client. See the third case in the screenshot below.

## 5) Claiming a settlement fee

**Settlement fees are payable in private cases where, as a result of negotiation** by the provider, agreement is reached on children or finance issues without the need to go to court. Therefore these codes should only be claimed where the case has gone to Level 2 and where there is a definite outcome for the client.

Where a settlement fee is claimed the 'Outcome' for the client cannot be one of the 'Matter not concluded' codes. The case has to have concluded for a settlement to be reached.

When a settlement fee is claimed (i.e. where codes FPL02, FPL03, FPL06, FPL07, FPL08, FPL11, FPL12, FPL15, FPL16, FPL17 are used) only the following 'outcome for the client' codes should be used:

- FE: Settlement with benefit for the client
- FF: Settlement with no benefit for the client
- FG: Client received lump sum/property adjustment and periodical payments
- FH: Client received lump/property adjustment
- FI: Client received periodical payments
- FJ: Liability to pay other side avoided or reduced

### Example

**You act for a client on divorce and financial issues and you see the client twice. The client is then referred to mediation and an agreement is reached through mediation. You advise the client on the agreement and the agreement is then recorded in a written agreement. You should use outcome code FE.**

http://www.legalservices.gov.uk/docs/forms/Family\_Help\_CMRF\_Version\_1\_October\_2007\_(44KB).pdf - Microsoft Internet Explorer

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Address http://www.legalservices.gov.uk/docs/forms/Family\_Help\_CMRF\_Version\_1\_October\_2007\_(44KB).pdf

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Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMD			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FAPP	FPL02								<input type="checkbox"/>	<input type="checkbox"/>					FB	FW

  

Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMD			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FADV	FPL02								<input type="checkbox"/>	<input type="checkbox"/>					FA	FC

  

Case Reference Number	Case Start Date	Case ID	UFN	Client Forename	Client Surname	Client Date of Birth	UCN	Gender	Ethnicity	Disability	Client Postcode	Case Concluded Date	Matter Type 1			
													FAMD			
Matter Type 2	Case Stage	Advice Time	Travel Time	Waiting Time	Net Profit Costs excl VAT	Net Disb excl VAT	Net Cost of Counsel excl VAT	Disbursements VAT amount	VAT Indicator	London Rate	Travel and Waiting Costs	Value of costs / Damages recovered	Local Authority Number	Client Type	Stage Reached	Outcome for Client
FADV	FPL02								<input type="checkbox"/>	<input type="checkbox"/>					FB	FE

1 of 1

Unknown Zone

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This code combination cannot be used

This code combination cannot be used

This code combination is correct.

## 6) Matter Type 2 codes

The code FAPP should be used where the client is **or would be** the applicant where proceedings are issued.

The code FREP should be used where the client is **or would be** the applicant where proceedings are issued.

## Housing

The matter type must reflect the most significant legal issue dealt with during the case. New matter codes have been introduced to distinguish Housing Court Duty Possession Scheme (HCDPS) work. The new Matter Type One HPCDS Codes can only be used in conjunction with a case start date that is on or after **15/11/2010**

### **Matter type Part 1 - What the matter is about**

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

### **Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

<b>Code</b>	<b>Description</b>
HPUB	Client has local authority landlord
HPRI	Client has private landlord
HHAC	Client has other social landlord
HNAS	Client has NASS accommodation/NASS advice
HOWN	Client is owner occupier
HHLS	Client is homeless
HLAN	Client is landlord
HOTH	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>
HA	First meeting
HB	Further work
HC	Putting case for the client
HD	Representation at court/tribunal

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

### Matter not concluded

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

If one of the three Matter Type One HPCDS codes are used and the client is declared to be 'ineligible', the outcome code cannot be 'HV'.

