



Guide to the Changes in Reporting Civil Legal Help Work

This document summarises the key reporting changes being introduced in April 2013 civil legal help submissions. The majority of these changes can be seen from 25th February 2013 they will have no impact until April 2013. We strongly recommend you check that you are reporting according to current guidance.

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

Index

1. [Summary of the key reporting changes](#)
2. [Quick guide to the changes & impact on your claims](#)
3. [Detailed guidance](#)
4. [Further Information](#)

1 - SUMMARY

The key reporting changes being introduced for April 2013 submissions, entered in CWA between 1st – 20th May 2013 (and subsequent submissions) are as follows:

- New Fields to appear as follows however will only be valid for cases started on or after 1st April 2013: -
 - **Transfer Date** – This will be available for providers who wish to report on transferred cases.
 - **Exceptional Case Funding Reference** – This will only be required for Exceptional Case Funding (ECF) cases
 - **Exemption Criteria Satisfied** – For cases that satisfy a specific criteria (e.g. Domestic Violence or Child Abuse).
 - **CLA Reference Number** – This field will only be available for debt cases.
 - **CLA Exemption Code** – This field is also only available for debt cases.
- New Reference Data will appear as follows: -
 - **New Ethnicity Code** – This will be available for selection on or after 24th February 2013. The new code is 16: Gypsy/Traveller
 - **New Disability Codes** – This will be available for selection on or after 1st April 2013. Some old disability codes will not be valid from this date onwards.
 - **New Procurement Area and Access Codes** – New codes will be available however should only be used for cases started on or after 1st April 2013.
 - **Schedule Reference Number** – This will be updated on 1st April 2013.

- **Removal of Redundant Reporting Codes** – Some reporting codes will become completely redundant and will therefore not be available for cases started on or after 1st April 2013.

- Other: -
 - **Tolerance Changes** – There will no longer be any tolerance except for MISC cases started on or after 1st April 2013.
 - **Personal Injury Changes** – All current reporting codes for Personal Injury can no longer be used on or after 1st April 2013.
 - **Advice in Relation to Mediation** – In order to report mediation matters a new Matter Type One code is being introduced as well as three new Matter Type Two Codes. In addition to the new Matter Type Codes there will also be three new FPL Codes added. These can all be used for cases with a start date on or after 1st April 2013.

2 – QUICK GUIDE

It is essential you are aware of these changes and the impacts they will have on reporting your claims.

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 reporting:

#	Area of change	Detail	Impact
1	New Ethnicity Code	A new ethnicity code will be available for use with any case entered from 24 th February 2013. The ethnicity code 16: Gypsy/Traveller will be available for selection.	Available for use with all cases from 24th February 2013
2	Transfer Date Field	This will be a non-mandatory field which will show in all available categories of law. The field exists to allow for the reporting of transferred cases and will be available for use on cases with a start date on or after 1 st April 2013.	Impacts matters with a Transfer Date on or after 1st April 2013
3	Exceptional Case Funding Reference	This non-mandatory field will be introduced to the outcome details screen for all categories of law. The field exists to allow for the reporting of an exceptional case funding reference once obtained. This field is only applicable to cases started on or after 1 st April 2013	Impacts Exceptional Case Matters with case start date on or after 1st April 2013
4	Exemption Criteria Satisfied	This non-mandatory field will be introduced to the outcome details screen for all categories of law. This field is only applicable to cases started on or after 1 st April 2013	Impacts Cases where Exemption Criteria has been satisfied with case start date on or after 1st April 2013
5	CLA Reference Number	This field will be introduced for Debt cases only. This field is applicable to ALL cases started on or after 1 st April 2013 unless in conjunction with a CLA Exemption Code.	Impacts all Debt matters with case start date on or after 1st April 2013

