



Legal Aid
Agency

Housing Possession Court Duty Scheme

Guidance for Service Providers

This guidance is for use from the 20th September 2020 only.

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1. Overview

Alongside mainstream category-specific services (including Housing and Debt) that form part of the 2018 Standard Civil Contract, the Legal Aid Agency (LAA) also funds face-to-face on the day services through Housing Possession Court Duty Schemes (HPCDS). These Schemes, which operate throughout England and Wales, offer “on-the-day” emergency face to face advice and advocacy to anyone facing possession proceedings. Anyone in danger of eviction or having property repossessed can get free legal advice and representation on the day of their listed hearing, regardless of their financial circumstances.

To undertake work through a Housing Possession Court Duty Scheme a provider must:

1. hold a 2018 Standard Civil Contract in the Housing and Debt categories; and
2. hold an Exclusive Schedule under the terms of a 2013 Standard Civil Contract (as amended) for the applicable Scheme.

For the purposes of this document the term ‘provider’ will mean an organisation who holds an Exclusive Schedule under the terms of a 2013 Standard Civil Contract (as amended) to provide Housing Possession Court Duty Scheme services. The term ‘Scheme’ will mean Housing Possession Court Duty Scheme.

This guidance document has been updated to reflect the changes that have been introduced as a result of the COVID-19 pandemic where courts were closed and possession cases were stayed. As courts reopen and the stay on possession hearings ends (on the 20th September 2020) possession cases will start to be listed and heard by the courts.

New arrangements for how possession cases will operate have been determined by a Judicial led working group made up of the Judiciary, central government departments and provider representative groups. They have produced the “The overall arrangements for possession proceedings in England and Wales” (the overall arrangements). This document is dated 17th September. It may be updated in the future, You **MUST** be familiar with the overall arrangements and any update to them. This guidance document **MUST** be read alongside the overall arrangements and any further guidance from your local court. The overall arrangements can be found at:

<https://www.judiciary.uk/wp-content/uploads/2020/09/Possession-Proceedings-Overall-Arrangements-Version-1.0-17.09.20.pdf>

2. Scope of the service

2.1 How the Scheme will operate

The Schemes operate so that one provider or a provider using one or more agents (caseworkers from other organisations) or multiple providers (in limited circumstances), offer advice and representation to clients with a listed possession hearing. A solicitor or adviser is on duty during the times when the court schedules possession hearing sessions and can be

either attending in person at the court or some other off-site location or be available remotely to assist the client. A remote hearing will mean a hearing held by telephone or video conference.

From the 20th September 2020 each possession case will have both a 'Review' date and a 'Substantive' hearing date which will be a specified number of days apart. These are defined within the overall arrangements document, outlined above, alongside further information on how both will be listed and undertaken at Court. For the purposes of this document a 'listed hearing' means both the 'Review' date, the 'Substantive' hearing and any other subsequent hearings (e.g. when hearings are adjourned).

The Scheme will be available to assist on both dates (nb. listings for a single date will include both review cases and substantive cases). Clients can be assisted by the Scheme on one or both days, however if the case is resolved at the review stage then no substantive hearing will be required.

The individual with a listed hearing can brief the HPCDS adviser on their case and obtain advice. The adviser will then represent the client. After the hearing, the adviser must set out in writing to the client the advice given, the court decision and next steps in the process, including any follow up work required.

Each court will have their own arrangements and it is the responsibility of the HPCDS provider to communicate with the court to enable the scheme to operate effectively.

2.2 Eligibility to use the Scheme

Due to the emergency nature of the advice given under the HPCDS and the serious potential outcome of the listed hearing for the client this work falls outside of the normal legal aid financial eligibility rules and is a non-means tested service.

To be assisted by the Scheme a person must have a relevant listed hearing (see Section 2.3 below).

