



Legal Aid
Agency

Housing Possession Court Duty Scheme

Guidance for Service Providers

This guidance is for use from the 1st October 2018 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 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 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.

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 legal help and representation at court for people facing possession orders. A solicitor or adviser is on duty at court during the times when the court schedules possession hearings.

When a person comes to court, court services staff should direct them to the Scheme desk where the person can brief the adviser on their case and obtain advice. The adviser will then represent the client in court. After the hearing, the adviser must write a letter to the client setting out the advice given, the court decision, and any follow up work required.

2.2 Eligibility to use the Scheme

Due to the emergency nature of the advice and the serious potential outcome of the court hearing the LAA has waived the normal financial eligibility requirements for legal aid.

To be assisted by the Scheme a person must have a relevant hearing (see Section 2.3.1 below) listed on the day they seek advice from the Scheme. They do not need to pass a means test (although the provider will undertake a proxy means assessment questionnaire for the client).

The Scheme may assist repeat clients if they are in genuine need of it and it is appropriate to do so.

2.3 What type of proceedings does the Scheme cover?

2.3.1 Scope of the Scheme

The Scheme covers the following types of proceedings at the court which are set out in the HPCDS Specification category specific rules.

- (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.

2.3.2 Examples of what is covered under Possession proceedings and warrant applications

The Scheme is principally designed to provide urgent assistance in rent and mortgage possession proceedings, including matters relating to the execution of warrants.

A landlord or lender will commence possession proceedings when they want to regain possession of a property. This could be because the defendant is in rent or mortgage arrears or there has been a breach of tenancy, for example.

2.3.3 Example of what is covered under a Charging Order (Property)

Charging Orders secure a previously unsecured debt on a person's home. If it has not already been paid off then the creditor receives payment when the debtor's house is sold. In some circumstances the creditor can apply for an order of sale, which if granted, allows the creditor to sell the house so that they can recover their debt.

Schemes are permitted to assist people subject to order of sale proceedings because of the immediate risk of losing their home due to a forced sale. They are not permitted to assist with proceedings where a charging order is being put in place as there is no immediate risk of losing the property.

2.4 Work outside of the scope of the Scheme

2.4.1 Appeals

Clients who have appeals are potentially facing costs orders, and generally need to make complex legal arguments about why previous orders should be set aside. They therefore generally need to have their case properly prepared and presented before the court, which takes time not available during a Scheme session.

2.4.2 Anti-social behaviour injunctions

Any work relating to an injunction in respect of anti-social behaviour or alleged anti-social behaviour should not be done under this Scheme. It may be the case that the provider is able to do this ongoing work between the adjournment and the ASBI hearing, but that ongoing work is not to be claimed under the Scheme.

2.4.3 Judges requests

If a judge asks the provider running a Scheme to represent a client, it is acceptable for the provider to comply with this request, so far as it involves working within the scope of the Scheme. If the matter is complex (e.g. involves a potential appeal or ASBI) they should be asking the judge for an adjournment and making the appropriate referral (even if that is to their own office for further follow-up assistance and getting a funding certificate).

2.4.4 Other

Possession proceedings based on other grounds – e.g. nuisance or unauthorised occupation are also out of scope of the Scheme as these areas are not considered appropriate for the service provided through the Scheme.

2.5 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:

- Face to face advice to the Client on the day, prior to the hearing;
- Advocacy for the relevant proceedings on the day of the hearing;
- Face to face advice to the Client on the day, post the hearing, explaining the outcome and the options available to the Client;
- On the day of the 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 2.7 below); and
- Send a letter to each Client setting out their advice.

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 letter to clients setting out their advice.

2.6 Advising the client before the hearing

If the client approaches you at your office a day or two prior to a hearing then it is best practice for you to give the client advice at your office or refer them to the CLA Telephone Gateway (unless exempt) if they have a legal help debt matter (see Section 2.7 below). You must consider what the most appropriate form of service is for the client¹.

If you are unable to see the client and it is not appropriate to refer the client to the CLA Telephone Gateway then you should refer the client to the Scheme, even if it would be that same solicitor/adviser on the roster.

