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# **Report of the ASA IT Working Group**

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# 1. Executive Summary and Recommendations

The ASA IT Working Group was comprised of two representatives from each of Citizens Advice, Advice NI, and the Law Centre. The group met on a number of occasions between October 2007 and early March 2008, within the terms of reference set by the 'Opening Doors' Strategy.

This report scopes existing provision and draws an important distinction between an IT system which will deliver services to its end users, and a case management system which requires an IT system to host and support it.

## Recommendations

Working Group members have agreed the following 5 recommendations to be implemented within the timescales as set out within the 'Opening Doors' Strategy:

1. The policy codes in Appendix 1 are recommended for adoption as an agreed policy code set to be used by the advice sector within the context of the 'Opening Doors' Strategy.
2. The data set in Appendix 2 is recommended as a standard common data set to be used by the advice sector with the context of the 'Opening Doors' Strategy.
3. The elements of a common/unified IT system are outlined in Section 4 of this report and are recommended for adoption by the DSD and the advice sector in order to achieve a unified IT based recording and information system across the sector by 31st March 2009 (IT Working Group Term of Reference 4).
4. Quality assurance: It is recommended that BS7799/ISO27001 is adopted as the external standard in respect of data security and management.
5. Accessibility: It is recommended that systems used should conform to all appropriate provisions of the following standards for a web based application:
  - W3C- Web Content Accessibility Guidelines (WCAG)
  - BSI –PAS 78:2006. Guide to good practice in commissioning accessible websites.

In the context of the 'Opening Doors' Strategy (2.5.8), it is expected that the DSD will approve the system recommendations as set out above and will consequently commission appropriate research and specialist support to take this matter forward. It is expected that this DSD initiated exercise will identify and then propose the chosen common/unified system to be deployed across the sector for the purposes of case recording and management.

The recommendations above are also contingent upon adequate and proper funding being made available within the 'Opening Doors' Strategy for their implementation. However, until such time as the DSD research is complete, the preferred system endorsed and associated costs established, these costs will remain unknown - they will inevitably be system specific/dependent with the potential for any option to carry very different capital, subscription, support and overhead costs.

## 2. Background and Terms of Reference

'Opening Doors: The Strategy for the Delivery of Voluntary Advice Services to the Community' aims to *'put in place an integrated quality advice service across Northern Ireland'*. The Strategy places an emphasis on reducing duplication of provision, increasing co-operation, improving co-ordination and ensuring consistency of quality in advice provision. These are themes which are reflective of a much broader agenda of modernisation, as reflected in, for example, Positive Steps: *'the voluntary and community sector needs to modernise and adjust to ensure maximum effectiveness and efficiency'*.

It is therefore crucial that the independent advice sector develops an ICT infrastructure and management information systems that will enable advice agencies to engage with government's commitment to Welfare Reform and Modernisation.

Government's reform agenda also includes initiatives such as NI Direct which aims to improve its contact with citizens. It is important that the advice sector too is part of this broader agenda by putting in place systems that enable frontline advisors to work more effectively, securely and efficiently to deliver the best advice possible.

The IT Working Group has been convened under the auspices of the Advice Service Alliance to progress the recommendations of 'Opening Doors' in relation to developing a unified, IT-based, case-recording and information system across the advice sector. The Terms of Reference for the Group were drawn from the Strategy as follows:

1. To develop a plan to ensure that by December 2007, 80% of all funded advice provision has an acceptable IT based recording capability in place to monitor advice work.
2. To have IT systems in place to achieve consistent and agreed standards of monitoring and auditability by March 2008.
3. To work with DSD to achieve a unified IT based recording and information system across the advice sector which will be in place by March 2009. This will consider the advantages of existing systems. In this context DSD will approve the system and will commission appropriate research and specialist support to take this issue forward.
4. To produce a standard set of quality measures for IT and associated reporting systems and to identify effective measures to narrow any digital divide within the sector.

The IT Working Group comprised representatives of Citizens Advice, Advice NI and the Law Centre. This group addressed the terms of reference through a series of meetings, at which all three organisations represented made available their current data sets and structures to enable the Group to work on agreeing a comprehensive data set against which the advice sector could record its work. The Group identified that further work needed to be done on agreeing a set of standards for case-recording work. The three organisations have subsequently drawn up a systems requirement document identifying the requirements that would best meet the needs of their organisation / members.

The Group has discussed the importance of not creating a digital divide within the sector as it moves forward to modernising its systems. It is agreed that any new system must be fully resourced with IT support and training and that the migration costs of moving to a new system must be included in the final budget.

### 3. Definitions and current systems in use

Since 'Opening Doors' refers variously to a unified IT-based recording and information system, and a standard set of quality measures for IT and associated reporting systems, the IT Working Group felt that it was important to distinguish clearly between an IT system delivering business services to end users and an electronic case management system which will require an IT system to host and support it.

The general issues which the sector now has to consider in respect of an IT system include:

- the capital elements of hardware purchase
- the supporting technical infrastructure
- the associated issues which flow from this in terms of installation, maintenance, day to day support and training.

Other specific issues include:

- broadband costs for network connectivity
- whether economies of scale could be achieved by one single broadband contract for a managed service
- whether there should be a single software platform
- business continuity
- data protection
- standards compliance
- risk management.

These are the issues that relate to an integrated IT system as distinct from a stand alone electronic case recording system.

In turn, the choice of which case management system should be provided as an integral element of such a system is an entirely different question with its own inherent issues including:

- a common defined data set
- the export and reporting of information and statistics

- data migration
- training
- standardisation of case recording practices

Currently, Citizens Advice use CARMA (Case Recording and Management) as the case recording platform within its overall structured ICT service provision; Advice NI members are using predominately AIMS, some are using CARMA and some have bespoke systems; while the Law Centre employs bespoke Microsoft Access databases to hold and report on client related information.

## **4. Elements of a Common/Unified IT System**

This section sets out the elements of a common system which have been agreed by the ASA IT Working Group, with specific reference to the following:

- System requirements
- Hosting
- Policy/Advice codes
- Data sets
- Business continuity
- Data migration
- Business support.

### **4.1 System Requirements**

#### **4.1.1 Client Interface**

The case recording system must be easily accessible to all Advice NI members, the Law Centre and Citizens Advice Bureaux and as such must not be dependent upon specific client application software. Therefore, the system will have an open access web based user interface for the storage, retrieval and reporting requirements of case recording client data. This interface will support access via all commonly available web browsers, specifically including:

- Microsoft Internet Explorer Version 6
- Microsoft Internet Explorer Version 7
- Mozilla Firefox
- Opera

In addition, no mandatory application specific plug-ins are to be deemed pre-requisites for system access and use.

Notwithstanding the requirement stated above, the system may also provide other user environments that require the local installation of specific client application software.

All three organisations represented at the ASA agree that a web-based case recording system is appropriate as such a system will have the following benefits:

- **Cross platform compatibility** – The minimum requirement to run the application would be an internet connection and a web browser. This removes the need to have specific and dedicated applications, etc.
- **More manageable** - Web based systems need only be installed on the host server, placing minimal requirements on an end user's computer platform. This makes maintaining and updating the system much simpler as it only involves server upgrades.
- **Secure live data** – Data in web based systems can be consolidated in a single location, reducing the need to move data around, and thus making it more secure. Similarly it removes the responsibility for undertaking critical back-ups from the advice organizations as this activity will be performed centrally on the server rather than on individual client computers.
- **Reduced costs** - Web based applications can dramatically lower costs due to reduced support and maintenance, lower end user requirements and a simplified architecture.

#### **4.1.2 Accessibility Compliance**

To ensure that the case recording system satisfactorily meets accessibility requirements for a web based application, the interface will conform to all appropriate provisions of the following standards:

- W3C – Web Content Accessibility Guidelines (WCAG)
- BSI - PAS 78:2006 Guide to good practice in commissioning accessible websites.

In addition to the web based interface itself conforming to all appropriate and applicable accessibility standards, the user communities must also ensure the provision of adequate workstation operating environments necessary in order to meet the specific needs of individuals experiencing disability and impairment issues – i.e. effective O/S releases, screen readers where practical etc.

#### **4.1.3 Connection Types**

In order to facilitate the widest, most flexible and secure client access to case recording, the system should as a minimum support the following classes of connection:

- Open Terrestrial ADSL Broadband Access – via ISP Internet Connections
- Closed Terrestrial ADSL Broadband Access - Private Network Connections
- Terrestrial Leased Line Access – Private Network Connections
- Dial-Up – via ISP Internet Connections (including non-office locations)

- Mobile 3G/2.5G/2G Broadband Access – via Mobile Telephone Internet Connections (including non-office locations).

#### **4.1.4 Connection Security**

To ensure data integrity and the confidentiality of client data during the process of case recording, connections between the host servers and end users will be secure.

- All remote connections to the host system using web browser access are to be secure and encrypted using secure SSL Digital Certificate technology (HTTPS://).
- Connections are NOT to be established using the standard open HTTP:// internet protocol.
- In addition, if dedicated client application connections are supported between the host server and end users these are to be secure and encrypted.

#### **4.1.5 Mobility**

It is recognised that advice and information sessions need to be undertaken and supported both at agency/bureaux offices and at outreach, home and other remote locations. Therefore, the case recording system must support the required level of access for laptop computer and other web based mobile devices – see Section 4.1.3 above (Connection Types).

#### **4.1.6 Database Environment**

The case recording system will comprise a centralised database environment for the recording, storage and retrieval of client data, along with associated correspondence and other electronic documentation. The centralised database environment will also host the required reporting capability.

**(i) Database Entities.** Each agency/bureau will have its own dedicated and discrete authenticated database element.

**(ii) Database Separation.** Individual database elements will be separate to and isolated from all other database elements hosted by the system. This architecture is necessary in order to preserve individual agency/bureau client confidentiality and meet Data Protection Act provisions.

**(iii) Data Sharing.** There is an aspiration for the system to be able to support data sharing (i.e. online client referrals) across agencies/bureaux. This level of functionality will require interconnectivity between database elements which is contrary to statement (ii) above. A separate paper on data sharing is to be produced and published at a later date and will look at the options and viability of achieving this along with legal and data protection considerations.

For the purposes of this report the system will ensure database separation between agencies/bureaux.

**(iv) Additional Database Elements.** It must be a function of the system to easily provide for the addition of new database elements (agency/bureau entities) as and when needed. Conversely, it must also be a function of system management to easily disable access to individual database elements if an agency/bureau ceases to operate for any reason.

**(v) Database Continuity.** Each database element within the system must have the same structure and contain the same input fields and Social Policy Codes. This is to ensure consistency and continuity of recording and reporting across the advice sector. It is recognised that there will be different recording criteria within the sector but the system must be able to deliver a "One Size Fits All" for data capture. Individual and agency/bureau specific data capture options will be accessible and visible (or not) on the basis of user authentication and associated permissioning definitions.

#### **4.1.7 User Authentication**

It is a requirement of the case recording system to have an integrated framework for the secure authentication of system users at login. This framework must support the mandatory application of a security policy meeting minimum requirements:

- Not contain all or part of the user's account name
- Be at least eight characters in length
- Contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example !, \$, #, %)
- Password change will be enforced every 60 days
- Enforced password history for the last 24 passwords (4 years)

This security policy mechanism should be intrinsically built into the system itself or enforced by synchronisation with an acceptable user management system i.e. Microsoft Windows Active Directory.

#### **4.1.8 System Administration (Agency/Bureau, Users, Roles (Hierarchy of Roles) & System Management)**

The system architecture must also include an effective administration and management capability necessary to support the following functions:

**(i) Agency/Bureau.** To be able to create, add, modify, disable and delete agency/bureau database entities within the overall database structure.

**(ii) Users.** To be able to create, add, modify, disable and delete individual users, and user groups if appropriate, within the overall database structure.

**(iii) Roles.** To be able to create, add, modify, disable and delete assignable user roles with specific role profiles. These roles should include, but are not limited to:

- Case Worker/Adviser
- Team Leader
- Statistical Data Entry Users
- Administrator
- Money Advice Adviser
- Senior Adviser
- Manager.

**(iv) Data Recording Fields.** To be able to create, add, modify and delete relevant data capture fields and tables as appropriate. This should be a centrally managed feature to ensure the ongoing consistency in case recording between agencies and bureaux.

#### **4.1.9 System Audit**

Data held within the case recording system, and the resulting client, contact, enquiry and issue records, must be subject to an integrated audit and control mechanism. Once created and saved a record can only be appended (added) to – existing data cannot be changed, modified or deleted. In addition, the audit trail will identify for each case record held:

- Created Date
- Created By
- Updated Date (Ongoing)
- Updated By (Ongoing).

#### **4.1.10 Application Structure (Intuitive)**

The structure of the case recording application must be user friendly, navigable and intuitive. It must also not require advisers to possess any specialised ICT knowledge or skills for its effective use within the advice giving environment – only an acceptable level of appropriate training supported by complementary documentation. The application must be:

(i) **Structured.** Case recording functionality will be built upon the established building blocks of Client, Contact, Enquiry and Issue criteria.

(ii) **Flexible (User).** The application will be configurable so as to allow appropriate levels of user access to constituent functional areas depending upon the assigned role, and associated user permissions.

#### **4.1.11 Project Recording & Reporting**

To address the requirement to record and identify case work undertaken against specific project funding streams and/or at specialised outreach locations, the system must be able to tag/flag records with indicators that can then used as reporting filters.

#### **4.1.12 Integrated Appointments (Alerting/Reminders)**

A flexible (local and central components) calendar and appointments facility is an essential component for the integrated case recording system. This will facilitate the booking of client appointments and have a reminder feature to alert advisers, managers, etc of key dates and events.

#### **4.1.13 Integrated Email**

An internal messaging/email capability is an essential component for the integrated case recording system. This will support effective and secure electronic communication between subscribing agencies and member bureaux. As such, this function will deliver a transitional mechanism for the initial electronic referral of clients between ASA organisations and so help address referral objectives as set out in 'Opening Doors'.

#### **4.1.14 Integrated Discussion Forum**

A discussion forum feature is an essential component for the integrated case recording system. This will deliver the vehicle through which users, user groups and agencies/bureaux can contribute to and make available information, knowledge and other materials to the advice sector as a whole, thus delivering a collective benefit.

#### **4.1.15 Integrated Document Management**

To provide as secure an environment as possible for ongoing case recording, and to support as much flexibility and consistency as possible, the case recording system must have an integrated document management capability using standardised templates. Standard documents are to be created within the application and saved directly within the database structure to avoid case related files being held outside of the application on insecure workstation and laptop platforms.

#### **4.1.16 Non Integrated Document Management**

Where there is a requirement to hold both textual and non-textual materials that are not part of the standard template set, the system must be able to store the content of letters, emails, file images, etc as part of the case record. Therefore, the system will provide the capability to:

- Copy and Paste material into free form fields within the issue record
- Store .txt and .doc(x) files as attachments to the issue record
- Store scanned image and other graphic format files as attachments to the issue record.

#### **4.1.17 Integrated Reporting (Statistical)**

As well as capturing and recording case data, the integrated system must encompass an effective management reporting tool that can be accessed from the browser interface.

Generated reports need to reflect statistical data at:

- Agency/Bureau Level
- Organisational Level (Citizens Advice, Advice NI & Law Centre)
- Sector Level as a whole.

Reports should consist of anonymised statistical data, not containing personal information that could specifically identify individuals, and comprise:

- Standard sector wide reports
- Standard organisation wide reports
- Standard agency/bureau reports
- Customised reports

Dynamic filters will allow reports to be produced on the basis of a full range of criteria including, but not limited to:

- Funded Projects
- Contracts
- Geographical Area
- Local Authorities
- Local Authority Wards/Parliamentary Constituencies
- Post Codes
- Health Trusts
- Policy Categories
- Age
- Gender
- Occupation
- Money/Debt Advice
- Etc

#### **4.1.18 Integrated Reporting (Internal Management Information Reporting)**

In addition to an anonymised statistical reporting capability, the integrated system must also provide an effective internal management information reporting solution. It should be able to produce flexible management reports (including some elements of personal data) reflecting areas of specific need. For example:

- Client Lists by Adviser
- Client Outcomes by Adviser.