The Scheme may assist repeat clients if they are in genuine need of it and it is appropriate to do so. For example, a provider can assist a client on the Review date, again on the Substantive hearing date or at any adjourned hearing should the need arise.

2.3 What type of proceedings does the Scheme cover?

The Scheme covers all types of possession proceedings that are within the scope of the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO) and are set out in the HPCDS Specification category specific rules, as follows:

- (a) Private rented possession proceedings
- (b) Public/registered social landlord rented possession proceedings
- (c) Mortgage possession proceedings

- (d) Applications to stay/suspend execution of warrants of possession; and
- (e) Clients with charging orders relating to property whereby the client is at immediate risk of losing their home through a forced sale.

See also paragraph 33 of Part 1 of Schedule 1 to the Legal Aid, Sentencing and Punishment of Offenders Act 2012.

2.4 The service a client can expect to receive from the Scheme

In accordance with the HPCDS Specification category specific rules, as a provider of a Scheme you must offer the following services for each client you see through the Scheme:

- Advice (whether in person or remotely) to the Client on the day of the listed hearing;
- Advocacy for the relevant proceedings on the day of the listed hearing (whether in person or remotely);
- Advice (whether in person or remotely) to the Client on the day post the listed hearing, explaining the outcome and the options available to the Client;
- On the day of the listed hearing, assisting Clients to liaise with 3rd parties, for example negotiating payments with landlords or lenders or assisting Clients with payment plans if appropriate in the circumstances;
- Make referrals for the Client if further advice is required (i.e. follow up work) which is beyond the scope of the Scheme (see Section 2.6 below); and
- Set out in writing to the Client the advice given.

In accordance with Clause 16.13(c) of the standard terms of the 2013 Standard Civil Contract (as amended), providers shall include the LAA Privacy Notice (see <https://www.gov.uk/government/publications/housing-possession-court-duty-schemes-hpcds>) in the communication to clients setting out their advice.

2.5 Advising the client before the listed hearing

If the client approaches you prior to a listed hearing, which may be before the Review date or the Substantive hearing, then it is best practice for you to assist the client if they are eligible. You must consider what the most appropriate form of service is for the client¹.

If you are unable to advise the client then you should refer the client to the Scheme on the day of their listed hearing.

2.6 Further advice for the client after the listed hearing

If further advice work is required after the listed hearing and the client is eligible for legal aid, then depending on the nature of the client's problem the following approach should be used:

- If the follow on advice is in relation to a **housing or debt** matter² then you may undertake this work yourself. You, or any agent you use, are only permitted to make referrals in the following circumstances:

¹ See 'The Civil Legal Aid (Merits Criteria) Regulations 2013' which can be found at www.justice.gov.uk/legal-aid

² See 'Category Definitions 2018' which can be found at www.justice.gov.uk/legal-aid

- you do not have capacity to undertake the work;
 - you do not have enough Legal Help Matter Starts to undertake the work;
 - your office is some distance from the client's location and it is not feasible to deliver either in person advice from your Office or remote advice and therefore it would be in the best interests of the client to see a provider with an office nearer the client;
 - you are not able to continue to act for the client e.g. if there is a conflict of interest;
 - (for agents only) where you do not hold a 2018 Standard Civil Contract with the Legal Aid Agency with Schedule Authorisations in the housing and debt categories of law.
- If the follow on advice is in relation to a problem in **another category of law** then you can conduct this work (subject to you having a Schedule Authorisation in your 2018 Standard Civil Contract in the applicable category of law), or you must refer the client to an alternative provider.

2.7 Funding

The HPCDS fee covers any work done at a session whether it is advice or representation.

You cannot claim for any advice given to people who do not have a hearing listed on the day even if they have a hearing listed in the future or are making an application to stay/suspend a warrant.

The HPCDS fee is the rate referred to in the Remuneration Regulations and is payable per client per listed hearing and covers all work for a client in relation to the single hearing. If you advise or represent the Client at more than one hearing (i.e. on the Review date, on the Substantive Hearing date and any subsequent Hearing (for example, where hearings are adjourned)) then fees are claimable for each hearing for the same client.