This is because outcome code 'HV' implies the matter 'proceeded under other CLS funding'. A matter cannot proceed under other CLS funding if the client is not eligible

## Immigration

The matter type must reflect the most significant legal issue dealt with during the case. Please ensure that the Matter Type I code accurately describes the claim because the 6 codes set aside for cases commenced on or Post 1<sup>st</sup> October 2007 under the Graduated Fee Scheme (GFS) automatically trigger fixed fees and/or additional payments.

### **Matter type Part 1 (Cases Commenced Pre 1<sup>st</sup> October 2007 – Except for Stand-alone Bail)**

Code	Description
IALH	Asylum - Legal Help (LH)
IMLH	Immigration – Legal Help (LH)
IAAP	Asylum - Appeals (CLR)
IMAP	Immigration - Appeals (CLR)

### **Matter type Part 1 (Cases Commenced under the Graduated Fee Scheme)**

Code	Description
IALB	Asylum – Stage 1 (LH)
IACA	Asylum – Stage 2a (CLR)
IACB	Asylum – Stage 2b (CLR)
IMLB	Immigration – Stage 1 (LH)
IMCA	Immigration – Stage 2a (CLR)
IMCB	Immigration – Stage 2b (CLR)

### **Matter type Part 1 (Cases which Commenced on or Post 1<sup>st</sup> October 2007 but which are Excluded from the Graduated Fee Scheme and Bail Claims)**

Code	Description
IAXL	Asylum – LH Work Not Subject to the GFS (LH)
IAXC	Asylum – CLR Work Not Subject to the GFS (CLR)
IMXL	Immigration – LH Work Not Subject to the GFS (LH)
IMXC	Immigration – CLR Work Not Subject to the GFS (CLR)

### **Matter type Part 2**

Code	Description
IASU	Information and Representation at ASU
IBAI	Bail
ICOA	Application to AIT for Leave to Appeal to Court of Appeal
ICZN	Obtaining Citizenship/Nationality
IDAS	Detention Duty Advice Surgery
IEAP	Early Advice Pilot Cases
IEMP	Employment Application/Appeal
IEUL	European Union Law/EEA
IFFL	“Form Filling”
IFME	Family Member Application/Appeal
IFRA	Fresh Applications
IFRB	Advice on Merits of a Fresh Application
IFST	Fast Track Case
IFVI	Family Visit Application/Appeal
IGOL	Grant/Variation of Leave to Enter/Remain

IILL	Illegal Entry
IIRC	Immigration Removal Centre Work
IJRA	Judicial Review
IMER	s103A Review Applications – Advice on Merits
INAS	NASS Only Advice
IOTH	Other
IOUT	Concession/Policy Outside the Rules Applies
IPAS	Pre-ASU Advice
IPST	Telephone Advice to Immigration Client Detained at a Police Station
IRAR	Review and Reconsideration Work - Subject to a Costs Order
IRHO	Review and Reconsideration Work - Not Subject to a Costs Order
IRVL	Removal/Deportation
ISTU	Student Application/Appeal
ITWE	Training or Work Experience Application/Appeal
IUAD	Disputed Unaccompanied Asylum Seeking Children
IUAS	Unaccompanied Asylum Seeking Children

### Stage Reached Code

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.

### Stage Claims

Code	Description
IR	Initial Home Office Substantive Decision/Stage 1 Completed/LH Work Completed, Matter Continuing – (LH)
IM	LH Completed, CLR Continuing – (LH)
IO	Initial AIT Substantive Decision/Unsuccessful Bail Application, CLR Continuing – (CLR)
IQ	CLR Completed, LH Continuing – (CLR)

### Completed Matter Claims

Code	Description
IE	LH Completed, CLR Not Applied For (LH)
IF	LH Completed, CLR Refused (LH)
IS	LH Completed, CLR Already Completed (LH)
IG	Not Determined by the AIT (CLR)
IH	Determined After a Substantive AIT Appeal Hearing/Bail Hearing (CLR)
IK	Final Determination Following an Application for Review or Reconsideration (CLR)

## Standby Claims

IT	Standby Payment
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### Outcome (for the Client) Code

