

GUIDANCE FOR REPORTING WORK UNDER GENERAL CIVIL CONTRACTS: CONTROLLED WORK THE SPAN SYSTEM

Introduction

1. The SPAN coding framework was developed for the monthly reporting of all controlled general civil contracting from January 2000. The development of these codes was informed by first findings from the Block Contracting Pilot Research project commissioned by the Legal Services Commission using the BriefCase¹ classification system. The Law Society, the Advice Services Alliance and the Advice Networks have all been consulted on the codes and any amendments and their feedback has been incorporated into the framework. A number of practitioners from solicitors' firms, law centres and advice agencies have also been consulted. The LSC acknowledges the feedback from all those consulted.
2. The codes must be used when completing the **Consolidated Matter Report Form**. This form, together with a **Controlled Matter Start Form**, must be completed and returned on a monthly basis to the specified Regional Office of the Legal Services Commission within 10 days after the end of each month. **Suppliers in the Newcastle, Manchester, Liverpool, Leeds, Birmingham and Nottingham regions must send all matter start and matter report forms to the Nottingham Office. The address is as follows:**

Legal Services Commission - Nottingham Office
Fothergill House
16 King Street
Nottingham
NG1 2AS

MDX 10035 Nottingham 1

Suppliers in the Cambridge, London, Brighton, Bristol, Cardiff and Reading regions must send all matter start and matter report forms to the Reading Office. The address is as follows:

Legal Services Commission - Reading Office
80 King's Road
Reading
Berks
RG1 4LT

DX 4050 Reading

3. Each matter started must be recorded on a **Controlled Matter Start Form** which must be sent to the appropriate Regional Office to arrive within 10 days after the end of the relevant month. Under each category, report the number of new matter starts in that month and the number of matters reported as closed in that month. The matters closed figure should correspond with the number of matters reported as closed on the **Consolidated Matter Report Form** submitted in the same month and provides a control total against which the completeness of forms may be checked.

¹ BriefCase was developed as a classification system for the Block Contracting pilot research.

4. Each matter completed must be recorded on the **Consolidated Matter Report Form** which must be sent to the appropriate Regional Office within 10 days after the end of the relevant month. All matters must be reported on the **Consolidated Matter Report Form** within three months of being completed. Please note that failure to do this may result in payments being reduced. (see Civil General Contract Schedule Part B - Controlled Work, "Controlled Work claims - three months rule" for full details).
5. Contract payments depend on the timely return of these forms (see Civil General Contract Schedule Part B Controlled Work "Monthly Reports and Claims" for full details). **Failure to comply with this requirement will lead to a severe delay in monthly contract payment being made.**
6. Events constituting matter ends are defined in Rule 2.10 of the Contract Specification.
7. Matters commenced prior to and completed after 1 January 2000 ("old matter starts") must be reported on the same **Consolidated Matter Report Form** as is used to report the completion of matters commenced after 1st January 2000.
8. You do not need to complete all ten lines on the **Consolidated Matter Report Form** before sending it in. Complete as many sheets as required but remember to complete the boxes stating how many pages in total there are in a batch.
9. **All fields are mandatory except those relating to equal opportunities monitoring (all suppliers) and for NfP suppliers only, Profit Costs.**
10. Where there are no disbursement costs or counsel's fees these fields must be completed as either 00:00 or a dash in the box.
11. Completion of the ethnic origin and disability fields is voluntary. However, where the client is willing to provide this information it will greatly assist us in monitoring and researching access to LSC funded services in line with our commitment to promote equal opportunities, set out in our Equality Scheme (available on our website). This information will be treated in the strictest confidence and will be used purely for statistical monitoring and research.
12. **Forms will be rejected where mandatory fields are not completed.**
13. **NfP only :-** Level i work (which may only be carried out by Not for Profit organisations under the Not for Profit contract arrangements - see NfP Specification Rule 3.9 for definition of Level i) **must not be recorded on the matter report forms**, but be recorded and held separately by NfPs (see rule 3.9 in NfP Specification).
14. The information provided on these forms 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.