6	CLA Exemption Code	<p>This non-mandatory field will be introduced for Debt cases only with a case start date on or after 1st April 2013. One of the following codes must be used : -</p> <p>ECHI EDET EPRE</p>	Impacts all Debt matters with case start date on or after 1st April 2013
7	New Disability Data	<p>New disability codes will be available for cases with a start date on or after 1st April 2013 as well as some currently existing codes being made unavailable. From 1st April 2013, only the following will be valid: -</p> <p>NCD – Not Considered Disabled MHC – Mental Health Condition LDD – Learning Disability/Difficulty ILL – Long Standing Illness or Health Condition OTH – Other UKN – Unknown MOB – Mobility Impairment DEA – Deaf HEA – Hearing Impaired VIS – Visually Impaired BLI – Blind</p>	Available for use with all cases with a start date on or after 1st April 2013
8	New Procurement Area and Access Codes	<p>There will be several changes to the existing procurement area and access codes however these will only be in operation for cases with a start date on or after 1st April 2013. An updated guidance document with a complete list of all AP and PA codes will be available for review before this date.</p>	Impacts all cases with a start date on or after 1st April 2013
9	Schedule Reference Number	<p>For the April 2013 submission and until further notice, this will end with '15'. This submission can be entered from 1st May 2013 onwards.</p> <p>- 'Office Account Number/SCC/NN' - 1A123A/SCC/15</p> <p>- 'Office Account Number/2013/NN' - 1A123A/2013/15</p>	Impacts all cases reported on or after 1st April 2013

10	Removal of Redundant Reporting Codes	<p>For cases started on or after 1st April 2013, you will no longer be required to report stage reached codes in the following categories of law: -</p> <p>Actions Against the Police Clinical Negligence Family Immigration and Asylum Mental Health Public Law</p>	Impacts all listed cases with a start date on or after 1st April 2013
11	Tolerance	<p>The outcome details screen for the categories previously classified as Tolerance will no longer permit you to indicate that work is being done under tolerance for cases started on or after 1st April 2013. MISC is the only exception to this rule as it will be possible to deliver 'tolerance' MISC work on or after 1st April 2013, for which the Tolerance PA/AP will be required.</p>	Impacts all cases reported on or after 1st April 2013
12	Personal Injury Cases	<p>All existing CWA reporting codes in the Personal Injury category will be classified as "Out of Scope – ECF Only". Several new Codes will be introduced to the MISC Category to cover PI work.</p>	Impacts all cases reported on or after 1st April 2013
13	Advice in Relation to Mediation	<p>New Matter Type codes and FPL codes will be available for mediation cases with a case start date on or after 1st April 2013.</p>	Impacts Mediation cases reported on or after 1st April 2013

3 - DETAILED GUIDANCE

This section provides detailed guidance on the upcoming changes. However for a comprehensive guide to reporting please see the [Civil codes guidance](#) found on the Justice website.

3.1 Transfer Field Date

The screenshot shows a web form titled "Outcome Details" with two columns of input fields. The left column includes fields for Schedule Reference, Case Reference Number, Case Start Date, Case ID, Procurement Area, Access Point, Client Forename, Client Surname, Client Date of Birth, UCN, Gender, Ethnicity, Disability, and Client Postcode. The right column includes Profit Costs excluding VAT, Disbursements excluding VAT, Counsel Costs excluding VAT, Disbursements VAT amount, Profit and Counsel VAT Indicator, London Rate, Travel and Waiting costs excluding VAT, Value of Costs/Damages awarded, Local Authority number, Client Type, Stage Reached, Outcome for client, Case stage(s) / level(s), Exemption Criteria Satisfied, and Exceptional Case Funding Reference. The "Transfer Date" field at the bottom right is highlighted with a red box and contains the value "02-Apr-2013".

A new field named 'Transfer Date' will be introduced to all civil categories. The field is to be used to report the date the matter was transferred from another provider to you.

If a date is recorded in the "Transfer Date" field the tolerance indicator must be set to "No". The Transfer Date must also be prior to the case concluded date.

If a date is recorded in the "Transfer Date" field you will be required to report the following values against the Procurement Area and Access Point fields:

Access Point: "Transferred Case" (AP30000)

Procurement Area: "Transferred Case" (PA30000)

The Transfer Date recorded must be after the case start date recorded but before the case concluded date.