Criteria and variables relating to report configuration should be user configurable.

#### **4.1.19 Integrated Post Code Functionality**

To ensure consistency and accuracy of data recording, the system will also include an integrated post code utility. This will allow addresses to be searched for on the basis of an individual post code with the resulting selected address automatically populating the relevant client record fields when a record is created. In addition to the associated full address, the post code utility will also identify the following information related to the selected address (again populating the relevant client record fields),

- Local Authority
- Local Authority Ward
- Parliamentary Constituency
- Member of Parliament
- Primary Health Care Trust
- Super Output Area (Aspirational).

#### **4.1.20 Integrated Access to Information System**

The Citizens Advice Electronic Information System (AdviceFinder) has been identified as the probable on-line information library for the voluntary advice sector across Northern Ireland. Therefore, the case recording system should have integrated access to this resource using a single login and authentication process in order to minimise the number of required passwords necessary to access services and consequently reduce the overall administrative overhead of the system. Use of this integrated feature should not exclude access to other specialised on-line or paper based information sources by any of the sector's agencies or bureaux e.g. Rightsnet

#### **4.1.21 Time Recording**

To meet existing funder and future LSC requirements, the case recording system must incorporate accurate time recording for individual issue/enquiry/matter records and associated contacts. Time recording should be exact (to the minute) rather than to pre defined blocks (i.e. <15 minutes, 15-30 minutes, etc) and also allow time apportionment between multiple funders for an issue/enquiry/matter where appropriate. As part of the time recording framework, time tracking will alert supervisors and advisers/case workers when time spent exceeds predetermined and configurable thresholds for individual cases.

#### **4.1.22 Recording of Disbursements**

In addition to capturing time spent on an individual issue/enquiry/matter, the case recording system will accurately record all associated disbursements resulting from and attributable to work undertaken on behalf of clients; for instance, translation and interpreting costs for non English speakers where external and third party services are retained.

### **4.1.23 Outcomes**

It is essential that the system records both financial and non financial outcomes for each individual issue/enquiry/matter.

### **4.1.24 Social Policy Evidence Forms**

To underpin the social policy and campaigning objectives of the advice and information sector, the adopted case recording system will have an integrated evidence capability. This will record, document and produce specific client and case study information in a format that can be used at local, regional and national levels to illustrate particular issues. This evidence should be exportable in both electronic and printed formats.

### **4.1.25 Customisation**

In order to deliver consistency and ongoing quality in the recording of client cases across the advice and information sector any customisation of recording and reporting fields for individual agencies/bureaux within the database should be avoided. The system should have the flexibility and structure to address the needs of both generalist and specialist advice providers without the need for specific user modifications. Any divergent functionality within the system itself will inevitably increase both initial development and ongoing support costs, and deliver the potential for diluting consistency in the recording of client data. All ongoing changes and enhancements to functionality need to be implemented on a system wide rather than on an agency/bureau basis.

## **4.2 Hosting**

### **4.2.1 Server Connections**

The hosting centres housing and supporting the case recording system must have resilient and redundant connectivity with the service delivery networks (Internet and/or Private Networks) in order to protect against single point of failure conditions. A minimum of two broadband connections must be provided at each hosting centre site, each delivered over a separate network infrastructure where possible.

### **4.2.2 Access Bandwidth**

Bandwidth provision at each hosting centre must be sufficient to deliver an acceptable level of service to all users at times of peak demand without throttling back on performance. Available bandwidth must also be scalable to address any future required growth in required capacity resulting from enhanced

functionalities. Initial bandwidth requirements may have to be identified by undertaking a performance test exercise to determine peak loads and data transfer rates for a fully populated system.

### **4.2.3 Storage**

Data storage within the hosting centres should consist of a fully redundant Storage Area Network (SAN) comprising RAIDED drives. This will decouple data storage from server hardware and deliver a more resilient and robust environment for the management of business critical data.

### **4.2.4 Capacity**

As with bandwidth, storage capacity and data access speeds need be sufficient to deliver an acceptable level of service to end users, and the accompanying infrastructure needs to be fully scalable to grow with demand over time. Again, initial storage capacity requirements will have to be identified by carrying out a scoping exercise quantifying any data migration requirements and the expected level of database growth due to normal business activities.

### **4.2.5 Backup**

The system hosting environment must provide for a full and effective backup regime (scope and scheduling). In addition to short term, secure and fireproof on-site storage for backup media at the hosting centre, a controlled offsite facility is necessary for long term and archive storage purposes.

### **4.2.6 Standards Compliance**

The hosting centres housing and supporting the case recording system will conform to BS7799/ISO27001 - "Information Technology - Security Techniques - Code of Practice for Information Security Management". This standard is now recognised by government in Northern Ireland as the framework within which to securely manage confidential client data.

### **4.2.7 Data Protection Act Compliant**

The hosting centres housing and supporting the case recording system will fully comply with the data protection requirements/provisions as set out in the Data Protection Act (1998). Where applicable, all agencies/bureaux will also comply with the above Act.

#### **4.2.8 Data Storage Location**

All private and confidential information held within the system's constituent case recording databases will be hosted and stored within the legal jurisdiction of Northern Ireland. This will ensure continuity and accountability for the ongoing management of this data if legislation in Northern Ireland diverges from the other UK legal jurisdictions with regard to data protection.

#### **4.2.9 Systems Redundancy & Resilience**

Systems architecture for the case management system will provide for a minimum level of hardware redundancy to ensure that there are no single points of failure within the overall design; for example, dual application and database servers to ensure fail over and continuity of service provision if one component of a pair fails.

#### **4.2.10 Interconnectivity & Interoperability**

(i) e-GIF. Compliance with the e-GIF (e-Government Interoperability Framework) specifications, and associated standards requirements (BS7799/ISO27001), is essential to support future connections with government databases as part of a "Trusted Intermediary" partnership.

(ii) Data Exchange. While the exchange of data with both external and internal organisations is desirable (i.e. electronic case referrals) there are legal and regulatory obstacles to be addressed before any system specifications for data transfer can be agreed. This should not, however, preclude any technical capability to establish connectivity with third party systems for the future exchange of such data.

#### **4.2.11 Data Retention**

Ideally, client records should be kept for as long as possible after the final entry. However, the following data retention capability and storage capacity is required for the advice and information sector's case recording system:

- Low Risk Cases – Minimum of 6 years after last entry (e.g. normal advice casework)
- High Risk Cases – Minimum of 16 years after final entry (e.g. cases involving children, vulnerable adults, violence, financial matters, insurance issues, etc)

Data is retained for as long as possible so that, where appropriate, it can be passed to public record bodies to be included in social history archives for future academic research (after the expiry of any statutory time limitations).

#### **4.2.12 Archiving**

An effective archiving strategy is required as part of the adopted case recording solution to improve overall system performance. It must be possible to archive dormant records off from the live environment in a format that will afford a quick and effective restoration process in the event that a record needs to be accessed. This should complement the data retention requirement identified above.

### **4.3 Policy/Advice Codes**

The Policy/Advice Codes incorporated into the case recording system will reflect those contained in Appendix 1 of this report.

### **4.4 Data Sets**

The Data Capture Sets incorporated into the case recording system will reflect those contained in Appendix 2 of this report.

### **4.5 Business Continuity**

(i) **Network Resilience.** It is recommended that agencies/bureaux connect to the hosting centre over a dedicated private network with inbuilt circuit resilience. This will increase the level of network security and performance as well as protecting locations against the loss of service in the event that the primary broadband circuit fails. This recommendation does, however, have cost and other implications and should therefore not prevent individual agencies opting for a standard internet access connection where local factors and considerations need to be taken into account.

(ii) **Systems Redundancy.** See Section 4.2.9

(iii) **Hosting Continuity.** While it is absolutely essential to implement a managed fall back position for the hosting centre in the event of a partial network (Section 4.2.1) or central systems (Section 4.2.9) failure, full and effective business continuity can only be properly delivered by the establishment of a fully functional and permanent Disaster Recovery hosting site. Therefore, in order to provide agency/bureau users with the level of service necessary to support and sustain ongoing business critical activities, this secondary Disaster Recovery site must form part of the integrated case recording system. This is a view now being reflected by both the DSD and DFP.

## **4.6 Data Migration**

It is desirable that existing client records contained within the current case recording systems be imported into the adopted case management system. However, this area will have to be the subject of a feasibility study as the existing systems used by ASA members are built on very different database environments and so, while desirable, this function may not be technically possible or financially viable.

## **4.7 Business Support**

As well as comprising the underlying hardware infrastructure, the supporting hosting environment and business continuity capability, the case recording system will also have a well developed support structure. This structure will encompass Technical Support, Business Support and Training.

### **4.7.1 Technical**

**(i) On-Line Help.** The web based case recording system will have an integrated and easy to use on-line help utility, designed to introduce users to common tasks and features.

**(ii) Downloadable Manuals.** For more detailed information concerning functionality/features, client records, reporting and troubleshooting, downloadable user and reference manuals will be accessible from within the user interface.

**(iii) On-Line Tutorials.** To complement the above materials and reduce the need for expensive and dedicated classroom based courses, self-help on line tutorials will form an intrinsic element of overall support provision.

**(iv) Help Desk.** In order to deal with technical issues arising from day to day use of the system a dedicated help desk service will be established as the first and single point of contact for issue resolution.

### **4.7.2 Business Processes**

**(i) Help Desk.** In order to deal with business process issues arising from day to day use of the system, a dedicated help desk service will be established as the first and single point of contact for issue resolution.

This function and the technical help desk function above will be accessed through a common interface and delivered to users as an integrated business support help desk service.

### **4.7.3 Training**

The primary vehicle for delivering user training to agency/bureaux advisers will be web based on-line tutorials (see above). Where necessary (i.e. in order to deliver specialist role and functionality training) this approach will be supplemented with the delivery of specific classroom based modules and on-site tutorials.

## 5. Quality Standards (IT Services)

A framework of quality standards will be adopted by ASA members, both external and internally agreed, that will deliver consistency of service delivery across the advice and information sector. The standards can be categorised as follows:

- **Advice/ Policy Codes (Internal Standard).** Appendix 1 defines the agreed common advice/policy code set for case recording to be used within the context of the 'Opening Doors' Strategy. The use of these comprehensive codes will ensure consistency of associated issue recording between the various member agencies/bureaux.
- **Data Capture (Internal Standard).** Appendix 2 defines the agreed common data set for case recording to be used within the context of the 'Opening Doors' Strategy. The use of this data set will ensure consistency of recording between the various member agencies/bureaux.
- **Recording Consistency (Internal Standard).** The ASA will produce a detailed guideline document governing the use of the case recording system within the Advice and Information Strategy. This will deliver a road map of case recording practice that will result in a consistency of approach across the sector.
- **Reporting Consistency (Internal Standard).** The ASA will define and agree a core set of statistical reports against which the sector will report to the DSD, Local Authorities and other funding agencies. This will again deliver a consistency of approach to reporting and allow objective comparisons (geographic, demographic, socio-economic, etc.) to be made when evaluating service levels within the sector.
- **Training (Internal Standard).** The four internal standards highlighted above will need to be complemented by a common training regime; the issue of sector training is being reported on by the ASA Training Working Group.
- **BS7799/ISO27001 (External Standard).** This is the industry standard "Code of Practice for Information Security Management" and will underpin the recording, storage, retrieval and management of all confidential client data collected by ASA member agencies/bureaux.
- **Web Accessibility Standards (External Standards).** Conformance with the W3C and PAS guidelines for system accessibility is essential in ensuring that potential users are not excluded from working with the case recording system on the grounds of any visual disabilities.

## 6. Conclusions and Recommendations

The conclusions and recommendations of the IT Working Group as set out below are compliant with the following agreed Terms of Reference as contained within the 'Opening Doors' Strategy:

1. To develop a plan to ensure that by December 2007, 80% of all funded advice provision has an acceptable IT based recording capability in place to monitor advice work.
2. To have IT systems in place to achieve consistent and agreed standards of monitoring and auditability by March 2008.
3. To work with DSD to achieve a unified IT based recording and information system across the advice sector which will be in place by March 2009. This will consider the advantages of existing systems. In this context DSD will approve the system and will commission appropriate research and specialist support to take this issue forward.
4. To produce a standard set of quality measures for IT and associated reporting systems and to identify effective measures to narrow any digital divide within the sector.

### 6.1 Conclusions

The Working Group is in agreement with the following conclusions resulting from work undertaken by Group members:

- The report confirms that the objective of Term of Reference 1 above has been met. The three member organisations confirmed that their members had already achieved the required level of IT based case recording capability.
- The Working Group has concluded that Term of Reference 2 above is not realistically achievable within the proscribed timescale and that, instead, efforts and resources should be directed at bringing about Term of Reference 3 as soon as is practically possible.
- Five recommendations (identified below) are to be taken forward as outputs from the Working Group process.

### 6.2 Recommendations

1. The policy codes in Appendix 1 are recommended for adoption as an agreed policy code set to be used by the advice sector within the context of the 'Opening Doors' Strategy.
2. The data set in Appendix 2 is recommended as a standard common data set to be used by the advice sector with the context of the 'Opening Doors' Strategy.

3. The elements of a common/unified IT system are outlined in Section 4 of this report and are recommended for adoption by the DSD and the advice sector in order to achieve a unified IT based recording and information system across the sector by 31st March 2009 (Term of Reference 4).
4. Quality assurance. It is recommended that BS7799/ISO27001 is adopted as the external standard in respect of data security and management.
5. Accessibility. It is recommended that systems used should conform to all appropriate provisions of the following standards for a web based application.
  - W3C- Web Content Accessibility Guidelines (WCAG)
  - BSI –PAS 78:2006. Guide to good practice in commissioning accessible websites.

In the context of the 'Opening Doors' Strategy, it is expected that the DSD will approve the system recommendations as set out above and will consequently commission appropriate research and specialist support to take this matter forward. It is expected that this DSD initiated exercise will identify and then propose the chosen common/unified system to be deployed across the sector for the purposes of case recording and management.

These recommendations are also contingent upon adequate and proper funding being made available within the 'Opening Doors' Strategy for their implementation. However, until such time as the DSD research is complete, the preferred system endorsed and associated costs established, these costs will remain unknown - they will inevitably be system specific/dependent with the potential for any option to carry very different capital, subscription, support and overhead costs.

## Consultation Questions IT

1. The IT paper has been developed to meet the **Opening Doors** objective for a unified IT system, and addresses many generic issues such as data security and business continuity
  - (a) Please identify the component elements which you consider comprise a unified IT system
  - (b) Any element of the paper which your organisation currently has in place
  - (c) The minimum common IT requirements for the sector to satisfy recording, reporting, data security and referral arrangements for a unified IT system.
  
2. If a unified IT System is adopted by the advice sector how do you think that this should be funded? Would you be prepared to switch existing expenditure on IT to the new system?
  
3. What support framework do you envisage is necessary to ensure that the technical, operational and business needs of an emerging unified IT System are adequately and effectively met?
  