HOW TO COMPLETE THE CONTROLLED MATTER START FORM

Please see Appendix A for an example of a completed form.

All fields must be completed.

Supplier Name

Please enter your organisation's full name in this field.

Contract Number

This refers to your contract number under which you receive payment for your contract work. This is shown on your **contract schedule**.

Month

This must be completed in the format MON/YY; for example February 2000 should be recorded as FEB/00.

New Matter Starts

Under each category report the number of new matter starts in that month. Complete the total box.

Controlled work reported this month

Under each category show the number of matters reported as closed that month. Complete the total box. For example, where a matter was closed in April but the matter was not reported on the **Consolidated Matter Report Form** until June, the matter should be included in the "Controlled work reported this month" box for the month of June rather than the month of April.

Form Despatch

Controlled Matter Start Forms must reach the appropriate Regional Office within 10 days after the end of the relevant month regardless of the point in the month the matter started. For example, a matter started on 1 April must be reported on the form submitted in May, as must a matter started on 30 April.

HOW TO COMPLETE THE CONSOLIDATED MATTER REPORT FORM

Please see Appendix B for an example of a completed form.

Contract Number

This refers to your contract number under which you receive payment for your contract work. This is shown on your **contract schedule**.

Month

This must be completed in the format MON/YY; for example February 2000 should be recorded as FEB/00.

Case reference

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.

Client Name

Client initial and surname must be provided. The purpose of this field is to facilitate retrieval of specific files for audit.

Immigration Only: Unique Client Number (UCN)

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. 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.

The format of Home Office Reference numbers which we will accept is one letter followed by between four and seven numbers.

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:

A0000000

We will be unable to process claims for costs where the correct reference number is not supplied.

Equal Opportunities Monitoring

Please see paragraphs 9 and 11 of the Introduction for guidance. Where a client does not wish to provide this information, you should enter "ref" in the relevant fields.

Complete the gender field with F for Female or M for Male.

If a client considers himself or herself to have a disability please mark the disability monitoring column with the letter Y, if not then mark the column with the letter N. Where a client does not wish to provide this information please mark the column with the letter U.

The Commission for Racial Equality recommended categories to be used in this field are coded as follows:

Ethnic Origin	Code
White British	01
White Irish	02
White Other	14
Mixed White & Black Caribbean	10
Mixed White & Black African	11
Mixed White & Asian	12
Mixed Other	13
Asian or Asian British Indian	06
Asian or Asian British Pakistani	07
Asian or Asian British Bangladeshi	08
Asian or Asian British Other	15
Black or Black British Caribbean	04
Black or Black British African	03
Black or Black British Other	05
Chinese	09
Other	00
Unknown	99

Age

Client age will be recorded in bands (based on the Office for National Statistics' Labour Force Survey)

Age Range	Code
0-16	A
17-24	B
25-34	C
35-49	D
50-64	E
65+	F

Postcode

This field must be completed. It is important that the client's FULL, accurate, postcode is entered here. This will normally be one to two letters, then one or two numbers, followed by a space and then one number and two letters; for example, B25 8RK, AB32 7PY.

If the client does not know their postcode Royal Mail operates a telephone postcode enquiry service on 08457 111222.

Do **not** enter fictitious codes.

If you or the client *genuinely* cannot provide an accurate postcode (perhaps because new properties have not yet had their codes notified), please enter the first two letters of the Postal Area only; for example, OX (Oxford), SO (Southampton) If the client is homeless you should enter IT (space) IN.

Date Opened

This field must be completed. 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 2000 should be recorded 05/02/2000.

Matter Type

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

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

SPAN MATTER TYPES : Matter Specific Guidance

For completeness the full set of codes is presented here with guidance relating to individual codes.

