

# Guide to the changes in reporting Civil Legal Help work

This document summarises the key reporting changes being introduced in February 2012. The LSC strongly recommends you begin to implement a number of these rules with immediate effect to ensure you are ready for the changes in February 2012.

This information will enable you to successfully submit Civil Legal Help claims to the LSC via Contracted Work & Administration (CWA) - accessed through the LSC Online portal.

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## 1 - SUMMARY

The key reporting changes being introduced for February 2012 Civil Legal Help submissions entered in CWA between 1<sup>st</sup> – 20<sup>th</sup> March 2012 (and subsequent submissions) are as follows:

- 10% reduction on Fixed Fees, Additional Payments and Hourly rates for Standard Civil Contract (Family and Housing) providers, (who previously had the Unified Contract)
- Changes to some Procurement Area and Access Point codes
- New Bulkload Spreadsheet (v1.14) to be introduced at the end of February 2012
- Civil schedule number will now be called submission reference and follow new format
- Introduction of new field – schedule reference for New Matter Starts and Case Outcomes

## 2 – QUICK GUIDE

It is essential you are aware of these changes and the impacts they will have on reporting your Civil Legal Help claims. The LSC is releasing a new version of the bulkload spreadsheet (v1.14) 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 to CWA. The impact column recommends when you should implement these changes to your Civil Legal Help reporting:

#	Area of change	Detail	Impact
1	Reduction in Fixed Fees for 2012 Standard Civil Contract (Family and Housing)	<p>Fixed Fees for matters under the 2012 Standard Civil Contract (Family and Housing) with a case start date on or after 1<sup>st</sup> February 2012 are subject to the 10% reduction. CWA will automatically credit the correct fee for an outcome based on the case start date entered.</p> <p>For further information on the fixed fees please see the <a href="#">Payment Annexe on the LSC Website</a></p>	<b>Matters with a Case Start Date on or after 1<sup>st</sup> February 2012</b>
2	Reduction in Hourly Rates for 2012 Standard Civil Contract (Family and Housing)	<p>Hourly rates for matters under the 2012 Standard Civil Contract (Family and Housing) with a case start date on or after 1<sup>st</sup> February 2012 are subject to the 10% reduction. Please ensure that when you report your actual costs in the 'Profit Costs' field the applicable rates are used to calculate.</p> <p>For further information on the hourly rates please see the <a href="#">Payment Annexe on the LSC Website</a></p>	<b>Matters with a Case Start Date on or after 1<sup>st</sup> February 2012</b>
3	Changes to Procurement Area (PA) and Access Point (AP) codes	<p>For matters started on or after 1<sup>st</sup> February 2012 certain Category, PA and AP code combinations will be end dated.</p> <p>For matters started on or after 1<sup>st</sup> February 2012 new PA and AP code combinations will be available for the following categories.</p> <ul style="list-style-type: none"> <li>• Family</li> <li>• Housing</li> <li>• Immigration</li> <li>• Immigration-Asylum</li> </ul> <p>For further details please see the LSC Website <a href="#">codes guidance</a></p>	<b>Matters with a Case Start Date on or after 1<sup>st</sup> February 2012</b>
4	February 2012 Civil Submission	<p>Changes are being made to CWA which will affect your February submissions for Legal Help. These changes will be implemented between 20<sup>th</sup> and 29<sup>th</sup> February to minimise disruption to our online services.</p> <ul style="list-style-type: none"> <li>• Please ensure that all outcomes with a case start date on or after 1<sup>st</sup> February 2012 are not reported until your February submission</li> <li>• Please do not enter, upload or submit your February 2012 submission by either line by line or bulk load into CWA until 1<sup>st</sup> March</li> </ul>	<b>February Submissions</b>

5	New Bulkload Spreadsheet	A new version of the Bulkload Spreadsheet (v1.14) will be released at the end of February 2012. You will need to use this version for your February submission made between 1 <sup>st</sup> and 20 <sup>th</sup> March 2012 and for all subsequent submissions	<b>February Submissions</b>
6	Submission Reference (Schedule Number) change in CWA	<p>The format of the Civil Schedule Number is changing from the February 2012 CWA submission period. For all civil submissions the Schedule Number will now be referred to as the Submission Reference and will be in the following format.</p> <p>‘Office Account Number/CIVIL’ (for example ‘1A111A/CIVIL’)</p> <p>For further guidance please see section <a href="#">3.1</a></p>	<b>February Submissions</b>
7	Schedule Reference field for all civil outcomes and new matter starts	<p>A new field (Schedule Reference) will be introduced for all Legal Help matters.</p> <ul style="list-style-type: none"> <li>• The new field will only be required for matters with a Case Start date on or after 1<sup>st</sup> February 2012</li> <li>• New matter starts must be entered against a valid schedule reference in the February 2012 submission onwards</li> <li>• The format of the Schedule Reference will be either <ul style="list-style-type: none"> <li>- ‘Office Account Number/SCC/NN’</li> <li>- ‘Office Account Number/FAM/NN’</li> </ul> </li> </ul> <p>For further guidance please see section <a href="#">3.2</a></p>	<b>February Submissions</b>
8	Exceptional Case Threshold for 2012 Standard Civil Contract (Family and Housing)	<p>The exceptional case threshold will remain at three times the current fixed fee. The case start date will determine which threshold CWA will apply. For matters with a case start date on or after 1<sup>st</sup> February 2012 the exceptional case threshold will be 3 times the new fixed fee. Exceptional cases will continue to be flagged by CWA in the same way that they are currently.</p> <p>For further information on the exceptional case thresholds please see the <a href="#">Payment Annexe on the LSC Website</a></p>	<b>Information only</b>
9	Transitional Arrangement	Where a matter is opened before 1 <sup>st</sup> February 2012 and then moves to a higher level of service after 1 <sup>st</sup> February 2012 e.g. Controlled Legal Representation, the old rates apply to all of that work	<b>Information only</b>