4. Do you consider it essential and desirable that any IT framework that supports the provision of advice and information across Northern Ireland seeks and achieves external accreditation ?
  - BS7799/ISO27001 'Code of Practice for Information Security Management'
  - Web Accessibility Standards W3C & PAS Guidelines
  
5. How should client related data and associated electronic documentation to be hosted, administered and maintained?

## **Appendix 1 - Advice/Policy Codes**

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PC1	PC2 Description	PC3 Description
BENEFIT	Discrimination	A Race
BENEFIT	Discrimination	B Sex/gender
BENEFIT	Discrimination	C Sexual orientation
BENEFIT	Discrimination	D Mental health
BENEFIT	Discrimination	E Disability excl.Mental Health
BENEFIT	Discrimination	F Age
BENEFIT	Discrimination	G Religion
BENEFIT	Discrimination	H HIV status
BENEFIT	Discrimination	J Nationality or culture
BENEFIT	Discrimination	L Poor basic skills
BENEFIT	Discrimination	M Other Discrimination in benefit issues (NI)
BENEFIT	Discrimination	N Discrimination Political Opinion (NI)
BENEFIT	Discrimination	Z Other
BENEFIT	Working+Child Tax Credits	A Eligib, entitl & calc - both CTC & WTC
BENEFIT	Working+Child Tax Credits	AA Eligib, entitl & calc WTC only
BENEFIT	Working+Child Tax Credits	B Poor administration
BENEFIT	Working+Child Tax Credits	C Complaints
BENEFIT	Working+Child Tax Credits	E Appeals
BENEFIT	Working+Child Tax Credits	F Backdating
BENEFIT	Working+Child Tax Credits	H Renewals
BENEFIT	Working+Child Tax Credits	J Passported help
BENEFIT	Working+Child Tax Credits	K Change of circumstances
BENEFIT	Working+Child Tax Credits	L Alleged fraud
BENEFIT	Working+Child Tax Credits	M Disabled Persons Tax Credit (NI)

BENEFIT	Working+Child Tax Credits	P Payment
BENEFIT	Working+Child Tax Credits	Q Payment modernisation (NI)
BENEFIT	Working+Child Tax Credits	R Pensioner Tax Credits (NI)
BENEFIT	Working+Child Tax Credits	S Co-habitation
BENEFIT	Working+Child Tax Credits	U Incentives to Work
BENEFIT	Working+Child Tax Credits	W Form filling+checking
BENEFIT	Working+Child Tax Credits	Y claiming process
BENEFIT	Working+Child Tax Credits	Z Other
BENEFIT	Jobseekers Allowance	A Eligibility,entitlement,calc.
BENEFIT	Jobseekers Allowance	AA Reduced paymts:18-24yr olds
BENEFIT	Jobseekers Allowance	B Poor administration
BENEFIT	Jobseekers Allowance	C Complaints
BENEFIT	Jobseekers Allowance	D Revisions+supercessions
BENEFIT	Jobseekers Allowance	E Appeals
BENEFIT	Jobseekers Allowance	F Backdating
BENEFIT	Jobseekers Allowance	G Sanctions+Hardship paymts
BENEFIT	Jobseekers Allowance	H Housing costs(home owners)
BENEFIT	Jobseekers Allowance	J Contribution based (NI)
BENEFIT	Jobseekers Allowance	K Income based (NI)
BENEFIT	Jobseekers Allowance	L Alleged fraud
BENEFIT	Jobseekers Allowance	M NewDeal+wrk-focusd interviews
BENEFIT	Jobseekers Allowance	N Payment to bank or PO a/c
BENEFIT	Jobseekers Allowance	P Cheque payment
BENEFIT	Jobseekers Allowance	S Co-habitation
BENEFIT	Jobseekers Allowance	T Direct deductions rules
BENEFIT	Jobseekers Allowance	U Incentives to work
BENEFIT	Jobseekers Allowance	V Payment modernisation (NI)
BENEFIT	Jobseekers Allowance	W Form filling+checking
BENEFIT	Jobseekers Allowance	X Additional issues with the new jobs and benefits offices (NI)
BENEFIT	Jobseekers Allowance	Y claiming process
BENEFIT	Jobseekers Allowance	Z Other

BENEFIT	National Insurance	A Obtaining an NI number
BENEFIT	National Insurance	B Poor administration
BENEFIT	National Insurance	C Complaints
BENEFIT	National Insurance	D Contributions
BENEFIT	National Insurance	E Credits
BENEFIT	National Insurance	F Home Responsibilities protn
BENEFIT	National Insurance	Z Other
BENEFIT	State Retirement Pension	A Eligibility,entitlement,calc.
BENEFIT	State Retirement Pension	B Poor administration
BENEFIT	State Retirement Pension	C Complaints
BENEFIT	State Retirement Pension	D Revisions+supercessions
BENEFIT	State Retirement Pension	E Appeals
BENEFIT	State Retirement Pension	F Backdating
BENEFIT	State Retirement Pension	N Payment to bank or PO a/c
BENEFIT	State Retirement Pension	P Cheque payment
BENEFIT	State Retirement Pension	Q Payment modernisation (NI)
BENEFIT	State Retirement Pension	R Reduction in pensions (overlapping benefits, occupational pensions (NI))
BENEFIT	State Retirement Pension	W Form filling+checking
BENEFIT	State Retirement Pension	X Deferred pension (NI)
BENEFIT	State Retirement Pension	Y claiming process
BENEFIT	State Retirement Pension	Z Other
BENEFIT	Incapacity Benefit	A Eligibility,entitlement,calc.
BENEFIT	Incapacity Benefit	B Poor administration
BENEFIT	Incapacity Benefit	C Complaints
BENEFIT	Incapacity Benefit	D Revisions+supercessions
BENEFIT	Incapacity Benefit	E Appeals
BENEFIT	Incapacity Benefit	F Backdating
BENEFIT	Incapacity Benefit	J Pathways to work
BENEFIT	Incapacity Benefit	L Alleged fraud
BENEFIT	Incapacity Benefit	M NewDeal+wrk-focusd interviews
BENEFIT	Incapacity Benefit	N Payment to bank or PO a/c

BENEFIT	Incapacity Benefit	P Cheque payment
BENEFIT	Incapacity Benefit	R Payment modernisation (NI)
BENEFIT	Incapacity Benefit	U Medical examinations
BENEFIT	Incapacity Benefit	V Incentives to work
BENEFIT	Incapacity Benefit	W Form filling+checking
BENEFIT	Incapacity Benefit	X Incentives to Work
BENEFIT	Incapacity Benefit	Y claiming process
BENEFIT	Incapacity Benefit	Z Other
BENEFIT	DLA-Care Component	A Eligibility,entitlement,calc.
BENEFIT	DLA-Care Component	B Poor administration
BENEFIT	DLA-Care Component	C Complaints
BENEFIT	DLA-Care Component	D Revisions+supercessions
BENEFIT	DLA-Care Component	E Appeals
BENEFIT	DLA-Care Component	F Backdating
BENEFIT	DLA-Care Component	H Renewals+reviews
BENEFIT	DLA-Care Component	L Alleged fraud
BENEFIT	DLA-Care Component	M Periodic enquiry process (NI)
BENEFIT	DLA-Care Component	N Payment to bank or PO a/c
BENEFIT	DLA-Care Component	P Cheque payment
BENEFIT	DLA-Care Component	U Medical examinations
BENEFIT	DLA-Care Component	V Payment modernisation (NI)
BENEFIT	DLA-Care Component	W Form filling+checking
BENEFIT	DLA-Care Component	Y claiming process
BENEFIT	DLA-Care Component	Z Other
BENEFIT	DLA-Mobility Component	A Eligibility,entitlement,calc.
BENEFIT	DLA-Mobility Component	B Poor administration
BENEFIT	DLA-Mobility Component	C Complaints
BENEFIT	DLA-Mobility Component	D Revisions+supercessions
BENEFIT	DLA-Mobility Component	E Appeals
BENEFIT	DLA-Mobility Component	F Backdating
BENEFIT	DLA-Mobility Component	H Renewals+reviews

BENEFIT	DLA-Mobility Component	L Alleged fraud
BENEFIT	DLA-Mobility Component	M Periodic enquiry process (NI)
BENEFIT	DLA-Mobility Component	N Payment to bank or PO a/c
BENEFIT	DLA-Mobility Component	P Cheque payment
BENEFIT	DLA-Mobility Component	Q Motability scheme
BENEFIT	DLA-Mobility Component	U Medical examinations
BENEFIT	DLA-Mobility Component	V Payment modernisation (NI)
BENEFIT	DLA-Mobility Component	W Form filling+checking
BENEFIT	DLA-Mobility Component	Y claiming process
BENEFIT	DLA-Mobility Component	Z Other
BENEFIT	Attendance Allowance	A Eligibility,entitlement,calc.
BENEFIT	Attendance Allowance	B Poor administration
BENEFIT	Attendance Allowance	C Complaints
BENEFIT	Attendance Allowance	D Revisions+supercessions
BENEFIT	Attendance Allowance	E Appeals
BENEFIT	Attendance Allowance	F Backdating
BENEFIT	Attendance Allowance	H Renewals+reviews
BENEFIT	Attendance Allowance	L Alleged fraud
BENEFIT	Attendance Allowance	N Payment to bank or PO a/c
BENEFIT	Attendance Allowance	P Cheque payment
BENEFIT	Attendance Allowance	R Periodic enquiry process (NI)
BENEFIT	Attendance Allowance	U Medical examinations
BENEFIT	Attendance Allowance	V Payment modernisation (NI)
BENEFIT	Attendance Allowance	W Form filling+checking
BENEFIT	Attendance Allowance	Y claiming process
BENEFIT	Attendance Allowance	Z Other
BENEFIT	Carers Allowance	A Eligibility,entitlement,calc.
BENEFIT	Carers Allowance	B Poor administration
BENEFIT	Carers Allowance	C Complaints
BENEFIT	Carers Allowance	D Revisions+supercessions
BENEFIT	Carers Allowance	E Appeals

BENEFIT	Carers Allowance	F Backdating
BENEFIT	Carers Allowance	L Alleged fraud
BENEFIT	Carers Allowance	N Payment to bank or PO a/c
BENEFIT	Carers Allowance	P Cheque payment
BENEFIT	Carers Allowance	W Form filling+checking
BENEFIT	Carers Allowance	Y claiming process
BENEFIT	Carers Allowance	Z Other
BENEFIT	Income Support	A Eligibility,entitlement,calc.
BENEFIT	Income Support	B Poor administration
BENEFIT	Income Support	C Complaints
BENEFIT	Income Support	D Revisions+supercessions
BENEFIT	Income Support	E Appeals
BENEFIT	Income Support	F Backdating
BENEFIT	Income Support	G Housing costs(home owners)
BENEFIT	Income Support	J Passported help
BENEFIT	Income Support	L Alleged fraud
BENEFIT	Income Support	M NewDeal+wrk-focusd interviews
BENEFIT	Income Support	N Payment to bank or PO a/c
BENEFIT	Income Support	O Payment modernisation (NI)
BENEFIT	Income Support	P Cheque payment
BENEFIT	Income Support	R Minimum Income Guarantee (NI)
BENEFIT	Income Support	S Co-habitation
BENEFIT	Income Support	T Direct deductions rules
BENEFIT	Income Support	U Incentives to work
BENEFIT	Income Support	V General (NI)
BENEFIT	Income Support	W Form filling+checking
BENEFIT	Income Support	Y claiming process
BENEFIT	Income Support	Z Other
BENEFIT	Pension Credit	A Eligibility,entitlement,calc.
BENEFIT	Pension Credit	B Poor administration
BENEFIT	Pension Credit	C Complaints

BENEFIT	Pension Credit	D Revisions+supercessions
BENEFIT	Pension Credit	E Appeals
BENEFIT	Pension Credit	F Backdating
BENEFIT	Pension Credit	G Housing costs(home owners)
BENEFIT	Pension Credit	J Passported help
BENEFIT	Pension Credit	L Alleged fraud
BENEFIT	Pension Credit	N Payment to bank or PO a/c
BENEFIT	Pension Credit	P Cheque payment
BENEFIT	Pension Credit	S Co-habitation
BENEFIT	Pension Credit	T Direct deductions rules
BENEFIT	Pension Credit	W Form filling+checking
BENEFIT	Pension Credit	Y claiming process
BENEFIT	Pension Credit	Z Other
BENEFIT	Social Fund Loans-Crisis	A Eligibility,entitlement,calc.
BENEFIT	Social Fund Loans-Crisis	B Poor administration
BENEFIT	Social Fund Loans-Crisis	C Complaints
BENEFIT	Social Fund Loans-Crisis	D Reviews
BENEFIT	Social Fund Loans-Crisis	E Appeals
BENEFIT	Social Fund Loans-Crisis	F Backdating
BENEFIT	Social Fund Loans-Crisis	G Claiming difficulties
BENEFIT	Social Fund Loans-Crisis	P - payment
BENEFIT	Social Fund Loans-Crisis	W Form filling+checking
BENEFIT	Social Fund Loans-Crisis	Y claiming process
BENEFIT	Social Fund Loans-Crisis	Z Other
BENEFIT	Social Fund Loans-Budgtg	A Eligibility,entitlement,calc.
BENEFIT	Social Fund Loans-Budgtg	B Poor administration
BENEFIT	Social Fund Loans-Budgtg	C Complaints
BENEFIT	Social Fund Loans-Budgtg	D Reviews
BENEFIT	Social Fund Loans-Budgtg	E Appeals
BENEFIT	Social Fund Loans-Budgtg	F Backdating
BENEFIT	Social Fund Loans-Budgtg	G Claiming difficulties

BENEFIT	Social Fund Loans-Budgtg	P - payment
BENEFIT	Social Fund Loans-Budgtg	W Form filling+checking
BENEFIT	Social Fund Loans-Budgtg	Y claiming process
BENEFIT	Social Fund Loans-Budgtg	Z Other
BENEFIT	Social Fund Grants	A Eligibility,entitlement,calc.
BENEFIT	Social Fund Grants	B Poor administration
BENEFIT	Social Fund Grants	C Complaints
BENEFIT	Social Fund Grants	D Reviews
BENEFIT	Social Fund Grants	E Appeals
BENEFIT	Social Fund Grants	F Backdating
BENEFIT	Social Fund Grants	G Access to discrety grants
BENEFIT	Social Fund Grants	M Access to non-discrety grants
BENEFIT	Social Fund Grants	P payment
BENEFIT	Social Fund Grants	W Form filling+checking
BENEFIT	Social Fund Grants	Y claiming process
BENEFIT	Social Fund Grants	Z Other
BENEFIT	Housing Benefit	A Eligibility,entitlement,calc.
BENEFIT	Housing Benefit	B Poor administration
BENEFIT	Housing Benefit	C Complaints
BENEFIT	Housing Benefit	D Revisions & supersessions
BENEFIT	Housing Benefit	E Appeals
BENEFIT	Housing Benefit	F Backdating
BENEFIT	Housing Benefit	G Discretionary payments
BENEFIT	Housing Benefit	H Renewals
BENEFIT	Housing Benefit	L Alleged fraud
BENEFIT	Housing Benefit	M Rent restriction rules
BENEFIT	Housing Benefit	P Payment
BENEFIT	Housing Benefit	PA LHA-Tenant payment
BENEFIT	Housing Benefit	PB LHA-Landlord payment
BENEFIT	Housing Benefit	PC LHA-adequacy of payment
BENEFIT	Housing Benefit	PD LHA-vulnerability assessmt

BENEFIT	Housing Benefit	S Co-habitation
BENEFIT	Housing Benefit	T Non-dependent deductions
BENEFIT	Housing Benefit	U Incentives to work
BENEFIT	Housing Benefit	W Form filling+checking
BENEFIT	Housing Benefit	Y claiming process
BENEFIT	Housing Benefit	Z Other
BENEFIT	Housing Benefit for rates (Northern Ireland only)	A Quality of admimistration
BENEFIT	Housing Benefit for rates (Northern Ireland only)	B Delays
BENEFIT	Housing Benefit for rates (Northern Ireland only)	C Revisions and supersessions
BENEFIT	Housing Benefit for rates (Northern Ireland only)	D Appeals
BENEFIT	Housing Benefit for rates (Northern Ireland only)	E Backdating
BENEFIT	Housing Benefit for rates (Northern Ireland only)	F Alleged Fraud
BENEFIT	Housing Benefit for rates (Northern Ireland only)	G Incentives/disincentives to work
BENEFIT	Housing Benefit for rates (Northern Ireland only)	H Other housing benefit for rates issues
BENEFIT	Housing Benefit for rates (Northern Ireland only)	J Disabled persons Allowance
BENEFIT	SF Community Care grants	A Eligibility,entitlement,calc.
BENEFIT	SF Community Care grants	B Poor administration
BENEFIT	SF Community Care grants	C Complaints
BENEFIT	SF Community Care grants	D Reviews
BENEFIT	SF Community Care grants	E Appeals
BENEFIT	SF Community Care grants	M Access to non-discrety grants
BENEFIT	SF Community Care grants	P payment
BENEFIT	SF Community Care grants	W Form filling+checking
BENEFIT	SF Community Care grants	Y claiming process
BENEFIT	SF Community Care grants	Z Other
BENEFIT	Child Benefit	A Eligibility,entitlement,calc.
BENEFIT	Child Benefit	B Poor administration
BENEFIT	Child Benefit	C Complaints
BENEFIT	Child Benefit	F Backdating
BENEFIT	Child Benefit	L Alleged fraud
BENEFIT	Child Benefit	P Payment

