

Quick Guide to reporting Civil Legal Help work from November 2010

This document briefly summarises the changes to the LSC's contractual arrangements with providers and the key reporting changes being introduced as a result, from November 2010. This document contains important information to enable you to successfully submit your Civil Legal Help claims to the LSC via Contracted Work & Administration (CWA - accessed through the LSC Online portal).

Brief Summary of the Contractual arrangements

The LSC will be operating the 2007 Civil Unified and 2010 Standard Civil Contracts alongside each other from the 15th November 2010. The categories of work your office(s) delivers will determine what Contractual arrangements are applicable. You should have received a copy of all office(s) Contract(s) and Schedule(s) in the post, however if you have not received a copy of these documents please contact your Relationship Manager.

Across your organisation you may have a number of different offices operating under the existing 2007 Civil Unified Contract, the 2010 Standard Civil Contract or a combination of both. Please take care to ensure you report your work correctly according to the reporting rules below for all offices in your organisation.

Summary of the Key reporting changes

The key reporting changes introduced for Civil Legal Help reporting (through CWA) from November 2010 are as follows:

- New fields introduced requiring providers to report Procurement Area and Access Point with all Civil New Matter Starts (NMS) opened from the 15th November 2010
- New fields introduced requiring providers to report Procurement Area and Access Point with all Civil outcomes for cases which were started on or after the 15th November 2010
- Changes to the categories in which Tolerance work can be undertaken
- A new Matter Type 1 code will be introduced for Consumer General Contract work
- A change in the fixed fees for Personal Injury outcomes
- The removal of the Detention Centre field for Immigration Matters
- Informal Housing Possession Court Duty Scheme (HPCDS) work can now be reported through CWA and as a result new Matter Type 1 codes and new fields have been introduced for all Housing outcomes

Quick Guide to how & when you must report outcomes from November 2010

It is essential you are aware of these changes and the impacts they will have on reporting your Civil claims. The LSC is releasing a new version of the bulkload spreadsheet to support these changes, alternatively if you use a Case Management System please contact your Software Vendor.

The following table provides an overview of all the forthcoming changes you will need to be aware of:

Providers Affected	Change Overview	Detail
All Civil Providers	Reporting concluded outcomes started on or after 15/11/10	<p>Please do not report any outcomes started on or after 15/11/10 until your December 2010 Civil Legal Help submission (submitted between 1st & 20th January 2011)</p> <p>The November 2010 Civil Legal Help submission (submitted between 1st & 20th December) should only include outcomes started up to and including 14/11/10</p>
	Enter additional claim information for Procurement Area (PA) & Access Point (AP)	<p>Procurement Area (PA) & Access Point (AP) must be entered for all Civil outcomes & New Matter Starts (NMS) started on or after 15/11/10 (i.e. the new fields will be effective from your December 2010 Civil Legal Help submission)</p> <p>For any outcomes started on or before 14/11/10 please leave the Procurement or Access Point fields blank</p> <p>Please note: For offices that deliver Family & or Housing under the extended parts of the 2007 Civil Unified Contract enter PA10000 in the Procurement Area field and AP10000 or in the Access Point field for outcomes started on or after 15/11/10</p>
	NMS (New Matter Starts)	<p>Only report NMS started up to & including 14/11/10 in the November 2010 CWA submission (submitted between 1st & 20th December)</p> <p>All NMS started on or after 15/11/10 (up until 31/12/10) must be reported as part of the December 2010 Civil CWA submission (submitted between 1st & 20th January 2011)</p> <p>Please note: For offices that deliver Family only or Family & Housing under the extended parts of the 2007 Civil Unified Contract enter PA10000 in the Procurement Area field & AP10000 in the Access Point field for all NMS opened on or after 15/11/10</p>
	Tolerance claims	<p>Tolerance work started on or after 15/11/10 can only be undertaken in the following categories: Housing, Debt, Welfare Benefits, Community Care, Employment, Personal Injury, Residual List (Miscellaneous) & Consumer General Contract - N.B. Only where the office has been awarded a 2010 Standard Civil Contract in these categories and it was indicated that you would like to deliver Tolerance work</p> <p>When completing outcomes or reporting NMS under Tolerance, report the Procurement Area code as PA00001 and the Access Point code as AP00001. Please note all outcomes started on or after 15/11/10 should be submitted at the earliest as part of the December 2010 submission</p> <p>Work started on or after 15/11/10 in the following categories can no longer be carried out under tolerance: Actions against the Police, Public Law & Education</p>