The HPCDS fee covers initial work in discussing the nature of the problem and deciding whether a certificate is needed for further representation and this work can therefore not be claimed for under a Legal Help matter.

If the client has a substantive defence or other issues which require further representation work, the solicitor/adviser can make an appointment for them on another day to receive advice, or the solicitor/adviser can arrange to attend in person at court or some other off-site location or be available remotely) on another day to represent the client, and this may be funded as certificated work, subject to means and merits tests being satisfied.

If following the listed hearing (and within 3 months of the listed hearing) you intend to open a Legal Help case for the same matter then you cannot claim the HPCDS fee (or any disbursements) for the work. However you can count the time you spent on the listed hearing(s) towards the Legal Help case and the escape fee threshold, and claim any disbursements through the normal routes.

If, in any Housing Possession Court Duty Scheme session, you are available to advise clients (in person at court or some other off-site location or remotely) but you perform no work for clients then you will be paid on the basis that you have advised one client during the session.

To claim a 'Nil session' an advisor must have been available to clients. If multiple advisors are available to clients during the same session (i.e. one available for Review date clients and another available for Substantive hearings) and no clients are assisted then multiple 'Nil sessions' may be claimed.

There are no additional payments for travel or waiting for the HPCDS Scheme. No additional payments will be made beyond the individual HPCDS Fee other than for disbursements incurred in representing a client at a remote hearing.

Disbursements will cover the cost for an individual case to be heard remotely e.g. the cost of setting up a call to dial into a hearing using e.g. BT Meet Me. It would not cover a general administrative cost e.g. purchasing a Zoom license or phone contract.

3. Delivery of the service

The HPCDS Specification category specific rules sets out the obligations and restrictions upon Scheme providers in the scope and delivery of service. Amendments have been made to the HPCDS Specification to reflect the changes introduced from 20th September 2020.

No work may be started that has not been authorised either under a HPCDS exclusive schedule or under Section 10.18 of the HPCDS Specification category specific rules.

3.1 Pre-requisites for operating a Scheme

Providers must for the duration of any Scheme continue to hold a 2018 Standard Civil Contract in the Housing and Debt categories of law to be able to run a Scheme. If a provider withdraws from or loses their main Housing and Debt Contract then their 2013 Standard Civil Contract (as amended) and their exclusive schedule to operate the Scheme under that contract will also terminate.

3.2 Complying with the terms of your contract

Contract Managers will audit your performance against the terms of your contract for Housing Possession Court Duty Schemes.

3.3 Providing the service

You must cover all relevant sessions that the court lists³ and offer services to any eligible client who requests to see an advisor. You need to be flexible to cater for the fluctuations in demand for the service (i.e. cover additional sessions/ cover multiple court rooms/ see more clients if necessary /be available to deal with Reviews and Substantive hearings which may need to be

³ For the purpose of the Scheme, "session" means a period when the court is in session. Consequently, a court will determine the number of sessions per day and as long as there is a clear break between sessions listed on the same day payments can be claimed for each session.

dealt with at the same time (possibly through using multiple advisers or agents etc) and deliver the Service using the required method for the court and the Client (i.e. in person or remotely).

You must staff the scheme with appropriate advisers who, in their course of work, conduct a minimum of 12 hours of casework per week. (N.B. This does not require the advisor to be a full time housing advisor - debt advisors will also be able to meet the requirement).

You must only undertake work within the scope of the Scheme. Work done outside of the scope of the Scheme is undertaken under other legal aid contracts that you may hold, privately or pro bono.

3.4 Using agents to deliver the service

We generally only contract with one single legal entity per Scheme (except for in very minor circumstances). However we permit providers to deliver some of the service through the use of agents. Where agents are used, all staff delivering services must meet the essential experience requirement of being appropriate advisers who, in their course of work, conduct a minimum of 12 hours of casework per week.