BENEFIT	Child Benefit	V Child benefit transfer to inland revenue (NI)
BENEFIT	Child Benefit	W Form filling+checking
BENEFIT	Child Benefit	X Child benefit payment modernisation (NI)
BENEFIT	Child Benefit	Y claiming process
BENEFIT	Child Benefit	Z Other
BENEFIT	Council Tax Benefit	A Eligibility,entitlement,calc.
BENEFIT	Council Tax Benefit	B Poor administration
BENEFIT	Council Tax Benefit	C Complaints
BENEFIT	Council Tax Benefit	D Revisions+supercessions
BENEFIT	Council Tax Benefit	E Appeals
BENEFIT	Council Tax Benefit	F Backdating
BENEFIT	Council Tax Benefit	G Discretionary payments
BENEFIT	Council Tax Benefit	L Alleged fraud
BENEFIT	Council Tax Benefit	S Co-habitation
BENEFIT	Council Tax Benefit	T Non-dependent deductions
BENEFIT	Council Tax Benefit	U Incentives to work
BENEFIT	Council Tax Benefit	W Form filling+checking
BENEFIT	Council Tax Benefit	Y claiming process
BENEFIT	Council Tax Benefit	Z Other
BENEFIT	Other benefits issues	A General benefit entitlement
BENEFIT	Other benefits issues	B Maternity Allowance
BENEFIT	Other benefits issues	C Bereavement benefits
BENEFIT	Other benefits issues	D Habitual residence test
BENEFIT	Other benefits issues	E Industrial injuries benefit
BENEFIT	Other benefits issues	F Winter fuel payments
BENEFIT	Other benefits issues	G Cold weather payments
BENEFIT	Other benefits issues	H War Pensions
BENEFIT	Other benefits issues	I A8 nationals rights to claim
BENEFIT	Other benefits issues	J Social Fund funeral payments
BENEFIT	Other benefits issues	K Social Fund maternity grants
BENEFIT	Other benefits issues	L Surestart Maternity Grants (NI)

BENEFIT	Other benefits issues	M Uniform Grants (NI)
BENEFIT	Other benefits issues	N Widowed mothers allowance (NI)
BENEFIT	Other benefits issues	O Widowed parents allowance (NI)
BENEFIT	Other benefits issues	P Widows pension (NI)
BENEFIT	Other benefits issues	Q Other welfare reform issues (NI)
BENEFIT	Other benefits issues	R Healthy start
BENEFIT	Other benefits issues	S Advanced appeals
BENEFIT	Other benefits issues	T Transitional issues
BENEFIT	Other benefits issues	U Severe disablement Allowance (NI)
BENEFIT	Other benefits issues	V Issues with verification
BENEFIT	Other benefits issues	W Inter-agency communication
BENEFIT	Other benefits issues	X Cross-border issues
BENEFIT	Other benefits issues	Z Other
CONSUMER	Discrimination	A Race
CONSUMER	Discrimination	B Sex/gender
CONSUMER	Discrimination	C Sexual orientation
CONSUMER	Discrimination	D Mental health
CONSUMER	Discrimination	E Disability excl.Mental Health
CONSUMER	Discrimination	F Age
CONSUMER	Discrimination	G Religion
CONSUMER	Discrimination	H HIV status
CONSUMER	Discrimination	J Nationality or culture
CONSUMER	Discrimination	K Political opinion (NI)
CONSUMER	Discrimination	L Poor basic skills
CONSUMER	Discrimination	Z Other
CONSUMER	Goods and Services	A Call out charges (NI)
CONSUMER	Goods and Services	B Cancellations (NI)
CONSUMER	Goods and Services	C Credit notes/refunds (NI)
CONSUMER	Goods and Services	D Dangerous/unsafe goods (NI)
CONSUMER	Goods and Services	E Delays with goods (NI)
CONSUMER	Goods and Services	F Delays with services (NI)

CONSUMER	Goods and Services	G Dispute with costs (NI)
CONSUMER	Goods and Services	H Distance selling (NI)
CONSUMER	Goods and Services	J Doorstep/high pressure selling (NI)
CONSUMER	Goods and Services	K Faulty goods/services (NI)
CONSUMER	Goods and Services	L Gifts/prizes (NI)
CONSUMER	Goods and Services	M Guarantees (NI)
CONSUMER	Goods and Services	N Hiring goods (NI)
CONSUMER	Goods and Services	P Mail order (NI)
CONSUMER	Goods and Services	R Misleading pricing (NI)
CONSUMER	Goods and Services	S Sale goods/bargain offers (NI)
CONSUMER	Goods and Services	T Second hand goods (NI)
CONSUMER	Goods and Services	V Unsolicited goods (NI)
CONSUMER	Goods and Services	W Other goods and services issues (NI)
CONSUMER	Credit and Finance	A Banks/Building societies/Credit unions (NI)
CONSUMER	Credit and Finance	B Cancellations (NI)
CONSUMER	Credit and Finance	C Children and credit (NI)
CONSUMER	Credit and Finance	D Credit cards (NI)
CONSUMER	Credit and Finance	E Credit worthiness/Credit reference agencies (NI)
CONSUMER	Credit and Finance	F Doorstep/high pressure selling (NI)
CONSUMER	Credit and Finance	G Elderly people and financial services (NI)
CONSUMER	Credit and Finance	H Exorbitant credit/High APR (NI)
CONSUMER	Credit and Finance	J Guarantors (NI)
CONSUMER	Credit and Finance	K Inappropriate offers of credit (NI)
CONSUMER	Credit and Finance	L Store cards (NI)
CONSUMER	Credit and Finance	M Other credit and finance issues (NI)
CONSUMER	Disability aids+adaptations	A Product info+advertising
CONSUMER	Disability aids+adaptations	B selling methods including advertising
CONSUMER	Disability aids+adaptations	C Payment
CONSUMER	Disability aids+adaptations	D Cancellation+withdrawal
CONSUMER	Disability aids+adaptations	E Delay/non-supply
CONSUMER	Disability aids+adaptations	F Faulty,dangerous,unsafe goods

CONSUMER	Disability aids+adaptations	H contract terms & conditions
CONSUMER	Disability aids+adaptations	R Complaints+redress
CONSUMER	Disability aids+adaptations	X Cross-border issues
CONSUMER	Disability aids+adaptations	Z Other
CONSUMER	New vehicles	B Selling methods+techniques
CONSUMER	New vehicles	C Payment
CONSUMER	New vehicles	E Delays in supply/delivery
CONSUMER	New vehicles	F Faulty,dangerous,unsafe vehs.
CONSUMER	New vehicles	H contract terms & conditions
CONSUMER	New vehicles	R Complaints+redress
CONSUMER	New vehicles	X Cross-border issues
CONSUMER	New vehicles	Z Other
CONSUMER	Second hand vehicles	B Selling methods+techniques
CONSUMER	Second hand vehicles	C Payment
CONSUMER	Second hand vehicles	F Faulty,dangerous,unsafe vehs.
CONSUMER	Second hand vehicles	H contract terms & conditions
CONSUMER	Second hand vehicles	J Harassment by supplier
CONSUMER	Second hand vehicles	K Warranties
CONSUMER	Second hand vehicles	L Registration documents
CONSUMER	Second hand vehicles	M MOT certificates
CONSUMER	Second hand vehicles	R Complaints+redress
CONSUMER	Second hand vehicles	X Cross-border issues
CONSUMER	Second hand vehicles	Z Other
CONSUMER	Vehicle repairs/servicing	B Selling methods+techniques
CONSUMER	Vehicle repairs/servicing	C Payment
CONSUMER	Vehicle repairs/servicing	E Delays in delivery of service
CONSUMER	Vehicle repairs/servicing	F Faulty/dangerous workmanship
CONSUMER	Vehicle repairs/servicing	J Harassment by garage
CONSUMER	Vehicle repairs/servicing	K Warranties
CONSUMER	Vehicle repairs/servicing	R Complaints+redress
CONSUMER	Vehicle repairs/servicing	X Cross-border issues

CONSUMER	Vehicle repairs/servicing	Z Other
CONSUMER	Food+Drink	A Product info+advertising
CONSUMER	Food+Drink	E Delay/non-supply
CONSUMER	Food+Drink	F Food safety issues
CONSUMER	Food+Drink	R Complaints+redress
CONSUMER	Food+Drink	X Cross-border issues
CONSUMER	Food+Drink	Z Other
CONSUMER	Health clubs,gyms+sports	B Selling methods+techniques
CONSUMER	Health clubs,gyms+sports	C Payment+costs
CONSUMER	Health clubs,gyms+sports	D Cancellation+withdrawal
CONSUMER	Health clubs,gyms+sports	F Dangerous+unsafe facilities
CONSUMER	Health clubs,gyms+sports	H contract terms & conditions
CONSUMER	Health clubs,gyms+sports	R Complaints+redress
CONSUMER	Health clubs,gyms+sports	X Cross-border issues
CONSUMER	Health clubs,gyms+sports	Z Other
CONSUMER	Competitions+prize draws	B Selling methods+techniques
CONSUMER	Competitions+prize draws	C Payment+costs
CONSUMER	Competitions+prize draws	E Delay/non-supply
CONSUMER	Competitions+prize draws	H contract terms & conditions
CONSUMER	Competitions+prize draws	K Eligibility/age
CONSUMER	Competitions+prize draws	R Complaints+redress
CONSUMER	Competitions+prize draws	X Cross-border issues
CONSUMER	Competitions+prize draws	Z Other
CONSUMER	NIE Codes (NI only)	XNIE NIE Codes of practice
CONSUMER	NIE Codes (NI only)	XNIEB Efficiency in business
CONSUMER	NIE Codes (NI only)	XNIEC Making a complaint
CONSUMER	NIE Codes (NI only)	XNIED Customers in default
CONSUMER	NIE Codes (NI only)	XNIEED Elderly and disabled
CONSUMER	NIE Codes (NI only)	XNIEH Efficiency at home
CONSUMER	NIE Codes (NI only)	XNIEP Paying for electricity
CONSUMER	NIE Codes (NI only)	XNIEPC Powercard meters

CONSUMER	NIE Codes (NI only)	XNIESX3 Contact with NIE Sx3 staff
CONSUMER	NIE Codes (NI only)	XNIEVAL Willing to take part in NIE evaluation
CONSUMER	Private sales+internet auctions	A Product info+advertising
CONSUMER	Private sales+internet auctions	C Payment
CONSUMER	Private sales+internet auctions	E Delay/non-supply
CONSUMER	Private sales+internet auctions	F Faulty,dangerous,unsafe goods
CONSUMER	Private sales+internet auctions	R Complaints+redress
CONSUMER	Private sales+internet auctions	X Cross-border issues
CONSUMER	Private sales+internet auctions	Z Other
CONSUMER	Building repairs+improvts	B Selling methods+techniques
CONSUMER	Building repairs+improvts	C Payment and costs
CONSUMER	Building repairs+improvts	D Cancellation+withdrawal
CONSUMER	Building repairs+improvts	E Delay/non-supply
CONSUMER	Building repairs+improvts	F Faulty,dangerous,unsafe goods
CONSUMER	Building repairs+improvts	J Harassment and threats
CONSUMER	Building repairs+improvts	R Complaints+redress
CONSUMER	Building repairs+improvts	X Cross-border issues
CONSUMER	Building repairs+improvts	Z Other
CONSUMER	Double glazing+assoc.products	A Product info+advertising
CONSUMER	Double glazing+assoc.products	B selling methods including advertising
CONSUMER	Double glazing+assoc.products	C Payment and costs
CONSUMER	Double glazing+assoc.products	D Cancellation+withdrawal
CONSUMER	Double glazing+assoc.products	E Delay/non-supply
CONSUMER	Double glazing+assoc.products	F Faulty,dangerous,unsafe goods
CONSUMER	Double glazing+assoc.products	H contract terms & conditions
CONSUMER	Double glazing+assoc.products	J Harassment+threats
CONSUMER	Double glazing+assoc.products	R Complaints+redress
CONSUMER	Double glazing+assoc.products	X Cross-border issues
CONSUMER	Double glazing+assoc.products	Z Other
CONSUMER	Furnishings+floor coverings	A Product info+advertising
CONSUMER	Furnishings+floor coverings	B selling methods including advertising

CONSUMER	Furnishings+floor coverings	C Payment and costs
CONSUMER	Furnishings+floor coverings	D Cancellation+withdrawal
CONSUMER	Furnishings+floor coverings	E Delay/non-supply
CONSUMER	Furnishings+floor coverings	F Faulty,dangerous,unsafe goods
CONSUMER	Furnishings+floor coverings	H contract terms & conditions
CONSUMER	Furnishings+floor coverings	R Complaints+redress
CONSUMER	Furnishings+floor coverings	X Cross-border issues
CONSUMER	Furnishings+floor coverings	Z Other
CONSUMER	Electrical appliances+repairs	A Product info+advertising
CONSUMER	Electrical appliances+repairs	B selling methods including advertising
CONSUMER	Electrical appliances+repairs	C Payment and costs
CONSUMER	Electrical appliances+repairs	D Cancellation+withdrawal
CONSUMER	Electrical appliances+repairs	E Delay/non-supply
CONSUMER	Electrical appliances+repairs	F Faulty,dangerous,unsafe goods
CONSUMER	Electrical appliances+repairs	H contract terms & conditions
CONSUMER	Electrical appliances+repairs	R Complaints+redress
CONSUMER	Electrical appliances+repairs	X Cross-border issues
CONSUMER	Electrical appliances+repairs	Z Other
CONSUMER	Computer h/w+s/w	A Product info+advertising
CONSUMER	Computer h/w+s/w	B selling methods including advertising
CONSUMER	Computer h/w+s/w	C Payment and costs
CONSUMER	Computer h/w+s/w	D Cancellation+withdrawal
CONSUMER	Computer h/w+s/w	E Delay/non-supply
CONSUMER	Computer h/w+s/w	F Faulty,dangerous,unsafe goods
CONSUMER	Computer h/w+s/w	H contract terms & conditions
CONSUMER	Computer h/w+s/w	R Complaints+redress
CONSUMER	Computer h/w+s/w	X Cross-border issues
CONSUMER	Computer h/w+s/w	Z Other
CONSUMER	Clothing+footwear	A Product info+advertising
CONSUMER	Clothing+footwear	C Cost
CONSUMER	Clothing+footwear	E Delay/non-supply

CONSUMER	Clothing+footwear	F Faulty goods
CONSUMER	Clothing+footwear	R Complaints+redress
CONSUMER	Clothing+footwear	X Cross-border issues
CONSUMER	Clothing+footwear	Z Other
CONSUMER	Personal Dev.Courses (incl IT)	A Product info+advertising
CONSUMER	Personal Dev.Courses (incl IT)	B selling methods including advertising
CONSUMER	Personal Dev.Courses (incl IT)	C Payment and costs
CONSUMER	Personal Dev.Courses (incl IT)	E Delay/non-supply
CONSUMER	Personal Dev.Courses (incl IT)	F Quality of courses
CONSUMER	Personal Dev.Courses (incl IT)	H contract terms & conditions
CONSUMER	Personal Dev.Courses (incl IT)	R Complaints+redress
CONSUMER	Personal Dev.Courses (incl IT)	X Cross-border issues
CONSUMER	Personal Dev.Courses (incl IT)	Z Other
CONSUMER	Other goods+services	A Vets+Pets
CONSUMER	Other goods+services	B Estate Agents
CONSUMER	Other goods+services	C Funeral Services
CONSUMER	Other goods+services	D Gambling
CONSUMER	Other goods+services	E Market Trading
CONSUMER	Other goods+services	F other household goods and services
CONSUMER	Other goods+services	S Fraud/Scams
CONSUMER	Other goods+services	X Cross-border issues
CONSUMER	Other goods+services	Z Other
DEBT	Discrimination	A Race
DEBT	Discrimination	B Sex/gender
DEBT	Discrimination	C Sexual orientation
DEBT	Discrimination	D Mental health
DEBT	Discrimination	E Disability excl.Mental Health
DEBT	Discrimination	F Age
DEBT	Discrimination	G Religion
DEBT	Discrimination	H HIV status
DEBT	Discrimination	J Nationality or culture