2.7 Further advice for the client after the hearing

If further advice work is required after the hearing 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** matter² then you may undertake this work yourself. You, or any agent you use, are only permitted to make referrals in the following circumstances:
 - 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 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 **debt** matter³ then the adviser must refer the client to the CLA Telephone Gateway unless the client is exempt⁴ from needing to go through the Gateway. The Gateway service will review the case, assess the client's advice needs and pass the client onto the CLA specialist Debt provider who would deal with any remaining debt legal matters or refer the client to a face to face provider as appropriate.
- 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 the Gateway for any other mandatory Gateway categories (i.e. Special Educational Needs and Discrimination), or you must refer the client to an alternative provider.

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

³ See 'Category Definitions 2018' which can be found at www.justice.gov.uk/legal-aid

⁴ Gateway exempted person: - a child under the age of 18 and/or deprived of their liberty and/or previously assessed person with a linked problem (a 'previously assessed person' is a client who has been assessed by the CLA gateway as requiring face to face advice in the last 12 months and is seeking advice from the same provider on a linked problem')

2.8 Funding issues

The HPCDS fee covers any work done at the initial session on the day the client presents themselves at court regarding the possession proceedings, whether it is advice or representation in court.

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

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 to visit their office on another day, or for the solicitor/adviser to appear at court on another day with the client, and this may be funded as certificated work, subject to means and merits tests being satisfied.

If following the court hearing you intend to open a Legal Help case for the same matter then you cannot claim the HPCDS fee for the work. However you can count the time you spent at court towards the Legal Help case. As set out in section 2.7 all Debt related follow on work (Legal Help) must be referred to the CLA Telephone Gateway. You will be paid the HPCDS fee where cases are referred onto the Gateway, unless the Gateway determines that the client needs face to face advice and the client is referred back to you within 6 months. In this scenario you would be paid the Debt NMS fee only.

If, in any Housing Possession Court Duty Scheme session, you perform no work for clients then you will be paid on the basis that you have seen one client during the session. To claim a 'Nil session' you must have attended court and been available to clients.

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.

No work may be started at court 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 lists⁵ and offer services to any eligible client who requests to see an advisor. You need to be flexible to cover additional sessions/ see more clients if necessary.

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 offer the service at court and, within six 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 court. The agent can claim the Legal Help matter through their 2018 Standard Civil Contract following the usual process. Please note, a debt matter could be referred back to you as a face to face provider after going through the gateway. If this were to happen the LAA would still recoup the HPCDS fee and only pay the Debt NMS fee (See Section 2.8 above).

⁵ For the purpose of a HPCDS, "session" means either a morning or afternoon period when the court is in session. Consequently, a court can list a maximum of two sessions per day e.g. 10am – 12 noon and 2pm – 4pm. However, there must be a clear break between sessions listed on the same day for two payments to be claimed. Where the court lists a full day session e.g. from 10am – 4pm without a clear break, only one payment can be claimed for this full day session.

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 court and within six 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 court. 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 in the court as detailed in your schedule. You must be flexible to cater for the fluctuations and demands placed on the service. 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.

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);
- A completed proxy means form (nb. Evidence of means is not required); and
- a copy of the follow up letter.

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.

From 1st October 2018 all Housing Possession Court Duty Scheme work must be reported on the new reporting spreadsheet – HPCDS Contract Report Form v1.5. Any work undertaken prior to 1st October 2018 but reported after the 1st October 2018 must be reported on this version of the report form.

All reporting submissions must be made in a timely manner and as such no claims should be submitted after 6 months from the date the client received help at court. 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. Failure to report on time will lead to a delay in payment being made.

5.1 Using the reporting spreadsheet

Additional columns have been added to the reporting spreadsheet to reflect changes to the court estate structure and to ensure that the LAA has sufficient data on the work undertaken through HPCDS. 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 seven 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 attended. 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 arrived at court. 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 hearing (e.g. joint tenants or joint mortgage holders).

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 2.8 above).

If the HPCDS fee has already been claimed before the legal help matter is opened (and within 6 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. You should report the Legal Help claim in the usual way.

If within 6 months it is clear that the client will not be progressing their legal help matter (i.e. has not turned up to 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.

