

## Essential Eligibility & Maximising Claimable Work

### Who this course is for

This one-day course is aimed at anyone performing casework under the Standard Civil Contract at the Legal Help and Help at Court level of service. It would be useful for newer caseworkers or as a refresher for more experienced caseworkers who have not attended either our Eligibility course this year or our course on claimable work last year.

### Course description

This is a hybrid course, with two sections. The morning is devoted to the essential eligibility criteria that must be applied when assessing the means of clients. It focuses in particular on the most common mistakes in assessment which are likely to lead to files being nil assessed at audit or otherwise. It is informed by the latest thinking on eligibility and means assessment arising out of audits and financial stewardship visits. **The morning session focuses primarily on:**

- Contract rules and guidance on passporting, partners, capital, allowances and disregards
- Interpreting the effect of capital being the 'subject matter of dispute'
- Being clear on what evidence you need, when to get it and what do to if the client doesn't provide it
- Knowing what to do if your client tells you their financial circumstances have changed
- Being confident your files will demonstrate to the LSC that you are getting it right on eligibility

The afternoon session looks exclusively at what work can be claimed on file, with a particular emphasis on changes since the introduction of the Costs Assessment Guidance in 2007 and the subsequent update in 2010. **The afternoon session focuses primarily on:**

- Understanding the relevant cost assessment principles relating to what you can and cannot charge to file at the Controlled Work level of service
- Distinguishing and apply the rules relating to the different activity headers appropriately eg preparation, attendance, non-routine letters and attendance at Court
- Being aware of how the rules on chargeable work may be affected by other Civil Contract rules
- The exceptional case assessment procedure and when it's worth appealing a negative assessment decision on an exceptional case

### Aims of the course

By the end of the course, participants will have a firm grounding in the application of two of the key areas of LSC Contract compliance and be able to incorporate the relevant rules into their everyday casework practice. This knowledge will significantly improve the ability of organisations in safeguarding the validity of the claims for work that they make.