DEBT	Discrimination	L Poor basic skills
DEBT	Discrimination	Z Other
DEBT	Mag.Cts fines+comp.ord.arrears	A Liability for debt
DEBT	Mag.Cts fines+comp.ord.arrears	B Dealing w/debt repayments
DEBT	Mag.Cts fines+comp.ord.arrears	E Enforcement by bailiffs
DEBT	Mag.Cts fines+comp.ord.arrears	F Other methods of enforcement
DEBT	Mag.Cts fines+comp.ord.arrears	H Harassment by bailiffs
DEBT	Mag.Cts fines+comp.ord.arrears	J Complaints
DEBT	Mag.Cts fines+comp.ord.arrears	K Direct deductions from benefit
DEBT	Maint.+child support arrears	A Liability for debt
DEBT	Maint.+child support arrears	B Dealing w/debt repayments
DEBT	Maint.+child support arrears	C Enf.by deductions frm earnings
DEBT	Maint.+child support arrears	D Court claim/liab.order summons
DEBT	Maint.+child support arrears	E Enforcement by bailiffs
DEBT	Maint.+child support arrears	F Enf.of non-payt of court/liab.order
DEBT	Maint.+child support arrears	H Harassment by bailiffs
DEBT	Maint.+child support arrears	J Complaints
DEBT	Maint.+child support arrears	K Direct deductions from benefit
DEBT	Bank+building soc.overdrafts	A Liability for debt
DEBT	Bank+building soc.overdrafts	B Dealing w/debt repayments
DEBT	Bank+building soc.overdrafts	C Creditor harassment
DEBT	Bank+building soc.overdrafts	D Court claim for debt
DEBT	Bank+building soc.overdrafts	E Enforcement by bailiffs
DEBT	Bank+building soc.overdrafts	F Oth.methods of enf.of court order
DEBT	Bank+building soc.overdrafts	H Harassment by bailiffs
DEBT	Bank+building soc.overdrafts	J Complaints
DEBT	Bank+building soc.overdrafts	L First right of appropriation
DEBT	Bank+building soc.overdrafts	M Default charges
DEBT	Credit,store+chg card debts	A Liability for debt
DEBT	Credit,store+chg card debts	B Dealing w/debt repayments
DEBT	Credit,store+chg card debts	C Creditor harassment

DEBT	Credit,store+chg card debts	D Court claim for debt
DEBT	Credit,store+chg card debts	E Enforcement by bailiffs
DEBT	Credit,store+chg card debts	F Oth.methods of enf.of court order
DEBT	Credit,store+chg card debts	H Harassment by bailiffs
DEBT	Credit,store+chg card debts	J Complaints
DEBT	Credit,store+chg card debts	M Default charges
DEBT	Unsecd personal loan debts	A Liability for debt
DEBT	Unsecd personal loan debts	B Dealing w/debt repayments
DEBT	Unsecd personal loan debts	C Creditor harassment
DEBT	Unsecd personal loan debts	D Court claim for debt
DEBT	Unsecd personal loan debts	E Enforcement by bailiffs
DEBT	Unsecd personal loan debts	F Oth.methods of enf.of court order
DEBT	Unsecd personal loan debts	H Harassment by bailiffs
DEBT	Unsecd personal loan debts	J Complaints
DEBT	Unsecd personal loan debts	M Default charges
DEBT	Catalogue+mail order debts	A Liability for debt
DEBT	Catalogue+mail order debts	B Dealing w/debt repayments
DEBT	Catalogue+mail order debts	C Creditor harassment
DEBT	Catalogue+mail order debts	D Court claim for debt
DEBT	Catalogue+mail order debts	E Enforcement by bailiffs
DEBT	Catalogue+mail order debts	F Oth.methods of enf.of court order
DEBT	Catalogue+mail order debts	H Harassment by bailiffs
DEBT	Catalogue+mail order debts	J Complaints
DEBT	Catalogue+mail order debts	M Default charges
DEBT	Water supply+sewerage debts	A Liability for debt
DEBT	Water supply+sewerage debts	B Dealing w/debt repayments
DEBT	Water supply+sewerage debts	C Creditor harassment
DEBT	Water supply+sewerage debts	D Court claim for debt
DEBT	Water supply+sewerage debts	E Enforcement by bailiffs
DEBT	Water supply+sewerage debts	F Oth.methods of enf.of court order
DEBT	Water supply+sewerage debts	H Harassment by bailiffs

DEBT	Water supply+sewerage debts	J Complaints
DEBT	Water supply+sewerage debts	K Direct deductions from benefit
DEBT	Unpd parkg penalty+cong.chgs	A Liability for debt
DEBT	Unpd parkg penalty+cong.chgs	B Dealing w/debt repayments
DEBT	Unpd parkg penalty+cong.chgs	C Creditor harassment
DEBT	Unpd parkg penalty+cong.chgs	D Reg.of penalty chg at co.court
DEBT	Unpd parkg penalty+cong.chgs	E Enforcement by bailiffs
DEBT	Unpd parkg penalty+cong.chgs	F Oth.methods of enf.of court order
DEBT	Unpd parkg penalty+cong.chgs	H Harassment by bailiffs
DEBT	Unpd parkg penalty+cong.chgs	J Complaints
DEBT	Overpayments of WTC+CTC	A Recoverability of overpayt.
DEBT	Overpayments of WTC+CTC	B Dealing w/debt repayments
DEBT	Overpayments of WTC+CTC	C Methods of recovery
DEBT	Overpayments of WTC+CTC	D Court action for debt
DEBT	Overpayments of WTC+CTC	E Enforcement by bailiffs
DEBT	Overpayments of WTC+CTC	H Harassment by bailiffs
DEBT	Overpayments of WTC+CTC	J Complaints
DEBT	Overpayments of IS+/or JSA	A Recoverability of overpayt.
DEBT	Overpayments of IS+/or JSA	B Dealing w/debt repayments
DEBT	Overpayments of IS+/or JSA	C Methods of recovery
DEBT	Overpayments of IS+/or JSA	D Court action for debt
DEBT	Overpayments of IS+/or JSA	E Enforcement by bailiffs
DEBT	Overpayments of IS+/or JSA	H Harassment by bailiffs
DEBT	Overpayments of IS+/or JSA	J Complaints
DEBT	Mortgage+secd loan arrears	A Liability for debt
DEBT	Mortgage+secd loan arrears	B Dealing with debt repayments
DEBT	Mortgage+secd loan arrears	C Creditor harassment
DEBT	Mortgage+secd loan arrears	D Possession claim for arrears
DEBT	Mortgage+secd loan arrears	E Eviction for arrears
DEBT	Mortgage+secd loan arrears	J Complaints
DEBT	Mortgage+secd loan arrears	M Default charges

DEBT	Overpts.Hou+Council Tax Bens.	A Recoverability of overpayt.
DEBT	Overpts.Hou+Council Tax Bens.	B Dealing w/debt repayments
DEBT	Overpts.Hou+Council Tax Bens.	C Methods of recovery
DEBT	Overpts.Hou+Council Tax Bens.	D Court action for debt
DEBT	Overpts.Hou+Council Tax Bens.	E Enforcement by bailiffs
DEBT	Overpts.Hou+Council Tax Bens.	H Harassment by bailiffs
DEBT	Overpts.Hou+Council Tax Bens.	J Complaints
DEBT	Social Fund debts	A Liability for debt
DEBT	Social Fund debts	B Dealing w/debt repayments
DEBT	Social Fund debts	C Methods of recovery
DEBT	Social Fund debts	D court action for debt & enforcement
DEBT	Social Fund debts	E Enforcement by bailiffs
DEBT	Social Fund debts	H Harassment by bailiffs
DEBT	Social Fund debts	J Complaints
DEBT	Employment debt	A Overpayment of wages
DEBT	Employment debt	B Loans from current or former employer
DEBT	Employment debt	C Debt related to clients self employment or business
DEBT	Employment debt	D Other employment debts
DEBT	Legal debt	A Legal Aid charges debt
DEBT	Legal debt	B Court fines and arrears on compensation orders
DEBT	Legal debt	C Other debts
DEBT	Health and Community Health debt	Arrears of NHS Charges
DEBT	Health and Community Health debt	Debts to private health service providers
DEBT	Health and Community Health debt	Arrears of home or daycare services
DEBT	Health and Community Health debt	Arrears of residential or Nursing home charges
DEBT	Health and Community Health debt	Other health and community care debts
DEBT	Relationship debts	Child support arrears
DEBT	Relationship debts	Maintainence arrears(non CSA)
DEBT	Relationship debts	Debts to family/ex partners/friends
DEBT	Relationship debts	Other relationship debts
DEBT	Tax debts	Arrears of Income Tax

DEBT	Tax debts	VAT arrears
DEBT	Tax debts	Arrears of domestic rates (NI only)
DEBT	Tax debts	Arrears of national non domestic rates/business rates
DEBT	Tax debts	Other tax debts
DEBT	Housing debt (NI)	Arrears of ground rent and service charges to freeholders (NI)
DEBT	Housing debt (NI)	Mortgage and secured loan arrears (NI)
DEBT	Housing debt (NI)	Mortgage shortfall debts (NI)
DEBT	Housing debt (NI)	Rent arrears to housing associations (NI)
DEBT	Housing debt (NI)	Rent arrears to NIHE (NI)
DEBT	Housing debt (NI)	Rent arrears to private landlords (NI)
DEBT	Housing debt (NI)	Other housing debts
DEBT	Education debt	Debts to Student Loans Company
DEBT	Education debt	Debts to Universities and further educational institutions
DEBT	Education debt	Unpaid nursery fees
DEBT	Education debt	Other education debt
DEBT	Consumer debt	Bank and building society overdrafts
DEBT	Consumer debt	Catalogue and mail order debts
DEBT	Consumer debt	Credit and charge card debts
DEBT	Consumer debt	Fuel arrears
DEBT	Consumer debt	Mobile phone debts
DEBT	Consumer debt	Storecard debts
DEBT	Consumer debt	Telephone landline debts
DEBT	Consumer debt	Unpaid parking penalties
DEBT	Consumer debt	Unpaid TV licence fees
DEBT	Consumer debt	Unsecured personal loan debts
DEBT	Consumer debt	Water supply and sewerage debts
DEBT	Consumer debt	Television cable/satellite/digital debts
DEBT	Consumer debt	NIE debts (NI only)
DEBT	Consumer debt	Other consumer debts
DEBT	Consumer debt	Other utility debts
DEBT	Consumer debt	Bankruptcy (NI)

DEBT	Consumer debt	Debt collection (including harassment) (NI)
DEBT	Consumer debt	Debt consolidation agencies (NI)
DEBT	Consumer debt	Enforcement of debts (NI)
DEBT	Consumer debt	Negotiation with creditors (NI)
DEBT	Benefit debt	Overpayment of Housing Benefit/Housing Benefit for rates (NI only)
DEBT	Benefit debt	Overpayment of Tax Credits
DEBT	Benefit debt	Overpayments of other benefits and pension credits
DEBT	Benefit debt	Social Fund debts
DEBT	Benefit debt	Other benefits debts
DEBT	Hire purchase arrears	A Liability for debt
DEBT	Hire purchase arrears	B Dealing w/debt repayments
DEBT	Hire purchase arrears	C Creditor harassment
DEBT	Hire purchase arrears	D Court claim:del.of goods+debt
DEBT	Hire purchase arrears	E Repossession of goods
DEBT	Hire purchase arrears	J Complaints
DEBT	Hire purchase arrears	M Default charges
DEBT	Hire purchase arrears	W
DEBT	Fuel debts	A Liability for debt
DEBT	Fuel debts	B Dealing w/debt repayments
DEBT	Fuel debts	C Creditor harassment
DEBT	Fuel debts	D Disconnection of supply
DEBT	Fuel debts	E Court claim+enforcement
DEBT	Fuel debts	J Complaints
DEBT	Fuel debts	K Direct deductions from benefit
DEBT	3rd party debt coln excl bailiffs	A Liability for debt
DEBT	3rd party debt coln excl bailiffs	B Dealing w/debt repayments
DEBT	3rd party debt coln excl bailiffs	D Court action for debt
DEBT	3rd party debt coln excl bailiffs	F Enforcement of court order
DEBT	3rd party debt coln excl bailiffs	H Harassment/unfair methods
DEBT	3rd party debt coln excl bailiffs	J Complaints
DEBT	3rd party debt coln excl bailiffs	M Default charges

		M Default charges
DEBT	Private Bailiffs	A Rights of entry
DEBT	Private Bailiffs	B Exempt goods
DEBT	Private Bailiffs	C Fees
DEBT	Private Bailiffs	D Seized goods
DEBT	Private Bailiffs	E Harrassment by bailiff
DEBT	Private Bailiffs	F Offers of payment
DEBT	Private Bailiffs	G walking possess agreemnts+levies
DEBT	Private Bailiffs	J Complaints
DEBT	Private Bailiffs	Z Other
DEBT	Telephone debts	A Liability for debt
DEBT	Telephone debts	B Dealing w/debt repayments
DEBT	Telephone debts	C Creditor harassment
DEBT	Telephone debts	D Disconnection of supply
DEBT	Telephone debts	E Court claim+enforcement
DEBT	Telephone debts	J Complaints
DEBT	Bankruptcy	A Implications
DEBT	Bankruptcy	B Form Filling
DEBT	Bankruptcy	C Offences
DEBT	Bankruptcy	D process and delay
DEBT	Bankruptcy	E Fees
DEBT	Bankruptcy	F payment orders and arrangements
DEBT	Bankruptcy	G bankruptcy restriction orders
DEBT	Bankruptcy	H Statutory demands
DEBT	Bankruptcy	J Debts not cleared by bankruptcy
DEBT	Bankruptcy	Z Other
DEBT	Other legal remedies	A IVA
DEBT	Other legal remedies	B Admin order
DEBT	Other legal remedies	C Time order
DEBT	Rent arrears-Local Auth.	A Liability for debt

DEBT	Rent arrears-Local Auth.	B Dealing w/debt repayments
DEBT	Rent arrears-Local Auth.	C Creditor harassment
DEBT	Rent arrears-Local Auth.	D Possession claim for arrears
DEBT	Rent arrears-Local Auth.	E Eviction for arrears
DEBT	Rent arrears-Local Auth.	J Complaints
DEBT	Rent arrears-Local Auth.	K Direct deductions from benefit
DEBT	Rent arrears-hsg assocs	A Liability for debt
DEBT	Rent arrears-hsg assocs	B Dealing w/debt repayments
DEBT	Rent arrears-hsg assocs	C Creditor harassment
DEBT	Rent arrears-hsg assocs	D Possession claim for arrears
DEBT	Rent arrears-hsg assocs	E Eviction for arrears
DEBT	Rent arrears-hsg assocs	J Complaints
DEBT	Rent arrears-hsg assocs	K Direct deductions from benefit
DEBT	Rent arrears-LAs or ALMOs	A Liability for debt
DEBT	Rent arrears-LAs or ALMOs	B Dealing w/debt repayments
DEBT	Rent arrears-LAs or ALMOs	C Creditor harassment
DEBT	Rent arrears-LAs or ALMOs	D Possession claim for arrears
DEBT	Rent arrears-LAs or ALMOs	E Eviction for arrears
DEBT	Rent arrears-LAs or ALMOs	J Complaints
DEBT	Rent arrears-LAs or ALMOs	K Direct deductions from benefit
DEBT	Rent arrears-priv.landlords	A Liability for debt
DEBT	Rent arrears-priv.landlords	B Dealing w/debt repayments
DEBT	Rent arrears-priv.landlords	C Creditor harassment
DEBT	Rent arrears-priv.landlords	D Possession claim for arrears
DEBT	Rent arrears-priv.landlords	E Eviction for arrears
DEBT	Rent arrears-priv.landlords	J Complaints
DEBT	Rent arrears-priv.landlords	K Direct deductions from benefit
DEBT	Council tax,comm.chg arrears	A Liability for debt
DEBT	Council tax,comm.chg arrears	B Dealing w/debt repayments
DEBT	Council tax,comm.chg arrears	C Liab.order summons/hearing
DEBT	Council tax,comm.chg arrears	E Enforcement by bailiffs