Matter Type - FAMILY

Part I

Divorce	FDIV
Children - Public Law	FCPU
Children - Private Law	FCPR
Domestic Violence	FDOV
Other Relationship Breakdown	FORB
Issues arising from the Civil Partnership Act	FICP
Other	FOTH

Part II

Finance and/or property	FPY
Children issues	CHI
Both financial/property and children issues	FPC
The advice/assistance is provided in support of mediation	MED
Family wills	WIL
Other	OTH

Guidance:

Public Law children matters should be reported as

FCPU CHI

Domestic Violence matters should be reported as

FDOV OTH

Family wills matters should be reported as

FOTH WIL

Family Mediation

Subject to the usual financial eligibility test, Legal Help can be used to advise a client about the availability of Help with Mediation. It can also be used to briefly advise a client about the Funding Code Referral to Mediation and about the mediation process generally. This work should normally take 1 or 2 units (6 to 12 minutes). A further 12 minutes (2 units) should normally be sufficient to assist the client with the application for Help With Mediation.

Alternatively Legal Help can also be used to support the mediation process and to provide advice as the process progresses. This would be appropriate where the mediation process deals with a limited issue, e.g. a difference concerning handover arrangements for contact or contact times between an absent parent and his or her child. However, when the statutory charge is likely to apply, then an application for Help With Mediation should be made.

Matter Type - HOUSING

Part I

Possession - Rent / mortgage arrears	HARR
Possession - other transfers and allocations	HWAI
Disrepair	HDRP
Landlord and tenant other terms and conditions	HLTE
Homelessness / threat of homelessness	HOME
Housing benefit	HBEN
ASBOs - Magistrates/Crown Court	HASB
Other	HOTH

Part II

Client has local authority landlord	PUB
Client has private sector landlord	PRI
Client has other social landlord	HAC
Client is owner occupier	OWN
Client is landlord	LAN
Client is actually homeless	HOM
Other	OTH

Matter Type - DEBT

Part I

Housing debts (rent, mortgage etc)	DHOD
Bank loans, Credit card/HP/Other regulated credit debts	DCCD
Council Tax	DCTB
Utilities	DHUD
Personal insolvency	DSLIV
Multiple debts	DMUL
Other	DOTH

Part II

Client needs to reschedule debts	SCH
Client needs to challenge validity of debts	VAL
Client needs both to challenge validity of debts and reschedule debts	MIX
Client is a creditor	CRE
Other	DOTH

Matter Type - WELFARE BENEFITS

Part I

Advice on Entitlement (<i>including better off calculations</i>)	WBCK
Benefit Challenge	WBCH
Main issue relates to Disability Benefit	WBDS
Welfare Benefits Other	WBOT

Guidance: Where a matter involves disability benefits and other issues, use the WBDS code.

Part II

Advice relating to review of benefits (including miscalculation of benefit)	REV
Appeal application (or further review other than Social Security Commissioners)	APL
Appeal to Social Security Commissioners	SSC
Advice on overpayment of benefit	OVE
Advice on backdating of benefit	BACK
Refusal, withdrawal and/or reduction of benefit	RWR
Other	WOTH

Guidance: Where there is overlap between REV and APL, use APL

Matter Type - CONSUMER AND GENERAL CONTRACT
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Part I

Consumer problem (client is consumer)	CGON
Consumer problem (client is seller/ service provider)	CGSE
Contract breaches/enforcements	CGBR
Professional negligence	CGPN
Moneys due or owing	CGMY
Recovery of property/interference with goods	CGRC
Other - (including professional negligence)	CGOT

Part II

Client wants monetary remedy up to £3,000	ONE
Client wants monetary remedy £3,000 - £10,000	TWO
Client wants monetary remedy over £10,000	THR
Client does not want a monetary remedy	NON

Matter Type - IMMIGRATION

Part I

Asylum Legal Help	IASY
Immigration Legal Help	IMMI
Appeals - Asylum (CLR)	IAAS
Appeals - Immigration (CLR)	IAIM

Guidance: where a transitional case that commenced prior to 1 April 2004 involves work done but not claimed under Legal Help AND an appeal under CLR, record the case as an appeal IAAS or IAIM.