## 3 - DETAILED GUIDANCE

This section provides detailed guidance on certain aspects of the February changes. However for a comprehensive guide to Legal Help reporting please see the [Civil codes guidance](#) found on the LSC website.

### 3.1 Detailed guidance on Submission Reference:

The format of the Civil Schedule Number is changing from the February 2012 CWA submission period.

For all civil submissions from February 2012 onwards the Schedule Number will now be referred to as the Submission Reference and will be in the following format.

‘Office Account Number/CIVIL’

E.g. ‘1A111A/CIVIL’

#### Line-by-line

When submitting your outcomes line-by-line the new format will appear in your submission list. You should choose update next to the submission to enter your outcomes as usual.

Depending on which contracts you hold, you may be reporting work under the Standard Civil Contract, Standard Civil Contract (Family and Housing) or both. Regardless of which contract you work under, all civil work for a particular office from the February 2012 submission period onwards should be submitted under the single civil submission for that office.

If you have old outstanding submissions they will also appear in the list, we recommend ensuring your submissions are up-to-date before these changes to avoid any confusion.

#### Bulkload

If you submit your outcomes via the bulkload spreadsheet or a case management system file, you will need to ensure you enter the civil submission reference (previously schedule number) in the correct format. Failure to do so will cause your file to be rejected.

Depending on which contracts you hold, you may be reporting work under the Standard Civil Contract, Standard Civil Contract (Family and Housing) or both. Regardless of which contract you work under, all civil work for a particular office from the February 2012 submission period onwards should be submitted under the single civil submission for that office.

Please ensure you have downloaded the latest version of the bulkload spreadsheet, or have received updates from your software provider before you attempt to load your submissions.

**Please note, if you also report crime lower work, the crime schedule number remains the same and has not changed.**

## 3.2 Detailed guidance on Schedule Reference:

### Outcomes

For the February 2012 submission period onwards, a new field (Schedule Reference) will be introduced when reporting all legal help outcomes. The purpose of the schedule reference is to identify under which contract the civil work was completed.

- The new field will only be required for matters with a Case Start date on or after 1<sup>st</sup> February 2012
- For outcomes completed under the Standard Civil Contract the format of the Schedule Reference will be:
  - 'Office Account Number/SCC/NN'
- For outcomes completed under the Standard Civil Contract (Family and Housing) the format of the Schedule Reference will be:
  - 'Office Account Number/FAM/NN'
- 'NN' in the schedule reference will change as future schedules / contracts are loaded into CWA. For the February 2012 submission and until further notice this will be '13'

### Examples:

Reporting a civil outcome started **on or after 1<sup>st</sup> February 2012** under the **Standard Civil Contract**

#### **Office Account Number/SCC/13**

1A123A/SCC/13

Reporting a civil outcome started **on or after 1<sup>st</sup> February 2012** under the **Standard Civil Contract (Family and Housing)**

#### **Office Account Number/FAM/13**

1A123A/FAM/13

Reporting a civil outcome started **before 1<sup>st</sup> February 2012** under the **Standard Civil Contract or Unified Contract:**

**Schedule reference not required, please leave the field blank.**

### New Matter Starts

When entering your new matter starts line by line, you will be able to see your available schedule references next to the different categories of work on the Submission Summary page (step 3 of 3).

Please enter your new matter starts against the relevant schedule reference, depending on which contract the work was started.

When bulkloading your new matter starts, the schedule reference will need to be included.

This means you will need to enter the relevant schedule reference on the bulkload spreadsheet new matter starts page, or if you use a case management system in the relevant location according to your software provider.

Please see the bulkload spreadsheet guidance, or contact your software provider for more information.

## 4 - FURTHER INFORMATION

If you would like more information on the new reporting requirements please see the updated [Civil codes guidance](#) which covers the forthcoming February changes. The following support is also available:

**Contract Manager** – For all contractual queries including:

- What categories of Civil Legal Help work am I authorised to work in?
- Code & Fee scheme queries
- I have made an error in my submission and I need it corrected post submission
- I want to make a supplemental claim

**Reconciliation Team** – [reconciliation@legalservices.gsi.gov.uk](mailto: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](mailto:online-support@legalservices.gsi.gov.uk)

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