DEBT	Council tax,comm.chg arrears	F Other methods of enforcement
DEBT	Council tax,comm.chg arrears	H Harassment by bailiffs
DEBT	Council tax,comm.chg arrears	J Complaints
DEBT	Council tax,comm.chg arrears	K Direct deductions from benefits
DEBT	Other	A Endowmt shortfall (est/actual)
DEBT	Other	B Legal help charges debt
DEBT	Other	C Unpaid legal bills
DEBT	Other	D Overpayment of wages
DEBT	Other	E Overpayment of Pension Credit
DEBT	Other	F Overpayment of DLA/AA
DEBT	Other	G Overpayment of other benefits
DEBT	Other	H Arrears of home/day care chgs
DEBT	Other	J arrears income tax and NI contrib
DEBT	Other	K Debts-sale of property at loss
DEBT	Other	L Debts re.self-employment
DEBT	Other	M Former tenancy arrears
DEBT	Other	N Debts between priv.individuals
DEBT	Other	P Recovery:hlthcare/prescn chgs
DEBT	Other	Q arrears tv licence, cable, or satellite tv
DEBT	Other	R - debts to unlicensed lenders
DEBT	Other	S - debts secured by Bills of Sale
DEBT	Other	T Money Advice budgeting and exp
DEBT	Other	U Money Advice fin statement
DEBT	Other	V Loans from current or former employer
DEBT	Other	W service charge+ground rent arrears
DEBT	Other	X Cross-border issues
DEBT	Other	Z Other
EDUCATION	Discrimination	A Race
EDUCATION	Discrimination	B Sex/gender
EDUCATION	Discrimination	C Sexual orientation
EDUCATION	Discrimination	D Mental health

EDUCATION	Discrimination	E Disability excl.Mental Health
EDUCATION	Discrimination	F Age
EDUCATION	Discrimination	G Religion
EDUCATION	Discrimination	H HIV status
EDUCATION	Discrimination	J Nationality or culture
EDUCATION	Discrimination	L Poor basic skills
EDUCATION	Discrimination	Z Other
EDUCATION	Pre-school organisations	A Costs and grants available
EDUCATION	Pre-school organisations	B Availability of places
EDUCATION	Pre-school organisations	C Quality of teaching/care
EDUCATION	Pre-school organisations	D Poor administration
EDUCATION	Pre-school organisations	E Special educational needs
EDUCATION	Pre-school organisations	Y Complaints incl.external review
EDUCATION	Pre-school organisations	Z Other
EDUCATION	Schools,non-advanced educn	A Costs and grants available
EDUCATION	Schools,non-advanced educn	B Avail.places/admissns+appeals
EDUCATION	Schools,non-advanced educn	C Quality of teaching provided
EDUCATION	Schools,non-advanced educn	D Poor administration
EDUCATION	Schools,non-advanced educn	E Special educational needs
EDUCATION	Schools,non-advanced educn	F Bullying
EDUCATION	Schools,non-advanced educn	G Truancy
EDUCATION	Schools,non-advanced educn	H Exclusion/provn for excl. children
EDUCATION	Schools,non-advanced educn	J Transport to school
EDUCATION	Schools,non-advanced educn	K Uniform (incl suitability+grants)
EDUCATION	Schools,non-advanced educn	Y Complaints incl.external review
EDUCATION	Schools,non-advanced educn	Z Other
EDUCATION	FE/6th form colleges	A Costs+grants (incl EMA)
EDUCATION	FE/6th form colleges	B Access to places
EDUCATION	FE/6th form colleges	C Quality of service/admin.
EDUCATION	FE/6th form colleges	E Special educational needs
EDUCATION	FE/6th form colleges	Y Complaints incl.external review

EDUCATION	FE/6th form colleges	Z Other
EDUCATION	Higher Education	A Fees and costs
EDUCATION	Higher Education	B Access to places
EDUCATION	Higher Education	C Quality of service/admin,
EDUCATION	Higher Education	D Grants and loans
EDUCATION	Higher Education	Y Complaints incl.external review
EDUCATION	Higher Education	Z Other
EDUCATION	Adult education	A Costs
EDUCATION	Adult education	B Access to places
EDUCATION	Adult education	C Quality of service/admin.
EDUCATION	Adult education	Y Complaints incl.external review
EDUCATION	Adult education	Z Other
EDUCATION	Education (NI)	A Access issues (NI)
EDUCATION	Education (NI)	B Bullying (NI)
EDUCATION	Education (NI)	C Discrimination (NI)
EDUCATION	Education (NI)	D Education debt (NI)
EDUCATION	Education (NI)	E Exclusion and provision for excluded children (NI)
EDUCATION	Education (NI)	F Special education needs (NI)
EDUCATION	Education (NI)	G Student finance/grants and loans (NI)
EDUCATION	Education (NI)	H Other education issues (NI)
EDUCATION	Other education issues	A Private Education
EDUCATION	Other education issues	X Cross-border issues
EDUCATION	Other education issues	Z Other
EMPLOYMENT	Discrimination	A Race
EMPLOYMENT	Discrimination	B Sex/gender
EMPLOYMENT	Discrimination	C Sexual orientation
EMPLOYMENT	Discrimination	D Mental health
EMPLOYMENT	Discrimination	E Disability excl.Mental Health
EMPLOYMENT	Discrimination	F Age
EMPLOYMENT	Discrimination	G Religion
EMPLOYMENT	Discrimination	H HIV status

EMPLOYMENT	Discrimination	J Nationality or culture
EMPLOYMENT	Discrimination	L Poor basic skills
EMPLOYMENT	Discrimination	M Political opinion
EMPLOYMENT	Discrimination	N Part time/fixed term contracts
EMPLOYMENT	Discrimination	P Pregnancy/childcare issues
EMPLOYMENT	Discrimination	Q Union membership
EMPLOYMENT	Discrimination	R Criminal record
EMPLOYMENT	Discrimination	Z Other
EMPLOYMENT	Resignation	A Notice+final pay
EMPLOYMENT	Resignation	B Contract commitments
EMPLOYMENT	Resignation	C P45
EMPLOYMENT	Resignation	K Enquiries from employers
EMPLOYMENT	Resignation	Z Other
EMPLOYMENT	Dismissal	A Notice+pay in lieu of notice
EMPLOYMENT	Dismissal	B Rights inc.access to written reasons
EMPLOYMENT	Dismissal	C Unfair dismissal
EMPLOYMENT	Dismissal	D Constructive Dismissal
EMPLOYMENT	Dismissal	E Wrongful Dismissal
EMPLOYMENT	Dismissal	F Time limits
EMPLOYMENT	Dismissal	K Enquiries from employers
EMPLOYMENT	Dismissal	Z Other
EMPLOYMENT	Redundancy	A Employer redundancy pay
EMPLOYMENT	Redundancy	B Selection for redundancy
EMPLOYMENT	Redundancy	C Voluntary redundancy
EMPLOYMENT	Redundancy	D Notice
EMPLOYMENT	Redundancy	E Redundancy payment from NI
EMPLOYMENT	Redundancy	K Enquiries from employers
EMPLOYMENT	Redundancy	Z Other
EMPLOYMENT	Emp tribunals+appeals	A Eligibility
EMPLOYMENT	Emp tribunals+appeals	B Pre-tribunal settlement
EMPLOYMENT	Emp tribunals+appeals	C Enforcement of award

EMPLOYMENT	Emp tribunals+appeals	D Procedure
EMPLOYMENT	Emp tribunals+appeals	F Time limits
EMPLOYMENT	Emp tribunals+appeals	G LRA Arbitration scheme (NI)
EMPLOYMENT	Emp tribunals+appeals	K Enquiries from employers
EMPLOYMENT	Emp tribunals+appeals	W Completion of ET1
EMPLOYMENT	Emp tribunals+appeals	X Industrial Tribunals general (NI)
EMPLOYMENT	Emp tribunals+appeals	Z Other
EMPLOYMENT	Schemes for the unemployed	A New Deal:young unemployed
EMPLOYMENT	Schemes for the unemployed	B New Deal:long-term unemployed
EMPLOYMENT	Schemes for the unemployed	C New Deal:over 50s
EMPLOYMENT	Schemes for the unemployed	D New Deal:lone parents
EMPLOYMENT	Schemes for the unemployed	E New Deal:other
EMPLOYMENT	Schemes for the unemployed	F Trade-based training schemes
EMPLOYMENT	Schemes for the unemployed	G Job centres/advertisements (NI)
EMPLOYMENT	Schemes for the unemployed	Z Other
EMPLOYMENT	Self Employment/Business	A Business start-up
EMPLOYMENT	Self Employment/Business	B Employment status
EMPLOYMENT	Self Employment/Business	C Homeworking (NI)
EMPLOYMENT	Self Employment/Business	Z Other
EMPLOYMENT	Recruitment	A References
EMPLOYMENT	Recruitment	B Criminal record checks
EMPLOYMENT	Recruitment	C Employment agencies
EMPLOYMENT	Recruitment	Z Other
EMPLOYMENT	Ts+Cs of Employment	A Contract+contract changes
EMPLOYMENT	Ts+Cs of Employment	B Working hours+breaks
EMPLOYMENT	Ts+Cs of Employment	C Part time work
EMPLOYMENT	Ts+Cs of Employment	D Agency+temporary work
EMPLOYMENT	Ts+Cs of Employment	E Fixed term work
EMPLOYMENT	Ts+Cs of Employment	G Retirement policy
EMPLOYMENT	Ts+Cs of Employment	H Changes to terms+conditions
EMPLOYMENT	Ts+Cs of Employment	J Transfer of undertakings

EMPLOYMENT	Ts+Cs of Employment	K Enquiries from employers
EMPLOYMENT	Ts+Cs of Employment	Z Other
EMPLOYMENT	Health and Safety	A Risk Assessment
EMPLOYMENT	Health and Safety	B Accidents and Injuries
EMPLOYMENT	Health and Safety	K Enquiries from employers
EMPLOYMENT	Health and Safety	Z Other
EMPLOYMENT	Pay+Entitlements	A National minimum wage
EMPLOYMENT	Pay+Entitlements	B Equal pay
EMPLOYMENT	Pay+Entitlements	C Wages+deductions+payslips
EMPLOYMENT	Pay+Entitlements	D Sick pay (SSP+CSP)
EMPLOYMENT	Pay+Entitlements	E Sick Leave
EMPLOYMENT	Pay+Entitlements	F Holidays
EMPLOYMENT	Pay+Entitlements	G Occupational pensions
EMPLOYMENT	Pay+Entitlements	J Illegal deductions
EMPLOYMENT	Pay+Entitlements	K Enquiries from employers
EMPLOYMENT	Pay+Entitlements	L Pay, tips, bonuses and perks (NI)
EMPLOYMENT	Pay+Entitlements	Y Young Persons employment
EMPLOYMENT	Pay+Entitlements	Z Other
EMPLOYMENT	Applying for jobs	A References
EMPLOYMENT	Applying for jobs	B Criminal record issues
EMPLOYMENT	Applying for jobs	C Employment agencies
EMPLOYMENT	Applying for jobs	D Security Industry Auth Licences
EMPLOYMENT	Applying for jobs	K Enquiries from employers
EMPLOYMENT	Applying for jobs	Z Other
EMPLOYMENT	Parental+Carers rights	A SMP+Contractual Maternity pay
EMPLOYMENT	Parental+Carers rights	B Maternity leave
EMPLOYMENT	Parental+Carers rights	C Other maternity rights
EMPLOYMENT	Parental+Carers rights	D Paternity leave+pay
EMPLOYMENT	Parental+Carers rights	E Adoption leave+pay
EMPLOYMENT	Parental+Carers rights	F Flexible working
EMPLOYMENT	Parental+Carers rights	G Parental leave

EMPLOYMENT	Parental+Carers rights	H Paternity leave/pay (NI)
EMPLOYMENT	Parental+Carers rights	K Enquiries from employers
EMPLOYMENT	Parental+Carers rights	L Leave to care for dependent in emergency (NI)
EMPLOYMENT	Parental+Carers rights	Z Other
EMPLOYMENT	Dispute resolution	A Grievance procedures
EMPLOYMENT	Dispute resolution	B Disciplinary procedures
EMPLOYMENT	Dispute resolution	K Enquiries from employers
EMPLOYMENT	Dispute resolution	Z Other
EMPLOYMENT	Other	A Rights to privacy at work
EMPLOYMENT	Other	B Harassment + bullying
EMPLOYMENT	Other	C Trade unions
EMPLOYMENT	Other	D Industrial action
EMPLOYMENT	Other	E Home working schemes
EMPLOYMENT	Other	F Layoff
EMPLOYMENT	Other	G Gangmaster licencing issues
EMPLOYMENT	Other	I Migrant worker enforcing rights
EMPLOYMENT	Other	X Cross-border issues
EMPLOYMENT	Other	Z Other
FINANCE	Discrimination	A Race
FINANCE	Discrimination	B Sex/gender
FINANCE	Discrimination	C Sexual orientation
FINANCE	Discrimination	D Mental health
FINANCE	Discrimination	E Disability excl.Mental Health
FINANCE	Discrimination	F Age
FINANCE	Discrimination	G Religion
FINANCE	Discrimination	H HIV status
FINANCE	Discrimination	J Nationality or culture
FINANCE	Discrimination	L Poor basic skills
FINANCE	Discrimination	Z Other
FINANCE	Payment protection insurance	A Information+labelling
FINANCE	Payment protection insurance	B selling methods incl advertising

FINANCE	Payment protection insurance	C Poor admin+communication
FINANCE	Payment protection insurance	D Payment methods
FINANCE	Payment protection insurance	E Ability to obtain cover
FINANCE	Payment protection insurance	H contract terms & conditions
FINANCE	Payment protection insurance	J Refusal of claim
FINANCE	Payment protection insurance	K Cancellation+withdrawal
FINANCE	Payment protection insurance	R Complaints+redress
FINANCE	Payment protection insurance	X Cross-border issues
FINANCE	Payment protection insurance	Z Other
FINANCE	Holiday/travel insurance	A Information+labelling
FINANCE	Holiday/travel insurance	B selling methods incl advertising
FINANCE	Holiday/travel insurance	C Poor admin+communication
FINANCE	Holiday/travel insurance	D Payment methods
FINANCE	Holiday/travel insurance	E Ability to obtain cover
FINANCE	Holiday/travel insurance	H contract terms & conditions
FINANCE	Holiday/travel insurance	J Refusal of claim
FINANCE	Holiday/travel insurance	K Cancellation+withdrawal
FINANCE	Holiday/travel insurance	R Complaints+redress
FINANCE	Holiday/travel insurance	X Cross-border issues
FINANCE	Holiday/travel insurance	Z Other
FINANCE	Vehicle insurance	A Information+labelling
FINANCE	Vehicle insurance	B selling methods incl advertising
FINANCE	Vehicle insurance	C Poor admin+communication
FINANCE	Vehicle insurance	D Payment methods
FINANCE	Vehicle insurance	E Ability to obtain cover
FINANCE	Vehicle insurance	H contract terms & conditions
FINANCE	Vehicle insurance	J Refusal of claim
FINANCE	Vehicle insurance	K Cancellation+withdrawal
FINANCE	Vehicle insurance	R Complaints+redress
FINANCE	Vehicle insurance	X Cross-border issues
FINANCE	Vehicle insurance	Z Other