3.2 Exceptional Case Funding Reference

The screenshot shows a form titled "Outcome Details" with two columns of input fields. The left column includes fields for Schedule Reference, Case Reference Number, Case Start Date, Case ID, Procurement Area, Access Point, Client Forename, Client Surname, Client Date of Birth, UCN, Gender, Ethnicity, Disability, and Client Postcode. The right column includes fields for Profit Costs excluding VAT, Disbursements excluding VAT, Counsel Costs excluding VAT, Disbursements VAT amount, Profit and Counsel VAT Indicator, London Rate, Travel and Waiting costs excluding VAT, Value of Costs/Damages awarded, Local Authority number, Client Type, Stage Reached, Outcome for client, Case stage(s) / level(s), Exemption Criteria Satisfied, and Transfer Date. The "Exceptional Case Funding Reference" field is highlighted with a red box and contains the value "1234567AA".

A further new field named 'Exceptional Case Funding Reference' will also be introduced. This field will be available to enter an Exceptional Case Funding reference when obtained for a specific case.

The field is only applicable to cases started on or after 1st April 2013

If a value is recorded in the "Exceptional Case Funding Reference" field you will be required to report the following values against the Procurement Area and Access Point fields:

Access Point: "Transferred Case" (AP20000)

Procurement Area: "Transferred Case" (PA20000)

Please note if the Exceptional Case Funding Reference is populated the tolerance indicator must be set to 'No'.

3.3 Exemption Criteria Satisfied

The screenshot shows the same "Outcome Details" form as above. The "Exemption Criteria Satisfied" field is highlighted with a red box and has a dropdown arrow next to it, indicating it is a selection field.

A new field named 'Exemption Criteria Satisfied' will be introduced. To be used when reporting a case which uses a reporting code combination which contains at least one element that is classified as "Out of Scope – unless DV/CA criteria or ECF" this will allow for the specific criteria that has been satisfied to be selected.

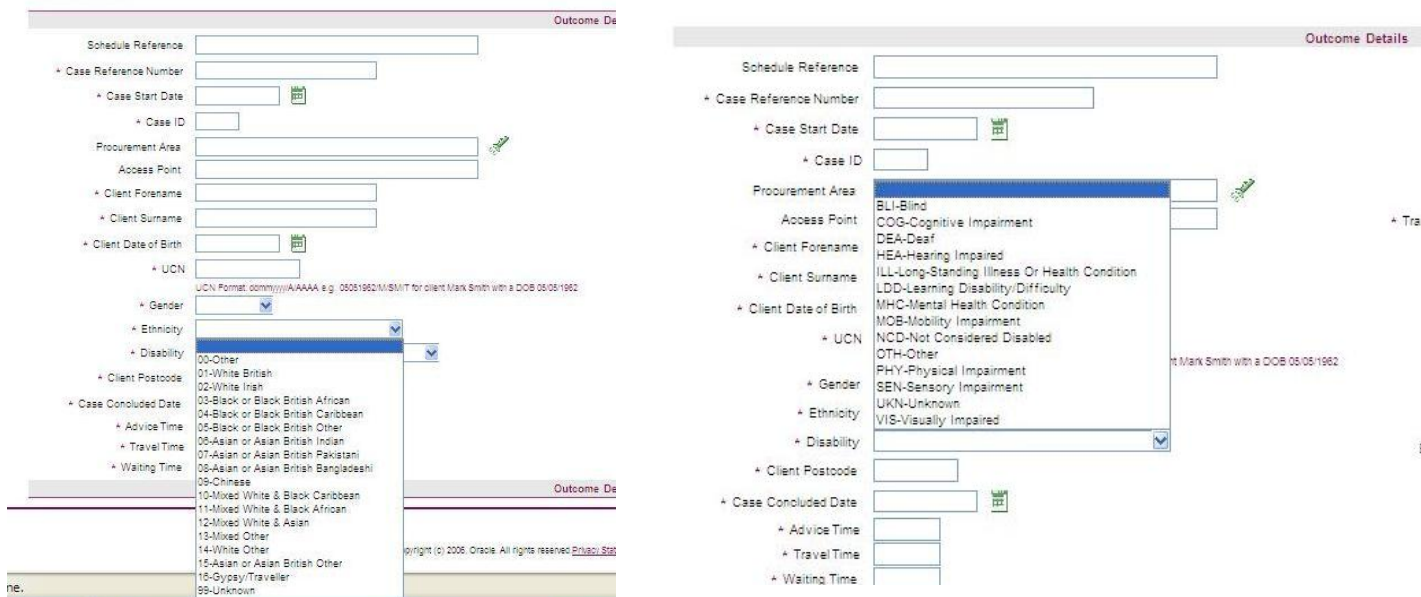
3.4 CLA Reference Number and Exemption Code