Table 4 in your HPCDS exclusive schedule sets out whether you can use agents in the delivery of the service. If you delegate provision of the service to an agent in accordance with paragraph 10.35 of the HPCDS Specification category specific rules you will continue to be responsible for all the services delivered by any agent and any payments agreed between you and the agents.

If this has not been authorised, then as the main provider you must provide all services with your own caseworkers and no payments will be made for claims where the work was undertaken by a caseworker that is not employed by you as the schedule holder.

3.4.1 Use of Agents who also hold a 2018 Standard Civil Contract

If you or any agents you use provide the service at a session and, within three months of doing so, subsequently open a new Housing or Debt matter start in relation to the same case then you as the schedule holder cannot claim any payment on behalf of the agent for providing the service at the session. The agent can claim the Legal Help matter through their 2018 Standard Civil Contract following the usual process.

3.4.2 Use of Agents who do not hold a 2018 Standard Civil Contract

If you use an agent to deliver the service at the session and within three months of doing so, the client requires a new Housing or Debt matter start but the agent does not have a Housing and Debt face to face contract then the agent should refer the client to you for a Legal Help case to be opened. In this scenario paragraph 10.35 will still apply and therefore you cannot claim any payment for the agent having provided the service at the session. You can claim the Legal Help matter through your 2018 Standard Civil Contract following the usual process. (See Section 2.8 above).

If you subsequently consider that you need to use agents, you must send a request to amend your schedule in writing to your Contract Manager. Where schedule holders are using agents to help with the delivery of the service it should be noted that management fees will not be paid.

4. Maintaining service coverage

You have been issued with a contract and are therefore under obligation to provide a service at all sessions undertaken by the court listed in your schedule. You must be flexible to cater for the fluctuations and demands placed on the service (i.e. cover additional sessions/ see more clients if necessary) and deliver the Service using the most appropriate method for the court and the Client (i.e. in person or remotely).

Your Contract Manager must be informed if you are having difficulty meeting this obligation and you must give 3 months formal notice, explaining reasons, if you wish to withdraw from a Scheme. This notice must be given to your Contract Manager who will consider any extenuating circumstances as to why you may not be able to provide the full notice period.

The LAA will maintain coverage at all courts where a Scheme is funded. We may take on (subject to budget) additional Schemes (i.e. those currently under independent arrangements – see annex 1) to ensure that all courts in England and Wales continue to have a Scheme.

5. Reporting submissions and payments

Providers must ensure that all correspondence and information regarding the client is retained on file. As a minimum this should include:

- A completed HPCDS client monitoring form (see Annex 2); and
- a copy of the follow up communication.

The information collected on the above documents should be used by the contract schedule holder to complete the HPCDS reporting spreadsheet. Where a scheme is delivered through multiple contract schedule holders each will be expected to report their own work through the HPCDS reporting spreadsheet. Providers using agents to deliver all or part of a scheme are responsible for reporting all work undertaken by that scheme (i.e. agents will not report work separately). Additionally, providers with more than one HPCDS schedule should submit one report per scheme.

All Housing Possession Court Duty Scheme work must be reported on the reporting spreadsheet – HPCDS Contract Report Form v1.6.

All reporting submissions must be made in a timely manner and as such no claims should be submitted after 6 months from the date of the listed hearing. It is possible that session dates will be restricted to prevent claims over 6 months old, this will ensure no claims are billed out of time.

HPCDS work should be reported electronically by completing the HPCDS Contract Report Form spreadsheet and submitting it via e-mail to HousingPossessionCourtDuty@justice.gov.uk

The deadline for submissions is the 10th of the month. Payment is dependent on timely reporting of submissions and payments are usually made by the end of the month the report

is received. As a temporary measure for the period of October – December 2020 we will process payments as early as possible following the receipt of submissions – this will be earlier than currently. However, failure to report on time will lead to a delay in payment being made.