FINANCE	Buildings+house contents ins.	A Information+labelling
FINANCE	Buildings+house contents ins.	B selling methods incl advertising
FINANCE	Buildings+house contents ins.	C Poor admin+communication
FINANCE	Buildings+house contents ins.	D Payment methods
FINANCE	Buildings+house contents ins.	E Ability to obtain cover
FINANCE	Buildings+house contents ins.	H contract terms & conditions
FINANCE	Buildings+house contents ins.	J Refusal of claim
FINANCE	Buildings+house contents ins.	K Cancellation+withdrawal
FINANCE	Buildings+house contents ins.	R Complaints+redress
FINANCE	Buildings+house contents ins.	X Cross-border issues
FINANCE	Buildings+house contents ins.	Z Other
FINANCE	Life Insurance	A Information+labelling
FINANCE	Life Insurance	B selling methods incl advertising
FINANCE	Life Insurance	C Poor admin+communication
FINANCE	Life Insurance	D Payment methods
FINANCE	Life Insurance	E Ability to obtain cover
FINANCE	Life Insurance	H contract terms & conditions
FINANCE	Life Insurance	J Refusal of claim
FINANCE	Life Insurance	K Cancellation+withdrawal
FINANCE	Life Insurance	R Complaints+redress
FINANCE	Life Insurance	X Cross-border issues
FINANCE	Life Insurance	Z Other
FINANCE	Private Health insurance	A Information+labelling
FINANCE	Private Health insurance	B Selling methods
FINANCE	Private Health insurance	C Poor admin+communication
FINANCE	Private Health insurance	D Payment methods
FINANCE	Private Health insurance	E Ability to obtain cover
FINANCE	Private Health insurance	H Unfair contract Ts+Cs
FINANCE	Private Health insurance	J Refusal of claim
FINANCE	Private Health insurance	K Cancellation+withdrawal
FINANCE	Private Health insurance	R Complaints+redress

FINANCE	Private Health insurance	X Cross-border issues
FINANCE	Private Health insurance	Z Other
FINANCE	Extended warranties	A Information+labelling
FINANCE	Extended warranties	B Selling methods
FINANCE	Extended warranties	C Poor admin+communication
FINANCE	Extended warranties	D Payment methods
FINANCE	Extended warranties	H Unfair contract Ts+Cs
FINANCE	Extended warranties	J Refusal of claim
FINANCE	Extended warranties	K Cancellation+withdrawal
FINANCE	Extended warranties	R Complaints+redress
FINANCE	Extended warranties	X Cross-border issues
FINANCE	Extended warranties	Z Other
FINANCE	Credit Reference Agencies	A Obtaining credit ref file
FINANCE	Credit Reference Agencies	B Checking info on file
FINANCE	Credit Reference Agencies	C Correcting info on file
FINANCE	Credit Reference Agencies	Z Other
FINANCE	Bank/Building+P/O Accts	A Product info+advertising
FINANCE	Bank/Building+P/O Accts	B Selling methods
FINANCE	Bank/Building+P/O Accts	C Poor admin+communication
FINANCE	Bank/Building+P/O Accts	E opening bank acc or POCA
FINANCE	Bank/Building+P/O Accts	G Obtaining and using a PIN
FINANCE	Bank/Building+P/O Accts	H contract terms & conditions
FINANCE	Bank/Building+P/O Accts	J Interest+other charges
FINANCE	Bank/Building+P/O Accts	K Accessing cash (ATMs, Post Offices, bank branches)
FINANCE	Bank/Building+P/O Accts	L Direct debits and standing orders
FINANCE	Bank/Building+P/O Accts	M Banks right of set off
FINANCE	Bank/Building+P/O Accts	R Complaints+redress
FINANCE	Bank/Building+P/O Accts	X Cross-border issues
FINANCE	Bank/Building+P/O Accts	Z Other
FINANCE	Credit/store/charge cards	A Product info+advertising
FINANCE	Credit/store/charge cards	B selling methods incl advertising

FINANCE	Credit/store/charge cards	C Poor admin+communication
FINANCE	Credit/store/charge cards	E Access to card accounts
FINANCE	Credit/store/charge cards	F Fraudulent use
FINANCE	Credit/store/charge cards	G Obtaining and using a PIN
FINANCE	Credit/store/charge cards	H contract terms & conditions
FINANCE	Credit/store/charge cards	J Interest+other charges
FINANCE	Credit/store/charge cards	L Equal liability (s75 CCA)
FINANCE	Credit/store/charge cards	R Complaints+redress
FINANCE	Credit/store/charge cards	X Cross-border issues
FINANCE	Credit/store/charge cards	Z Other
FINANCE	Mortgages+secured loans	A Product info+advertising
FINANCE	Mortgages+secured loans	B selling methods incl advertising
FINANCE	Mortgages+secured loans	C Poor admin+communication
FINANCE	Mortgages+secured loans	D Payment methods
FINANCE	Mortgages+secured loans	E Access to accounts
FINANCE	Mortgages+secured loans	H contract terms & conditions
FINANCE	Mortgages+secured loans	J Interest+other charges
FINANCE	Mortgages+secured loans	K Cancellation+early settlement
FINANCE	Mortgages+secured loans	R Complaints+redress
FINANCE	Mortgages+secured loans	X Cross-border issues
FINANCE	Mortgages+secured loans	Z Other
FINANCE	Loans-unsecured	A Product info+advertising
FINANCE	Loans-unsecured	B selling methods incl advertising
FINANCE	Loans-unsecured	C Poor admin+communication
FINANCE	Loans-unsecured	D Payment methods
FINANCE	Loans-unsecured	E Access to loan
FINANCE	Loans-unsecured	H contract terms & conditions
FINANCE	Loans-unsecured	J Interest+other charges
FINANCE	Loans-unsecured	K Cancellation+early settlement
FINANCE	Loans-unsecured	R Complaints+redress
FINANCE	Loans-unsecured	X Cross-border issues

FINANCE	Loans-unsecured	Z Other
FINANCE	HP+conditional sale	A Product info+advertising
FINANCE	HP+conditional sale	B selling methods incl advertising
FINANCE	HP+conditional sale	C Poor admin+communication
FINANCE	HP+conditional sale	D Payment methods
FINANCE	HP+conditional sale	E Access to credit
FINANCE	HP+conditional sale	H contract terms & conditions
FINANCE	HP+conditional sale	J Interest+other charges
FINANCE	HP+conditional sale	K Cancellation+early settlement
FINANCE	HP+conditional sale	R Complaints+redress
FINANCE	HP+conditional sale	X Cross-border issues
FINANCE	HP+conditional sale	Z Other
FINANCE	Pensions,savings+invstmnts	A Product info+advertising
FINANCE	Pensions,savings+invstmnts	B selling methods incl advertising
FINANCE	Pensions,savings+invstmnts	C Poor admin+communication
FINANCE	Pensions,savings+invstmnts	D Payment methods
FINANCE	Pensions,savings+invstmnts	E Access to products
FINANCE	Pensions,savings+invstmnts	H contract terms & conditions
FINANCE	Pensions,savings+invstmnts	K Cancellation+early settlement
FINANCE	Pensions,savings+invstmnts	R Complaints+redress
FINANCE	Pensions,savings+invstmnts	X Cross-border issues
FINANCE	Pensions,savings+invstmnts	Z Other
FINANCE	Fin.advisers/brokers/intermeds	A Quality of advice+service
FINANCE	Fin.advisers/brokers/intermeds	B Selling methods
FINANCE	Fin.advisers/brokers/intermeds	C Poor admin+communication
FINANCE	Fin.advisers/brokers/intermeds	D Cost of services
FINANCE	Fin.advisers/brokers/intermeds	E Access to services
FINANCE	Fin.advisers/brokers/intermeds	H contract terms & conditions
FINANCE	Fin.advisers/brokers/intermeds	K Cancellation+early settlement
FINANCE	Fin.advisers/brokers/intermeds	R Complaints+redress
FINANCE	Fin.advisers/brokers/intermeds	X Cross-border issues

FINANCE	Fin.advisers/brokers/intermeds	Z Other
FINANCE	Debt mngmnt svcs+credit repair	A Quality of advice+service
FINANCE	Debt mngmnt svcs+credit repair	B Selling methods
FINANCE	Debt mngmnt svcs+credit repair	C Poor admin+communication
FINANCE	Debt mngmnt svcs+credit repair	D Cost of services
FINANCE	Debt mngmnt svcs+credit repair	E Access to services
FINANCE	Debt mngmnt svcs+credit repair	H contract terms & conditions
FINANCE	Debt mngmnt svcs+credit repair	K Cancellation+withdrawal
FINANCE	Debt mngmnt svcs+credit repair	R Complaints+redress
FINANCE	Debt mngmnt svcs+credit repair	X Cross-border issues
FINANCE	Debt mngmnt svcs+credit repair	Z Other
FINANCE	Other credit,fin.+ins.issues	A Child Trust Fund (Baby Bond)
FINANCE	Other credit,fin.+ins.issues	B Unlicensed lending
FINANCE	Other credit,fin.+ins.issues	C Credit licensing
FINANCE	Other credit,fin.+ins.issues	D Credit Ref.Agy,inc.credit files
FINANCE	Other credit,fin.+ins.issues	E Permanent Health Ins.Cover
FINANCE	Other credit,fin.+ins.issues	F Pet Insurance
FINANCE	Other credit,fin.+ins.issues	G Cheque cashing services
FINANCE	Other credit,fin.+ins.issues	H - Payday loans
FINANCE	Other credit,fin.+ins.issues	J - Credit union services
FINANCE	Other credit,fin.+ins.issues	K Private health insurance
FINANCE	Other credit,fin.+ins.issues	L Extended warranties
FINANCE	Other credit,fin.+ins.issues	S Fraud/Scams
FINANCE	Other credit,fin.+ins.issues	X EU cross border issue
FINANCE	Other credit,fin.+ins.issues	Z Other
HEALTH	Discrimination	A Race
HEALTH	Discrimination	B Sex/gender
HEALTH	Discrimination	C Sexual orientation
HEALTH	Discrimination	D Mental health
HEALTH	Discrimination	E Disability excl.Mental Health
HEALTH	Discrimination	F Age

HEALTH	Discrimination	G Religion
HEALTH	Discrimination	H HIV status
HEALTH	Discrimination	J Nationality or culture
HEALTH	Discrimination	L Poor basic skills
HEALTH	Discrimination	Z Other
HEALTH	NHS costs/charges	A NHS Low Income Scheme
HEALTH	NHS costs/charges	B NHS Prescription charges
HEALTH	NHS costs/charges	C NHS Opt.Vouchers+Sight Test
HEALTH	NHS costs/charges	D NHS Dental charges
HEALTH	NHS costs/charges	E NHS travel to hospital scheme
HEALTH	NHS costs/charges	F NHS wigs and fabric supports
HEALTH	NHS costs/charges	G Help with NHS costs (NI)
HEALTH	NHS costs/charges	Z Other
HEALTH	Ambulance services	A Speed of arrival
HEALTH	Ambulance services	B Quality of treatment
HEALTH	Ambulance services	BA Medication (over/under)
HEALTH	Ambulance services	D Communication/info.to patients
HEALTH	Ambulance services	E Attitude of staff
HEALTH	Ambulance services	F Complaints
HEALTH	Ambulance services	G Liaison with other agencies
HEALTH	Ambulance services	H Personal records
HEALTH	Ambulance services	Z Other
HEALTH	Hospital Services (non-MH)	A Availability incl.waiting lists
HEALTH	Hospital Services (non-MH)	B Quality:diagnosis/care/treatmt
HEALTH	Hospital Services (non-MH)	BA Medication (over/under)
HEALTH	Hospital Services (non-MH)	C Admin/appointments
HEALTH	Hospital Services (non-MH)	D Communication/info. to patients
HEALTH	Hospital Services (non-MH)	E Attitude of staff
HEALTH	Hospital Services (non-MH)	F Complaints
HEALTH	Hospital Services (non-MH)	G Liaison with other agencies
HEALTH	Hospital Services (non-MH)	H Personal records

HEALTH	Hospital Services (non-MH)	J Client Privacy/Dignity
HEALTH	Hospital Services (non-MH)	K Costs/charges
HEALTH	Hospital Services (non-MH)	L Non NHS hospital costs/chgs
HEALTH	Hospital Services (non-MH)	S Discharge+aftercare
HEALTH	Hospital Services (non-MH)	Y Issues of choice
HEALTH	Hospital Services (non-MH)	Z Other
HEALTH	Hospital Svs-Mental Health	A Availability of care/treatment
HEALTH	Hospital Svs-Mental Health	B Quality:diagnosis/care/treatmt
HEALTH	Hospital Svs-Mental Health	BA Medication (over/under)
HEALTH	Hospital Svs-Mental Health	C Admin/appointments
HEALTH	Hospital Svs-Mental Health	D Communication/info.to patients
HEALTH	Hospital Svs-Mental Health	E Attitude of staff
HEALTH	Hospital Svs-Mental Health	F Complaints
HEALTH	Hospital Svs-Mental Health	G Liaison with other agencies
HEALTH	Hospital Svs-Mental Health	H Personal records
HEALTH	Hospital Svs-Mental Health	J Client privacy/dignity
HEALTH	Hospital Svs-Mental Health	K Non NHS hospital costs/chgs
HEALTH	Hospital Svs-Mental Health	L CPA (Care Programme Approach)
HEALTH	Hospital Svs-Mental Health	M Mental Health Tribunals
HEALTH	Hospital Svs-Mental Health	N Parental issues
HEALTH	Hospital Svs-Mental Health	P Leave of absence
HEALTH	Hospital Svs-Mental Health	Q Mental Health Act issues
HEALTH	Hospital Svs-Mental Health	R Community mtgs/group mtgs
HEALTH	Hospital Svs-Mental Health	S Discharge+aftercare
HEALTH	Hospital Svs-Mental Health	T Hostel issues
HEALTH	Hospital Svs-Mental Health	V Trust meetings
HEALTH	Hospital Svs-Mental Health	W 2nd Opinion Auth Dr (SOAD)
HEALTH	Hospital Svs-Mental Health	Y Issues of choice (inc.meds)
HEALTH	Hospital Svs-Mental Health	Z Other
HEALTH	General Medical Practice	A Avail.of care/treatment
HEALTH	General Medical Practice	B Quality:diagnosis/care/treatmt

HEALTH	General Medical Practice	BA Medication (over/under)
HEALTH	General Medical Practice	C Admin/appointments
HEALTH	General Medical Practice	D Communication/info.to patients
HEALTH	General Medical Practice	E Attitude of staff
HEALTH	General Medical Practice	F Complaints
HEALTH	General Medical Practice	G Liaison with other agencies
HEALTH	General Medical Practice	H Personal records
HEALTH	General Medical Practice	J Client Privacy/Dignity
HEALTH	General Medical Practice	K GP charges
HEALTH	General Medical Practice	Y Issues of choice
HEALTH	General Medical Practice	Z Other
HEALTH	Residential Care	A Avail.of care/treatment
HEALTH	Residential Care	B Quality:diagnosis/care/treatmt
HEALTH	Residential Care	BA Medication (over/under)
HEALTH	Residential Care	C Admin/appointments
HEALTH	Residential Care	D Communication/info.to patients
HEALTH	Residential Care	E Attitude of staff
HEALTH	Residential Care	F Complaints
HEALTH	Residential Care	G Liaison with other agencies
HEALTH	Residential Care	H Personal records
HEALTH	Residential Care	J Client Privacy/Dignity
HEALTH	Residential Care	K Residential/nursing home chgs
HEALTH	Residential Care	Y Issues of choice
HEALTH	Residential Care	Z Other
HEALTH	Community Care (non-MH)	A Avail.of care/treatment
HEALTH	Community Care (non-MH)	AB Legal capacity
HEALTH	Community Care (non-MH)	B Quality of care
HEALTH	Community Care (non-MH)	C Admin/appointments
HEALTH	Community Care (non-MH)	D Communication/info.to patients
HEALTH	Community Care (non-MH)	E Attitude of staff
HEALTH	Community Care (non-MH)	F Complaints