Part II

Grant/variation of leave to enter/remain	GOL
Visas/entry clearance	VIS
Concession/policy outside the rules applies	OUT
Obtaining citizenship/nationality	CZN
Detention issues	BAI
Court recommended deportation	RVL
Breach of conditions	BOC
Illegal entry	ILL
European Union Law/EEA	EUL
Other	OTH
Fast Track Asylum Case**	FST
Review and Reconsideration Hearing	RAR

**Only use this code if it is a fast track case and you have a fast track asylum schedule.

Matter Type - EMPLOYMENT

Part I

Wrongful dismissal	EMWR
Unfair dismissal	EMUN
Redundancy	EMRE
Terms and conditions	EMTE
Sick Leave	EMSK
Discrimination	EMDI
Other	EMOT

Guidance: threat of dismissal included in EMWR or EMUN

Part II

Client is in part time employment	PTE
Client is in full time employment	FTE
Client is self employed	SEM
Client is unemployed	UNE
Client is employer/other	EMP

Matter Type - MENTAL HEALTH

Part I

Discharge by MHRT/Home Secretary	MHRT
Discharge by hospital manager	MHHM
Problem during admission	MHAD
Problem with section type/treatment during admission	MHST
Problem with treatment/care on release/aftercare	MHAF
Issues arising from mental impairment	MHIM
Other	MHOT

Part II

Client is patient (sectioned or not)	PAT
Client is sectioned following criminal proceedings	SCR
Client is relative of patient	REL
Other	OTH

Matter Type - PERSONAL INJURY

Part I

Road Traffic	PIRT
Industrial Disease	PIDI
Accident at work	PIAW
Tripping case	PITC
Product Liability	PIPL
Assault	PIAS
CICA claim	PICC
Other	PIOT

Part II

Minor injury (full recovery within 1 year)	MIN
Moderate injury (full recovery within 3 years)	MOD
Moderate injury with persistent problems	PERS
Severe injury with permanent disability	PERM
Fatal	FATL
Other	OTH

Matter Type - CLINICAL NEGLIGENCE
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Part I

Obstetrics and gynaecology	CNOG
Hospital other	CNHP
GP	CNGP
Dentistry	CNDN
Professional negligence (clinical negligence only)	CNPN
Other	CNOT

Part II

Minor injury (full recovery within 1 year)	MIN
Moderate injury (full recovery within 3 years)	MOD
Moderate injury with persistent problems	PERS
Severe injury with permanent disability	PERM
Fatal	FATL
Other	OTH

Matter Type - COMMUNITY CARE

Part I

Obtaining local authority assessment	COBT
Challenging a local authority assessment	CCMA
Provisions of services/residential care	CRES
Charges for services	CSER
Other	COTH

Part II

Client is a Service user	SER
Client is a Carer - family member	FAM
Client is a Carer - non-family member	NFM
Other	OTH

Matter Type – ACTIONS AGAINST THE POLICE, etc
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Part I

Client is in prison	PORI
Client is remanded in custody	PORM
Client is not in custody	POFR
Other	POOT

Part II

Assault	ASS
False imprisonment/wrongful arrest	FAL
Interference with goods	INT
Malicious prosecution	MAL
Trespass	TRE
Other	OTH

Matter Type - EDUCATION

Part I

Problem with/at an educational institution	ESCH
Problem with local authority or other body	ELEA
Problem with both	EBOT
Other	EOTH

Part II

Admission/choice of admission to an institution	ADM
Grants	GRA
Concern over level of quality of education	LEV
Special educational needs	SEN
Exclusion, suspension or expulsion	SUS
Other	OTH

Matter Type - PUBLIC LAW

Part I

Relates to the Right to :

Life (Article 2)	CLIF
Inhumane/degrading treatment (Article 3)	CLDG
Liberty/security of person (Article 5)	CLIB
Access to justice (Article 6)	CLTJ
Private and family life (Article 8)	CLFL
Freedom of religion (Article 9)	CLRL
Freedom of expression or assembly (Article 10 or 11)	CLEX
Prohibition of discrimination (Article 14)	CLPD
Administrative law	CLAL
Other	CLOT

Guidance: any matter arising from a criminal matter or in criminal proceedings falls within crime and not in civil general contracts. No work defined as covered by the criminal franchise may be covered in civil contract tolerances.