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
IA	Client Granted Permission to Enter/Remain Permanently
IB	Client Granted Humanitarian Protection or Discretionary Leave to Enter/Remain
IC	Case Results in Grant of Other Permission to Enter/Remain for a Defined Period
ID	Citizenship Gained
IE	Application Refused
IF	Matter Concluded Otherwise
IG	Decision Withdrawn

### Matter Not Concluded

IU	Matter Stopped on Adviser's Recommendation
IV	Matter Proceeded Under Other CLS Funding
IW	Client Referred/Transferred to Another Organisation
IX	Client Advised and Taking Action Themselves or With the Help of a Third Party
IY	Client Advised and Third Party Action or Decision Awaited
IZ	Outcome Not Known/Client Ceased to Give Instructions
--	Double Dash

## Mental Health

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

### Matter type Part 1 - What the matter is about

Code	Description
MHDC	Patient is seeking discharge
MHTM	Problem with treatment/medication
MHMC	Mental capacity issue (non-“Bournewood”)
MHAS	Seeking treatment following admission
MHNS	Seeking treatment – not yet admitted
MHBW	“Bournewood” case (Mental Capacity Act 2005)
MHDR	Displacement of nearest relative
MHHA	Other problem during hospital admission
MHCM	Other problem in the community
MHOR	Other

### Matter type Part 2 - 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 'What the matter is about' above) prior to that issue being resolved or in any way addressed.

Code	Description
MOUT	Outpatient living in the community (not under section)
MCOM	Under Supervised Community Treatment order
MSUP	Subject to aftercare under supervision
MCON	Conditionally discharged patient
MGUA	Subject to s7 guardianship
MINF	An informal/voluntary patient in hospital
MPAT	Under Part II MHA in hospital
MSCR	Under Part III MHA in hospital
MREL	A (relative or) nearest relative of a patient
MOTH	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.

Code	Description
MA	Advice only
MB	Casework <b>without</b> representation at <i>either</i> Hospital Managers' hearing <i>or</i> MHRT
MC	Representation at Hospital Managers' hearing
MD	Representation at MHRT

## 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
MA	Immediate/absolute discharge
MB	Delayed/conditional/deferred or varied conditional discharge
MC	Aftercare under supervision ceases <i>or</i> guardianship ceases
MD	Discharged to prison <i>or</i> referred to Parole Board for release
ME	Statutory recommendation for leave
MF	Statutory recommendation for transfer to another hospital
MG	Statutory recommendation for guardianship/aftercare under supervision
MH	Extra-statutory recommendation
MI	Reclassification of form(s) of mental disorder
MJ	Client advised and able to plan and/or manage their affairs better
MK	Matter concluded otherwise

### Matter not concluded

Code	Description
MU	Matter stopped on advisor's recommendation
MV	Matter proceeded under other CLS Funding
MW	Client referred to another organisation
MX	Client advised and taking action themselves or with the help of a third party
MY	Client advised and third party action or decision awaited
MZ	Outcome not known/client ceased to give instructions

## Miscellaneous

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

### **Matter type Part 1 – What the matter involves**

<b>Code</b>	<b>Description</b>
XARB	Arbitration
XCPT	Contentious probate
XEUC	European court
XLAN	Land and environment law
XHAR	Harassment (other non-franchise category)
XNUI	Nuisance/trespass (non-housing)
XWIL	Non family wills
XCON	Change of name
XOTH	Other

### **Matter type Part 2 - Who does the matter involve**

<b>Code</b>	<b>Description</b>
XPUB	Problem relates to public body
XPRI	Problem relates to private individual
XOTH	Other
XNAS	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>
XA	First Meeting
XB	Further work
XC	Putting case for the client
XD	Court/Tribunal