5.1 Using the reporting spreadsheet

The reporting spreadsheet has been amended to reflect changes introduced through the new arrangements. Annex 3 sets out the reporting fields that are required. Where stated, all fields must be fully completed (from left to right in the form) to report and claim payment for each client assisted. Where a client does not wish to provide their gender, ethnicity or state whether they have a disability, please use the unknown option in the relevant fields.

When claiming for a session where no clients were seen you must complete the first eight fields of the claim form (with the exception of the 'Alternative Hearing venue' field which can be left blank if not required) and leave all other fields blank.

Sessions where no clients were seen may only be claimed for if the session took place and an advisor was available. Late notice cancellations of sessions by the court (i.e. cancelled on the day they were intended to be held) may only be claimed for where there was no notice of cancellation before the advisor made themselves available. No claims may be made for cancelled sessions where notification was made in advance.

Only one claim may be made where more than one client is being advised in relation to a single listed hearing (e.g. joint tenants or joint mortgage holders).

The HPCDS client monitoring form enables you to detail any disbursements that you are claiming in relation to an individual client (see Section 2.7 above). You should stipulate the nature and amount for each individual disbursement (inclusive of VAT) associated to an individual client in the form. For the purposes of the reporting spreadsheet a total disbursement figure (inclusive of VAT) should be included per client (i.e. the sum of the individual disbursements listed in the Client Monitoring Form) - See Annex 2 and 3 below.

The HPCDS client monitoring form enables you to indicate whether a HPCDS client progressed to face to face Legal Help. You should ensure that you indicate these cases on the reporting spreadsheet to ensure that the correct payments are made (see Section 2.7 above).

If the HPCDS fee has already been claimed before the legal help matter is opened (and within 3 months of the HPCDS matter) then you should notify HousingPossessionCourtDuty@justice.gov.uk of the need to amend the report. The Provider Assurance team will retrospectively tick the 'Legal Help' field in the relevant report, make a note in the 'notes' field and recoup the fee paid and any disbursements attached to the fee. You should report the Legal Help claim in the usual way and claim any disbursements in the usual way.

If within 3 months it is clear that the client will not be progressing their legal help matter (i.e. has not been available for appointments, signed the Legal Help forms etc) and the 'Legal Help' field has been indicated on the original report then you should notify HousingPossessionCourtDuty@justice.gov.uk of the need to amend the report. The Provider Assurance team will retrospectively un-tick the 'Legal Help' field in the relevant report, make a note in the 'notes' field and make the outstanding payment (including any disbursements).

Please note that HPCDS cases which go on to receive Legal Help will still be counted as HPCDS acts of assistance for the purposes of your allocation and performance.

Payments are triggered by our receipt of fully completed monthly reporting spreadsheet (HPCDS Contract Report Form v1.6) on or before their respective due date. Payment will be delayed if reports are not received on time.

Annex 1: Independent schemes (not funded through Legal Aid HPCDS)

	Court
1	Exeter
2	Chelmsford
3	Ipswich
4	Reading
5	Isle of Wight
6	Bedford
7	Guildford (Staines)
8	Stevenage

Mayors and City is the only other court that is not covered by an HPCDS or an independent scheme due to the low number of possession claims.

Annex 2: Housing Possession Court Duty Scheme - Client Monitoring Form

Case Information

Listing County Court:		Organisation giving advice:	
Court room number (where multiple courts are in use. Select 'R' for Review date):		Name of individual giving advice:	
Alternative Hearing Venue (including any off site location and Nightingale Court):		Agent or Third Party (Y/N):	
Date of Session:		Case reference:	
Type of listing - Review or Substantive:		Time spent on this case:	
Session duration:	Morning		Afternoon
Advice method – in person or remote			
Disbursements (please specify the amount and nature for each individual disbursement. Inclusive of VAT):	<ol style="list-style-type: none"> 1. 2. 		