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 v1.5) 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	Reigate
2	Exeter
3	Chelmsford
4	Ipswich
5	Reading
6	Isle of Wight
7	Bedford
8	Guildford (Staines)

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):		Name of individual giving advice:	
Alternative Hearing Venue:		Agent or Third Party (Y/N):	
Date of Session:		Case reference:	
Session duration	Morning		Time spent on this case:
	Afternoon		
	All day		

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		
Gypsy/Traveller		<input type="checkbox"/>	Prefer not to say		

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		Visually Impaired	
Mobility Impairment		Blind	
Learning Disability/Difficulty		Long-standing Illness/Health condition	
Deaf		Other	
Hearing Impaired		Unknown	
		Prefer not to say	

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

Eligibility for legal aid

While you may assist clients who would not ordinarily be financially eligible for legal aid you must complete the HPCDS proxy means assessment questionnaire for each client you see.

Is the client financially eligible for legal aid?

Yes		No	
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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 ⁶	

⁶ If the client requires further advice regarding a mortgage possession case then the client **must** be referred to the CLA Gateway unless exempt (i.e. a child under the age of 18 and/or deprived of their liberty and/or previously assessed person with a linked problem (a 'previously assessed person' is a client who has been assessed by the CLA gateway as requiring face to face advice in the last 12 months and is seeking advice from the same provider on a linked problem').

Outcome of hearing

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			Other	
	Postponed possession order		Orders for Sale	Granted	
	Suspended possession order			Refused	
	Outright Order			Other	
	Time order				
	Other				

Did your organisation progress this case to face to face Legal Help?

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

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 where the work is undertaken 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 attended	Confirm if the individual is an Agent or Third Party attending on your behalf. Select Y/N from the dropdown list.	Y/ N
Alternative Hearing Venue	Select a venue from the drop down list or type in the venue name if not listed. (NB. If a venue was not attended please leave blank)	
Date of session	The date of the session	dd/mm/yyyy
Session Duration	The duration of the session. See note below.	Morning, Afternoon, All day
Court Room Number	Select the appropriate number from the drop down list.	

NB. For the purpose of the Scheme, "session" means either a morning or afternoon period when the court is in session. Consequently, a court can list a maximum of two sessions per day e.g. 10am – 12 noon and 2pm – 4pm. However, there must be a clear break between sessions listed on the same day for two payments to be claimed.

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. If client does not wish to provide this, record code UKN.	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
Eligibility	Whether the client would normally be eligible for legal aid. For every client you assist you must complete a means assessment questionnaire to identify whether the client is financially eligible for legal aid.	Y/ N
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	Options: <ul style="list-style-type: none"> • Tenant - LA • Tenant - RSL • Tenant - Private

	information; please do not adjust available options.	<ul style="list-style-type: none"> • Mortgage
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Outcome	<p>The outcome for the client at the end of the hearing. Options available will depend on the type of proceedings selected. Select the outcome that best describes the outcome of the hearing.</p> <p>The information is collated for management information; please do not adjust available options.</p>	Options:							
		<table border="1"> <thead> <tr> <th>Type of proceedings</th> <th>Outcome options</th> </tr> </thead> <tbody> <tr> <td>Possession Proceedings</td> <td> Adjourned on terms Adjourned fixed period Suspended possession order Postponed possession order Time order Outright order Withdrawn by claimant Dismissed Other </td> </tr> <tr> <td>Warrant Applications</td> <td> Adjourned Stayed/ Suspended Dismissed Other </td> </tr> <tr> <td>Orders for Sale</td> <td> Granted Refused Other </td> </tr> </tbody> </table>	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 Other	Warrant Applications	Adjourned Stayed/ Suspended Dismissed Other	Orders for Sale
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 Other								
Warrant Applications	Adjourned Stayed/ Suspended Dismissed Other								
Orders for Sale	Granted Refused Other								
Did your organisation progress this case to face to face Legal Help?	<p>Please indicate whether a face to face Legal Help matter start has been opened for a HPCDS client.</p> <p>This field must be filled in for all clients but the option to select 'yes' will only be available if you have already indicated that the client is eligible for legal aid.</p>	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.