All Civil Providers	Changes to the Schedule Number	<p>The schedule number on your November submission file needs to be amended to [Account Number]/11.1 for example 1A111A/11.1</p> <p>The schedule number on your December submission file needs to be amended to [Account Number]/11.2 for example 1A111A/11.2</p> <p>Please note: You will still only retain 1 schedule per month in CWA. All work regardless of which contract it is delivered under must be reported under the appropriate schedule</p>
New Civil Providers	First submission in CWA will be December 2010	<p>The first submission for new providers will be for December 2010 submitted in CWA between the 1st & 20th January 2011</p> <p>Please note: that new providers will be unable to begin reporting any outcomes in CWA until your Civil schedule is loaded (by the LSC) on or about the 4th January 2011</p>
Housing Providers who are operating under the 2010 Standard Civil Contract Only	New Matter Type 1 codes introduced for the Housing Possession Court Duty Scheme to enable Providers to report 'informal' HPCDS work through CWA	<p>Informal HPCDS outcomes started on or after 15/11/10 can now be reported in CWA but must not be reported until the December 2010 submission (made in CWA between 1st & 20th January 2011). Use one of the following Matter Type 1 codes for HPCDS outcomes:</p> <ul style="list-style-type: none"> • HPPO - The client is subject to possession proceedings • HPCO - The client is trying to stop the forced sale of their home • HPWA - The client is making an application to stay or suspend a warrant of eviction <p>Please note: Formal work under a HPCDS contract arrangement will continue to be billed offline (i.e. not through CWA). Informal work is where you are authorised to deliver HPCDS work under the Standard Civil Contract Schedule and not through a separate HPCDS schedule</p>
	Housing Possession Court Duty Scheme (HPCDS) - 2 new fields on Housing outcomes (Eligibility & Court Location)	<p>Eligibility & Court Location must be completed for all HPCDS outcomes:</p> <ul style="list-style-type: none"> • Eligibility – Enter 'Y' (yes) if the client is financially eligible for representation at the court under legal aid rules otherwise enter 'N' (No) • Court Location – Enter the location of the Court in this new field <p>Please note: Leave this field blank for all non HPCDS Housing outcomes</p>
	Procurement Area & Access Point codes to use when reporting HPCDS work	<p>When completing HPCDS work enter the Procurement Area code as PA00500 & the Access Point code as AP00000</p>

Immigration Providers only	Removal of Detention centre field	Do not report ANY Immigration outcomes where a Detention centre has been visited in the November 2010 CWA submission Report these outcomes in the December 2010 CWA submission (submitted in CWA between 1 st & 20 th January 2011). New codes will be introduced allowing you to enter the Detention (or Removal) Centre in the new Procurement Area field instead
Consumer Providers only	New Matter Type 1 code introduced (GDDA)	Valid only for matters relating to discrimination in the provision of goods and services and can be used for all cases regardless of the start date
Personal Injury Providers	Increase in fixed fees for PI claims	Outcomes submitted with a case start date on or after 15/11/10 will receive an increased fee
Bulkload Spreadsheet Users	New bulkload spreadsheet to be used for December submissions	A new version of the bulkload spreadsheet (v1.11) will be released on the LSC website from the 21 st December 2010. This must be used for all submissions for the month of December 2010 onwards

If you would like more information on any of the new codes, fees or these reporting requirements please see the [detailed guide to reporting changes](#). Alternatively the following support is also available:

Relationship Manager – For all contractual queries including:

- What categories of Legal Help & Licensed work am I authorised to work in?
- How many Matter Starts am I entitled to start?
- What Civil Contract is my office operating under?
- Code & Fee scheme queries
- I have made an error in my submission and I need it corrected post submission

Reconciliation Team – reconciliation@legalservices.gsi.gov.uk

- When will I be paid my SMP (Standard Monthly Payment) and how much?

LSC Online Support Team – online-support@legalservices.gsi.gov.uk

- Technical support on making your submission to CWA
- Help on using the Bulkload Spreadsheet

Further guidance on adapting to these reporting requirements can be found in the following CWA guidance documents published on the LSC website:

Bulkload Spreadsheet

- Quick Guide - [Submitting using the Bulkload Spreadsheet](#)

New Matter Starts Reporting

- Quick Guide - [Submitting via bulkload \(case management system\)](#)

- Quick Guide - [Civil line by line submissions](#)
- Quick Guide - [Civil \(CMRF\) line by line submission for immigration](#)
- Quick Guide - [Guidance on family controlled work validations](#)