Part II

Problem with public authority /body	PAU
Problem with private company /organisation	COM
Other	OTH

Matter Type - MISCELLANEOUS

Part I

Arbitration	MARB
Contentious probate	MCPT
European court	MEUC
Land and environment law	MLAN
Harassment (non-other franchise category)	MHAR
Nuisance/trespass (non-housing)	MNUI
Non family wills	MWIL
Change of name	MCON
Other	MOTH

Part II

Problem relates to public body	PUB
Problem relates to private individual	PRI
Other	OTH

Controlled Work : Time (Minutes)

This field must be completed. Record here the total number of minutes spent on the matter. This should include travel, waiting time etc.

If your organisation currently records time in units rather than minutes, please convert units to minutes i.e. where 1 unit = 6 minutes, the number of units multiplied by 6.

Controlled Work : Profit Costs (£)

This field should not be completed by organisations with Not for Profit contracts. This field must be completed by organisations with solicitor contracts.

Organisations with solicitors' contracts must enter the total amount of profit costs associated with the matter in this field. This will be the total profit costs claimed for providing Legal Help, and any Help at Court or Controlled Legal Representation in that matter less the amount of the contractual or statutory charge in family or personal injury matters see specification Rule 2.11 (NfP's), Rule 2.13 (solicitor's) and TP 11-14. Profit costs are calculated by multiplying the total time spent on each activity (e.g. preparation or travel and waiting) by the remuneration rate appropriate for that activity and then adding together the totals reached. The flat rate charge for each routine letter out or telephone call should also be added. This figure must be recorded in the form £__:__. If your organisation is registered for VAT, this figure should INCLUDE VAT.

The remuneration rates appropriate for each activity are specified in Annex A to your Contract Schedule. Remember that you are only entitled to claim franchised rates for work done before 1 January 2000 if you were fully franchised in that category at the time you performed the work.

Controlled Work : Disbursements (£)

This field must be completed. Record the total amount of disbursements spent on this matter. This should be in the form £__:__. If your organisation is registered for VAT and the disbursements attract VAT, this figure should INCLUDE VAT. If no disbursements were incurred, record 00:00 or a dash.

Controlled Work : Counsel Fees (£)

This field must be completed. Record here the total amount of counsel costs associated with the matter. This should be in the form £__:__. This figure should include VAT. If no fees were incurred, record 00:00 or a dash.

Endpoint

The three endpoint fields must be completed (except for immigration stage claims). In the first field enter a letter from the list provided showing what outcome has been achieved for the client. For most cases outcomes "A" to "S" are available. In immigration cases outcomes "A" to "E" or "R" to "X" must be used for completed matters.

The second endpoint field allows public interest cases to be recorded.

For the third endpoint field enter a letter which indicates the stage the case had reached when the matter ended or a stage claim was made. For non-immigration cases only four stages are provided. For immigration cases up to six codes are available for completed matters and four codes for stage claims.

First SPAN Endpoint Field

Matter not concluded

Matter proceeded under other CLS Funding	A
Client referred to another organisation	B
Client advised and taking action themselves or with the help of a third party	C
Client advised and third party action or decision awaited	D
Outcome not known/client ceased to give instructions	E

Matter concluded: Financial benefit for client

Client receives lump sum or property	F
Client receives new or increased regular payment	G
Sum owed by client to a third party is reduced or is less than claimed	H
Liability of client to make regular payments is reduced or is less than claimed	I

Matter concluded: Non-financial benefit for client

Improved arrangements for client's children (Family)	J
Client housed, re-housed or retains home (Housing)	K
Client's credit references improved (Debt)	L
Third party action benefits client	M
Third party action prevented	N
Third party action delayed	O
Client secures explanation or apology only	P
Client advised and enabled to plan and/or manage their affairs better	Q