Two new fields will appear named 'CLA Reference Number' and 'CLA Exemption Code' when entering debt matters started on or after 1st April 2013. The CLA Reference Number will be obtained from the client or by contacting the CLA gateway telephone service. A CLA Reference number must be reported with all debt matters unless in conjunction with a CLA exemption code.

The following CLA Exemption Codes will be available for selection: -

ECHI	Client is a child
EDET	Client is in detention
EPRE	12 month exemption

3.5 New Ethnicity and Disability Codes



A new ethnicity code will be available for any criminal or civil case entered from the 24th February 2013 onwards. The ethnicity code 16: Gypsy/Traveller will be available for selection as detailed in the diagram above.

In relation to the disability codes the following codes will be end dated. This will mean that these codes will not be allowable for cases started on or after 1st April 2013.

PHY	Physical Impairment
SEN	Sensory Impairment
COG	Cognitive Impairment

The following new codes will be added for all criminal and civil matters.

MOB – Mobility impairment	This would be where someone has a disability that makes it difficult or impossible to get about; this would be helpful for answering any questions in relation to suitability for telephone versus face to face. Providers with other physical impairments should use other.
HEA – Hearing impaired	
DEA – Deaf	The BSL and deaf community draw a clear distinction between themselves and people with a hearing impairment who are not likely to be served by BSL services
VIS – Visually impaired	
BLI – Blind	This group may or may not need information in Braille or audio

All other codes will remain as they were.

3.6 New Procurement Area and Access Point Codes

Please see the updated [PA and AP Codes Guidance](#) on the Justice website for full details of any new or amended PA or AP codes from 1st April 2013 onwards.

3.7 Advice in Relation to Mediation

The new Matter Type One code being introduced is: FAMY

One of three new Matter Type Two codes (presented in the table below) in conjunction with the new MT1 code when reporting this advice work:

Code	Description
FMEC	Where the client is seeking advice in connection with mediation – children
FMEF	Where the client is seeking advice in connection with mediation – finance
FMEA	Where the client is seeking advice in connection with mediation – all issues

Only the new FPL codes listed below can be used with the above new Matter One/Two combinations (all excluding VAT) :-

Code	Description (used in CWA)	Fee
FPL19	Legal Help in support of Family Mediation.	£150.00
FPL20	Legal Help provided in relation to the issuing of proceedings to obtain a consent order following the settlement of the dispute through family mediation.	£200.00
FPL21	Legal Help in support of Family Mediation and legal help provided in relation to the issuing of proceedings to obtain a consent order following the settlement of the dispute through family mediation.	£350.00

4 - FURTHER INFORMATION

If you would like more information on the new reporting requirements please see the most up to date [Civil Codes Guidance](#). The following support is also available:

Contract Manager – For all contractual queries including:

- Code & Fee scheme queries
- I have made multiple errors in my submission and I need it corrected post submission

Claim Amendments Team – PA-ClaimAmend@legalaid.gsi.gov.uk

- I have made an error in my submission and I need it corrected post submission
- <http://www.justice.gov.uk/legal-aid/submit-claim/cwa-online-claims#Amendments>

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

- When will I be paid and how much?

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

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