## 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
XA	Client receives lump sum or property
XB	Client receives new or increased periodical payment
XC	Sum owed by client to a third party is reduced or is less than claimed
XD	Liability of client to make periodical payments is reduced or is less than claimed
XE	Opponent/other party action benefits client
XF	Opponent/other party action prevented
XG	Opponent/other party action delayed
XH	Client secures explanation or apology only
XI	Client advised and enabled to plan and/or manage their affairs better
XJ	Matter concluded otherwise

### Matter not concluded

Code	Description
XU	Matter stopped on advisor's recommendation
XV	Matter proceeded under other CLS Funding
XW	Client referred to another organisation
XX	Client advised and taking action themselves or with the help of a third party
XY	Client advised and third party action or decision awaited
XZ	Outcome not known/client ceased to give instructions

## Personal Injury

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

### **Matter type Part 1 - What the matter is about**

<b>Code</b>	<b>Description</b>
PMIN	Physical Injury (full recovery in 1 year)
PMOD	Physical Injury (full recovery in 3 years)
PPER	Physical Injury (with persistent problems)
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.)
PFAT	Fatal injury
POTH	Other

### **Matter type Part 2 - Reason why matter is in scope**

<b>Code</b>	<b>Description</b>
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>Guidance</b>
PA	First meeting - can include substantive telephone calls
PB	Further work - includes subsequent meeting or advising client further or considering further information and advising. Matters concluded after communication with witnesses, counsel or experts should be reported as B
PC	Putting case for the client - would entail communicating client's case with the 3 <sup>rd</sup> party. Matters prepared for tribunal or court but where the solicitor does not represent the client should be reported as C
PD	Representation at court/tribunal

## 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
PA	Client receives damages
PB	Client receives periodical payments
PC	Client receives periodical payments and damages
PD	Apology obtained
PE	Client advised and able to plan and/or manage their affairs better
PF	Matter concluded otherwise

### Matter not concluded

Code	Description
PU	Matter stopped on advisor's recommendation
PV	Matter proceeded under other CLS Funding
PW	Client referred to another organisation
PX	Client advised and taking action themselves or with the help of a third party
PY	Client advised and third party action or decision awaited
PZ	Outcome not known/client ceased to give instructions

## Public Law

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

### **Matter type Part 1 - What the matter is about**

<b>Code</b>	<b>Description</b>
BPBA	Ultra Vires Act/failure to act by Public Body
BEOD	Unlawful exercise of discretion
BPRO	Claim based on procedural unfairness
BDIS	Discrimination
BHRA	HRA Claim
BMAL	Maladministration
BRDP	Application of regulatory or disciplinary procedure
BOTH	Other

### **Matter type Part 2 - Who the matter involves**

<b>Code</b>	<b>Description</b>
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.

<b>Code</b>	<b>Description</b>
BA	First meeting
BB	Further work
BC	Putting the case for client
BD	Representation at court/tribunal

## 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
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
BG	Client secures new, resumed or improved services
BH	Client secures other substantive non-financial benefit
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
BM	Matter concluded otherwise

### Matter not concluded

Code	Description
BU	Matter stopped on advisor's recommendation
BV	Matter proceeded under other CLS Funding
BW	Client referred to another organisation
BX	Client advised and taking action themselves or with the help of a third party
BY	Client advised and third party action or decision awaited
BZ	Outcome not known/client ceased to give instructions

## Welfare Benefits

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

### **Matter type Part 1 - What type of benefit is involved**

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

### **Matter type Part 2 - What does the matter involve**

<b>Code</b>	<b>Description</b>
WREA	Reassessment of benefits
WREV	Revision/supersession
WSSC	Appeal to Social Security Commissioners
WAPL	Appeal - Other
WOVE	Overpayment of benefits
WBAC	Backdating of benefits
WLGO	Complaint to Local Government/Parliamentary Ombudsman
WOTH	Other
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>
WA	Initial instructions/attendance
WB	Further work
WC	Putting case for the client
WD	Representation at Court/Tribunal/Social Security Commissioner's Appeal Hearing

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

### Matter not concluded

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