Matter concluded: None of the above apply

Matter stopped on adviser's recommendation	R
Matter concluded otherwise	S

Matter concluded: Immigration only

Permission to enter or remain permanently is given	T
Humanitarian Protection or discretionary leave to enter or remain is granted	U
Case results in grant of other permission to enter or remain for a defined period	V
Citizenship gained	W

Application refused	X
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The first five codes “A” to “E” should be used for all cases where the ultimate outcome of the matter for the client is not known. “A” applies where the client has not been referred to another organisation but other CLS funding, typically a certificate for Legal Representation or General Family Help, has either been granted or is pending (but see below for immigration cases). CLS funding includes funding by bodies other than the LSC. “D” applies where the advice given is complete but a decision is still awaited from a third party e.g. in relation to future welfare benefits.

Outcome “E” should be used only where the outcome is not known and none of “A”, “B”, “C” or “D” apply.

Outcomes “F” to “I” reflect financial benefits for the client; outcomes “J” to “Q” reflect various forms of non-financial benefit. Of these, outcomes “J”, “K” and “L” are only available in Family, Housing, or Debt categories respectively. All these outcomes reflect substantive benefits achieved for the client. Outcomes “N” and “O” apply where some action by a third party which would not be beneficial to the client has been prevented or delayed. Outcome “P” should be used if the only benefit obtained for the client is an explanation or apology from a third party. If an explanation or apology is obtained in addition to more tangible benefits, choose an outcome to reflect those benefits e.g. “F” or “G” if the client benefits financially or “M” if a third party takes action to benefit the client in other ways.

Where it appears that more than one outcome applies, for example because the client received both financial and non-financial benefits in a single matter, please record whichever outcome was most significant for the client.

Outcomes “R” and “S” apply in all cases which have concluded without securing any of the benefits listed “F” to “Q”. Choose “R” if the matter ended on your recommendation, otherwise “S”.

Outcomes “T” to “X” should be used only for immigration matters. In immigration matters outcomes “A” to “E” or “R” to “X” must be used.

If an immigration matter proceeds to court by way of appeal, judicial review or statutory review record the endpoint achieved under Controlled Work. Choose outcomes “T” to “X” rather than “A” to “E” in such cases.

Outcome “V” should not be used where permission to enter or remain is given only as a temporary measure pending the conclusion of the case. In such cases you should report as the endpoint the success or otherwise of the main application.

Second SPAN Endpoint Field

Public interest cases

Significant wider public benefits achieved	P
No significant wider public benefits achieved	N

Use this indicator to record whether the matter realised a significant wider public interest, as defined in the Funding Code. This applies only to exceptional cases which produced significant benefits for persons other than the client, other than benefits to the public at large which normally flow from cases of a particular type. In other words benefits to the public must have flowed from the outcome of the individual case. See further section 5 of the Funding Code guidance. Public interest is most likely to arise where a third party has taken some action which not only benefits the client (outcome “M” in the first endpoint field) but also leads to real benefits for a significant number of other people.

Third SPAN Endpoint Field

End of matter – Non-Immigration

First meeting	A
Further work	B
Putting case for the client	C
Representation at court/tribunal	D

All non-immigration matters must record this as endpoint A, B, C, or D.

All matters which complete at (but not beyond) the first meeting with the client should be reported under endpoint A, even where there is some interaction with third parties. Note that if the first substantial (e.g.. over 15 minutes’) contact with the client is by telephone, the telephone contact counts as the first meeting.

Matters which complete at endpoint B “further work” are those which complete, after the initial meeting, on **advising** the client in person, on the telephone, or in writing. Matters complete at this stage where **gathering information** from the client was necessary to complete the work and also where time was spent in **preparation** for a next stage which proved unnecessary for whatever reason.