Client information

Forename		Surname		Date of Birth	
National Insurance Number					

(NB. If the client does not have their national insurance number then please leave this field blank.)

Equal Opportunities Monitoring

Please tick the boxes which your client would describe themselves as being:

Gender

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Ethnic Monitoring

White	British	<input type="checkbox"/>	Asian or Asian British	Indian	<input type="checkbox"/>
	Irish	<input type="checkbox"/>		Pakistani	<input type="checkbox"/>
	Other White background	<input type="checkbox"/>		Bangladeshi	<input type="checkbox"/>
Mixed	White and Black Caribbean	<input type="checkbox"/>	Black or Black British	Other Asian background	<input type="checkbox"/>
	White and Black African	<input type="checkbox"/>		Caribbean	<input type="checkbox"/>
	White and Asian	<input type="checkbox"/>		African	<input type="checkbox"/>
	Other Mixed background	<input type="checkbox"/>		Other Black background	<input type="checkbox"/>
Chinese		<input type="checkbox"/>	Other		<input type="checkbox"/>
Gypsy/Traveller		<input type="checkbox"/>	Prefer not to say		<input type="checkbox"/>

Disability Monitoring

The Disability Discrimination Act defines disability as: a physical or mental impairment which has a substantial and long-term adverse effect on a persons ability to carry out normal day-to-day activities.

Not considered disabled

If a client considers himself or herself to have a disability please select the most appropriate definition. If the client has multiple disabilities please select the definition that reflects the predominant disability.

Mental Health Condition	<input type="checkbox"/>	Visually Impaired	<input type="checkbox"/>
Mobility Impairment	<input type="checkbox"/>	Blind	<input type="checkbox"/>
Learning Disability/Difficulty	<input type="checkbox"/>	Long-standing Illness/Health condition	<input type="checkbox"/>
Deaf	<input type="checkbox"/>	Other	<input type="checkbox"/>
Hearing Impaired	<input type="checkbox"/>	Unknown	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>

Completion of this section is voluntary. This will be treated in the strictest confidence and will be used purely for statistical monitoring and research.

Type of proceedings (Please tick one proceedings type)

Possession Proceedings	
Warrant Applications	
Orders for Sale	

Tenure (Please tick one type of tenure)

Tenant - Local Authority		Tenant - Private	
Tenant - Social Landlord		Mortgage	

Outcome of listed hearing (whether review or substantive)

Please tick the option that best describes the outcome of the case for the client.

Possession Proceedings	Withdrawn by claimant		Applications to stay or suspend warrants of eviction	Dismissed	
	Dismissed			Stayed/suspended	
	Adjourned on terms			Adjourned	
	Adjourned – fixed period			Moved from Review to Substantive	
	Postponed possession order			Other	
	Suspended possession order		Orders for Sale	Granted	
	Outright Order			Refused	
	Time order			Moved from Review to Substantive	
	Moved from Review to Substantive			Other	
	Other				

Did your organisation progress this case to Legal Help?

Yes		No	
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Annex 3: Housing Possession Court Duty Scheme – Reporting Spreadsheet Guidance

For use with version 1.6 of the HPCDS Contract Report Form

Provider Details

These must be completed once per submission and should be completed first.

Field	Use	Format
Provider Office Name	The name of the HPCDS schedule holder	
Office Account Number	The office account number of the above provider under which HPCDS work is claimed, e.g. 0A123B	Alphanumeric
Submission Month	Select the month from the drop down list	MMM
Submission Year	Select the year from the drop down list	YYYY
London or Non-London Rates	Select London or Non-London from the drop down list	
Is your organisation VAT registered?	Select Yes or No from the drop down list	

Claim Fields

These fields must be completed for every claim, nil session and acts of assistance.