Where matters complete following communication with third parties, suppliers must consider one of two appropriate reporting levels:

- a) Where completion follows communication with relevant third parties, this should be reported under the heading “putting the case for the client” (see below). Relevant third parties are opponents and those with direct influence on the outcome of the client’s matter. They are **not** witnesses, experts, counsel or others instructed on behalf of the client. Relevant third parties include courts and tribunals.
- b) Where completion follows communication with other individuals (e.g.. witnesses, experts, counsel or others instructed on behalf of the client, or any other person without direct influence on the outcome of the matter) the matter should be reported as completed at endpoint B, “further work”.

Matters which complete after time spent **communicating with opponents or other relevant third parties** and their representatives should be reported as completing under endpoint C “putting the case for the client”. Such communication includes **gathering information** from relevant third parties and **negotiation** with them, through telephone calls and face-to-face negotiations, as well as through letters and written submissions to opponents and other relevant third parties.

Matters which complete following preparation for representation (but where actual representation before a court or tribunal does not take place, for whatever reason) should also be reported under endpoint C.

Matters should be reported under endpoint D “representation at court/tribunal” where they complete following the provision by you of Help at Court or Controlled Legal Representation before the Mental Health Review Tribunal.

THIRD SPAN ENDPOINT CODES FOR IMMIGRATION MATTERS

STAGE CLAIMS

LEGAL HELP

Initial Home Office substantive decision, LH continuing	R
LH completed, CLR continuing	M

CONTROLLED LEGAL REPRESENTATION

Initial AIT substantive decision, CLR continuing	O
CLR completed, LH continuing	Q

Stage claims should be reported with no completed first and second endpoint codes (e.g. “- - M”).

COMPLETED MATTER CLAIMS

LEGAL HELP

LH completed, CLR not applied for	E
LH completed, CLR refused	F
LH completed, CLR completed	S

CONTROLLED LEGAL REPRESENTATION

Not determined by the AIT	G
Determined by the AIT	H
Final determination following an application for review or reconsideration	K

Completed matter claims require first and second endpoints (e.g. “X N H”) indicating the client outcome and any wider public benefits.

IMMIGRATION DUTY SOLICITOR SCHEME (ASYLUM FAST TRACK) STANDBY CLAIMS

IDSS Fast Track Standby Payment	T
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Claims for ‘Standby payments’ should be reported with no completed first and second endpoint codes (e.g. “- - T”). Suppliers will have received separate advice on the full reporting of standby claims on the CMRF.

NOTES

The coding shown above should be used for reporting all Immigration claims, whether stage claims or completed matters. This structure should cover all the allowable options that can be reported by suppliers under the new stage claiming arrangements.

“Stage claim” refers to any interim claim reported where the overall case is not completed. When certain stages of the claim are reached, then a stage claim is mandatory for that element of work. Legal Help and Controlled Legal Representation should be recorded separately on the CMRF.

Within one case, a supplier is allowed to make a series of stage claims and one final case completed claim which indicates the outcome of the matter for the client. The maximum number of individual claims on one matter is four (three stage claims and one completed matter claim):

Endpoint codes (and 3rd endpoint description)

Comments

Example 1 – Legal Help completes before CLR

Stage claim 1	- - R (Initial HO decision, LH continuing)	If a stage claim for LH costs is made using code M, case completed claim must be for CLR using codes G, H or K
Stage claim 2	- - M (LH completed, CLR continuing)	
Stage claim 3	- - O (Initial AIT decision, CLR continuing)	
Completed Matter	X N K (Final determination)	

Example 2 – Further Legal Help continues after CLR is completed

Stage claim 1	- - R	(Initial HO decision, LH continuing)	<i>If a stage claim for CLR costs is made using code Q, case completed claim must be for further LH costs using code S</i>
Stage claim 2	- - O	(Initial AIT decision, CLR continuing)	
Stage claim 3	- - Q	(CLR completed, LH continuing)	
Completed Matter	X N S	(LH completed, CLR completed)	

All suppliers should report each stage separately, but as **Not for Profit** agencies do not report profit costs, there is no requirement for them to report the time incurred at each stage when it completes. They can report all stages (in separate claims) at the completion of the matter.