Field	Use	Format
Listing Court	The name of the Listing court must be selected from the drop down list. (NB. Schemes covering multiple courts should report all work on one reporting form.)	

Organisation giving advice	The name of the agency or firm undertaking the work.	
Name of person giving advice	The name of the individual undertaking the work.	
Agent/Third Party giving advice	Confirm if the individual is an Agent or Third Party operating on your behalf. Select Y/N from the dropdown list.	Y/ N
Alternative Hearing Venue (including any off site location and Nightingale Court)	Select a venue from the drop down list or type in the venue name if not listed. (NB. Please leave blank if not relevant)	
Date of session	The date of the session	dd/mm/yyyy
Session Duration	The duration of the session. See note below.	Morning, Afternoon
Court Room Number (where multiple courts are in use)	Select the appropriate number from the drop down list. (NB. Please use 'R' for the Review date.)	
Type of listing - Review or Substantive	Select the appropriate from the drop down list.	
Advice method – in person or remote	Select the appropriate from the drop down list.	
Total Disbursements (inclusive of VAT):	Please insert the overall amount being claimed in disbursements for an individual client. (£)	

NB. For the purpose of the Scheme, “session” means a period when the court is in session. Consequently, a court will determine the number of sessions per day and as long as there is a clear break between sessions listed on the same day payments can be claimed for each session.

These fields must be completed for every act of assistance claimed.

Field	Use	Format
Case reference	The case reference assigned to enable easy location of the file/record should this be required by the Legal Aid Agency.	Alphanumeric
Time Taken (minutes)	Time spent on the case in minutes	Numeric
Client forename	The forename of the client	
Client surname	The surname of the client	
Client date of birth	The date of birth of the client	dd/mm/yyyy
Gender	Gender of client	Single letter: F - Female M - Male U - Unknown
Client National Insurance Number	(NB. If the client does not know the NINO please leave blank)	
Ethnic Origin	Ethnic origin of client. (NB. There is also a separate link within the spreadsheet that takes you to the descriptor of these codes.)	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 16 Gypsy/Traveller 99 Unknown
Disability	Client disability indicator. The disability a client considers himself/ herself to have (if any). If the client has multiple disabilities, choose the description that reflects the predominant disability. If client does not consider himself/herself disabled, record code NCD.	NCD - Not Considered Disabled UKN - Unknown Mental Health Condition Mobility Impairment Learning Disability/Difficulty Deaf Hearing Impaired Visually Impaired Blind Long-standing Illness/Health condition Other

	If client does not wish to provide this, record code UKN.	
Type of proceedings	The type of proceedings the client is subject to or bringing.	Options: <ul style="list-style-type: none"> • Possession Proceedings • Warrant Applications • Orders for Sale
Tenure	The tenure of the client. The information is collated for management information; please do not adjust available options.	Options: <ul style="list-style-type: none"> • Tenant - LA • Tenant - RSL • Tenant - Private • Mortgage

Outcome	The outcome for the client at the end of the listed hearing. Options available will depend on the type of proceedings selected. Select the outcome that best describes the outcome of the listed hearing. The information is collated for management information; please do not adjust available options.	Options:	
		Type of proceedings	Outcome options
		Possession Proceedings	Adjourned on terms Adjourned fixed period Suspended possession order Postponed possession order Time order Outright order Withdrawn by claimant Dismissed Moved from Review to Substantive Other
		Warrant Applications	Adjourned Stayed/ Suspended Dismissed Moved from Review to Substantive Other
		Orders for Sale	Granted Refused Moved from Review to Substantive Other
Did your organisation progress this case to Legal Help?	Please indicate whether a Legal Help matter start has been opened for a HPCDS client.	Y/N	

Notes fields

There are two notes fields at end of each line. These are not mandatory and are provided for recording anything else that helps with the running of the scheme.

Administrative fields

Some fields are for administrative purposes only and have therefore been protected and can't be changed.