HEALTH	Community Care (non-MH)	G Liaison with other agencies
HEALTH	Community Care (non-MH)	H Personal records
HEALTH	Community Care (non-MH)	J Client Privacy/Dignity
HEALTH	Community Care (non-MH)	K Domiciliary/day care chgs
HEALTH	Community Care (non-MH)	L aids, adaptations and disabled facilities grants
HEALTH	Community Care (non-MH)	M Carer issues
HEALTH	Community Care (non-MH)	N Assessments (NI)
HEALTH	Community Care (non-MH)	P Care plans (NI)
HEALTH	Community Care (non-MH)	Q Charges (NI)
HEALTH	Community Care (non-MH)	R Complaints (NI)
HEALTH	Community Care (non-MH)	S Cuts/reductions (NI)
HEALTH	Community Care (non-MH)	T Daycentres (NI)
HEALTH	Community Care (non-MH)	U Delays (NI)
HEALTH	Community Care (non-MH)	V Discrimination (NI)
HEALTH	Community Care (non-MH)	W Home helps (NI)
HEALTH	Community Care (non-MH)	X Hospital discharge and social services (NI)
HEALTH	Community Care (non-MH)	Y Issues of choice
HEALTH	Community Care (non-MH)	Z Other
HEALTH	Community Care (non-MH)	AA Meals on wheels (NI)
HEALTH	Community Care (non-MH)	BB Residential/Nursing care (NI)
HEALTH	Community Care (non-MH)	CC Respite care (NI)
HEALTH	Community Care-Mental Health	A Avail.of care/treatment
HEALTH	Community Care-Mental Health	B Quality of care
HEALTH	Community Care-Mental Health	C Admin/appointments
HEALTH	Community Care-Mental Health	D Communication/info.to patients
HEALTH	Community Care-Mental Health	E Attitude of staff
HEALTH	Community Care-Mental Health	F Complaints
HEALTH	Community Care-Mental Health	G Liaison with other agencies
HEALTH	Community Care-Mental Health	H Personal records
HEALTH	Community Care-Mental Health	J Client Privacy/Dignity
HEALTH	Community Care-Mental Health	K Domiciliary/day care chgs

HEALTH	Community Care-Mental Health	L Compulsary treatment
HEALTH	Community Care-Mental Health	M Carer issues
HEALTH	Community Care-Mental Health	N Detention
HEALTH	Community Care-Mental Health	P Discharge needs
HEALTH	Community Care-Mental Health	Q Mental Health Order issues (NI)
HEALTH	Community Care-Mental Health	R Mental Health Act issues (EWS)
HEALTH	Community Care-Mental Health	T Trust meetings
HEALTH	Community Care-Mental Health	W 2nd Opinion Auth Dr (SOAD)
HEALTH	Community Care-Mental Health	Y Issues of choice
HEALTH	Community Care-Mental Health	Z Other
HEALTH	Community Care-Mental Health	AA Assessments (NI)
HEALTH	Community Care-Mental Health	BB Care plans (NI)
HEALTH	Community Care-Mental Health	CC Charges (NI)
HEALTH	Community Care-Mental Health	DD Complaints (NI)
HEALTH	Community Care-Mental Health	EE Cuts/reductions (NI)
HEALTH	Community Care-Mental Health	FF Daycentres (NI)
HEALTH	Community Care-Mental Health	GG Delays (NI)
HEALTH	Community Care-Mental Health	HH Discrimination (NI)
HEALTH	Community Care-Mental Health	JJ Home helps (NI)
HEALTH	Community Care-Mental Health	KK Hospital discharge and social services (NI)
HEALTH	Community Care-Mental Health	LL Meals on wheels (NI)
HEALTH	Community Care-Mental Health	MM Mental Health (NI)
HEALTH	Community Care-Mental Health	N Residential care (NI)
HEALTH	Community Care-Mental Health	P Respite care (NI)
HEALTH	Community Care-Mental Health	R Other Community care issues (NI)
HEALTH	Dentists	A Avail.of care/treatment
HEALTH	Dentists	B Quality:diagnosis/care/treatmt
HEALTH	Dentists	BA Medication (over/under)
HEALTH	Dentists	C Admin/appointments
HEALTH	Dentists	D Communication/info.to patients
HEALTH	Dentists	E Attitude of staff

HEALTH	Dentists	F Complaints
HEALTH	Dentists	G Liaison with other agencies
HEALTH	Dentists	H Personal records
HEALTH	Dentists	K Private dental charges
HEALTH	Dentists	Y Issues of choice
HEALTH	Dentists	Z Other
HEALTH	Other hea+comm.care issues	A Alt.medical practitioners
HEALTH	Other hea+comm.care issues	B Sexual health issues
HEALTH	Other hea+comm.care issues	C Health Svs:HIV+ve/AIDS patients
HEALTH	Other hea+comm.care issues	D Mortuary/PM arrangements
HEALTH	Other hea+comm.care issues	E Counselling services
HEALTH	Other hea+comm.care issues	F Rehabilitation services
HEALTH	Other hea+comm.care issues	G Cosmetic surgery
HEALTH	Other hea+comm.care issues	H Treatment abroad
HEALTH	Other hea+comm.care issues	J Abusive treatment of client
HEALTH	Other hea+comm.care issues	K Pharmacy services
HEALTH	Other hea+comm.care issues	L Optical services
HEALTH	Other hea+comm.care issues	M Primary Care Trust Svs
HEALTH	Other hea+comm.care issues	P Private Health Care
HEALTH	Other hea+comm.care issues	R Poor inter-agency commn
HEALTH	Other hea+comm.care issues	S Addiction support services
HEALTH	Other hea+comm.care issues	T Ambulance services
HEALTH	Other hea+comm.care issues	X Cross-border issues
HEALTH	Other hea+comm.care issues	Y Women's health including family planning and abortion (NI)
HEALTH	Other hea+comm.care issues	Z Other
HOUSING	Discrimination	A Race
HOUSING	Discrimination	B Sex/gender
HOUSING	Discrimination	C Sexual orientation
HOUSING	Discrimination	D Mental health
HOUSING	Discrimination	E Disability excl.Mental Health
HOUSING	Discrimination	F Age

HOUSING	Discrimination	G Religion
HOUSING	Discrimination	H HIV status
HOUSING	Discrimination	J Nationality or culture
HOUSING	Discrimination	K Political opinion (NI)
HOUSING	Discrimination	L Poor basic skills
HOUSING	Discrimination	M Being on benefit
HOUSING	Discrimination	Z Other
HOUSING	Environml+neighbour issues	A Neighbour issues
HOUSING	Environml+neighbour issues	B Anti-social behaviour
HOUSING	Environml+neighbour issues	C Planning issues
HOUSING	Environml+neighbour issues	D Environmental issues
HOUSING	Environml+neighbour issues	Z Other
HOUSING	Actual homelessness	A Rel/friends unable/unwilling to house
HOUSING	Actual homelessness	B Relationship breakdown (excl DV)
HOUSING	Actual homelessness	C Domestic violence
HOUSING	Actual homelessness	D Harassment/illegal eviction
HOUSING	Actual homelessness	E Mort/secd loan possession
HOUSING	Actual homelessness	F LA possession action
HOUSING	Actual homelessness	G Hsg assoc.possession action
HOUSING	Actual homelessness	H Priv.landlord possession action
HOUSING	Actual homelessness	I Applying as homeless (NI)
HOUSING	Actual homelessness	J Landlords mortgage arrears
HOUSING	Actual homelessness	K Delays in HB claims
HOUSING	Actual homelessness	L Appropriateness of offers (NI)
HOUSING	Actual homelessness	M LA wont re-house permanently
HOUSING	Actual homelessness	N Anti-social behaviour
HOUSING	Actual homelessness	O Complaints/Appeals (NI)
HOUSING	Actual homelessness	P Intentionally homeless (NI)
HOUSING	Actual homelessness	Q Temporary accommodation (NI)
HOUSING	Actual homelessness	Z Other
HOUSING	Threatened homelessness	A Rel/friends unable/unwilling to house

HOUSING	Threatened homelessness	B Relationship breakdown (excl DV)
HOUSING	Threatened homelessness	C Domestic violence
HOUSING	Threatened homelessness	D Harassment/illegal eviction
HOUSING	Threatened homelessness	E Mort/secd loan possession
HOUSING	Threatened homelessness	F LA possession action
HOUSING	Threatened homelessness	G Hsg assoc.possession action
HOUSING	Threatened homelessness	H Priv.landlord possession action
HOUSING	Threatened homelessness	J Landlords mortgage arrears
HOUSING	Threatened homelessness	K Delays in HB claims
HOUSING	Threatened homelessness	L NIHE possession action (NI)
HOUSING	Threatened homelessness	M LA wont re-house permanently
HOUSING	Threatened homelessness	N Anti-social behaviour
HOUSING	Threatened homelessness	Z Other
HOUSING	LA homelessness service	A Processes and procedures
HOUSING	LA homelessness service	B Homelessness assessments
HOUSING	LA homelessness service	C Homelessness provision
HOUSING	LA homelessness service	D Qual.of admin,advice+support
HOUSING	LA homelessness service	E Review/appeals
HOUSING	LA homelessness service	G Complaints
HOUSING	LA homelessness service	W form completion
HOUSING	LA homelessness service	Z Other
HOUSING	Access to+provision of accomm.	A Emergency accommodation
HOUSING	Access to+provision of accomm.	B Council/HA allocns/xfers/exchgs
HOUSING	Access to+provision of accomm.	C Finding somewhere to live
HOUSING	Access to+provision of accomm.	D House purchase (excl RTB)
HOUSING	Access to+provision of accomm.	E Right to buy
HOUSING	Access to+provision of accomm.	F Key worker schemes
HOUSING	Access to+provision of accomm.	G Shared ownership
HOUSING	Access to+provision of accomm.	H NIHE/Housing Association allocations/transfers (NI only)
HOUSING	Access to+provision of accomm.	W form completion
HOUSING	Access to+provision of accomm.	Z Other

HOUSING	Local Authority housing	A Rents and other charges
HOUSING	Local Authority housing	B Repairs/Maintenance
HOUSING	Local Authority housing	C Quality of admin+support
HOUSING	Local Authority housing	D Suitability of accommodation
HOUSING	Local Authority housing	E Security of tenure
HOUSING	Local Authority housing	F Succession rights
HOUSING	Local Authority housing	G Complaints
HOUSING	Local Authority housing	H Security of tenure (NI)
HOUSING	Local Authority housing	J Housing stock transfer
HOUSING	Local Authority housing	L improvement grants
HOUSING	Local Authority housing	N energy efficiency measures
HOUSING	Local Authority housing	P possession action (not for arrears)
HOUSING	Local Authority housing	W form completion
HOUSING	Local Authority housing	Z Other
HOUSING	Housing assoc. property	A Rents and other charges
HOUSING	Housing assoc. property	B Repairs/Maintenance
HOUSING	Housing assoc. property	C Quality of admin+support
HOUSING	Housing assoc. property	D Suitability of accommodation
HOUSING	Housing assoc. property	E Security of tenure
HOUSING	Housing assoc. property	F Succession rights
HOUSING	Housing assoc. property	G Complaints
HOUSING	Housing assoc. property	H Security of tenure (NI)
HOUSING	Housing assoc. property	L improvement grants
HOUSING	Housing assoc. property	N energy efficiency measures
HOUSING	Housing assoc. property	P possession action (not for arrears)
HOUSING	Housing assoc. property	Z Other
HOUSING	Private sector rented propty	A Rents and other charges
HOUSING	Private sector rented propty	B Repairs/Maintenance
HOUSING	Private sector rented propty	C Quality of admin+support
HOUSING	Private sector rented propty	D Suitability of accommodation
HOUSING	Private sector rented propty	E Security of tenure

HOUSING	Private sector rented propty	F Problems with letting agencies
HOUSING	Private sector rented propty	G Complaints
HOUSING	Private sector rented propty	H Rent Deposits/Bonds
HOUSING	Private sector rented propty	HA Cost of deposits
HOUSING	Private sector rented propty	HB Tenancy deposit protection
HOUSING	Private sector rented propty	J Access to utility services
HOUSING	Private sector rented propty	K Harassment by landlord
HOUSING	Private sector rented propty	L improvement grants
HOUSING	Private sector rented propty	M Security of tenure (NI)
HOUSING	Private sector rented propty	N energy efficiency measures
HOUSING	Private sector rented propty	P possession action (not arrears)
HOUSING	Private sector rented propty	Z Other
HOUSING	Owner occupier property	A Svce chgs/ground rent (lease hldrs)
HOUSING	Owner occupier property	B Repairs/Maintenance obligations
HOUSING	Owner occupier property	E Security of tenure
HOUSING	Owner occupier property	F Obligations to mortgage lender
HOUSING	Owner occupier property	G Security of tenure (NI)
HOUSING	Owner occupier property	J improvement grants
HOUSING	Owner occupier property	L LHold/FHold/commonhold issues
HOUSING	Owner occupier property	M Equity release
HOUSING	Owner occupier property	N energy efficiency measures
HOUSING	Owner occupier property	Z Other
HOUSING	Housing costs excluding arrears	A Ground rent/service charges(leasehold) (NI)
HOUSING	Housing costs excluding arrears	B Housing association rent (NI)
HOUSING	Housing costs excluding arrears	C Letting agency charges (NI)
HOUSING	Housing costs excluding arrears	D Mortgage payments including endowment shortfalls
HOUSING	Housing costs excluding arrears	E NIHE rent (NI)
HOUSING	Housing costs excluding arrears	F NIHE Statutory house sales scheme (NI)
HOUSING	Housing costs excluding arrears	G Private sector rent (NI)
HOUSING	Housing costs excluding arrears	H Rent deposits (NI)
HOUSING	Housing costs excluding arrears	J Other (NI)

HOUSING	Housing conditions	A Disrepair (NI)
HOUSING	Housing conditions	B Enforcement action (NI)
HOUSING	Housing conditions	C Improvement/repair grants (NI)
HOUSING	Housing conditions	D Other Housing condition issues (NI)
HOUSING	Warm Homes (NI)	A eligibility & entitlement
HOUSING	Warm Homes (NI)	B Quality of work
HOUSING	Warm Homes (NI)	C Other
HOUSING	Other housing issues	A Rights of non-householders
HOUSING	Other housing issues	B Enquiries from landlords
HOUSING	Other housing issues	C Money owed to landlords
HOUSING	Other housing issues	D Disposal of tenants possessions
HOUSING	Other housing issues	E Other landlord issues
HOUSING	Other housing issues	F Tied accommodation
HOUSING	Other housing issues	G Alt.forms of accommodation
HOUSING	Other housing issues	H Travellers
HOUSING	Other housing issues	I Travellers (NI only)
HOUSING	Other housing issues	J Squatters
HOUSING	Other housing issues	K Purchase of property abroad
HOUSING	Other housing issues	L Mobile homes
HOUSING	Other housing issues	M Prisoners/ex-pris.housing issues
HOUSING	Other housing issues	X Other cross-border issues
HOUSING	Other housing issues	Z Other
IMMIGRATION	Discrimination	A Race
IMMIGRATION	Discrimination	B Sex/gender
IMMIGRATION	Discrimination	C Sexual orientation
IMMIGRATION	Discrimination	D Mental health
IMMIGRATION	Discrimination	E Disability excl.Mental Health
IMMIGRATION	Discrimination	F Age
IMMIGRATION	Discrimination	G Religion
IMMIGRATION	Discrimination	H HIV status
IMMIGRATION	Discrimination	J Nationality or culture

IMMIGRATION	Discrimination	K Human Rights
IMMIGRATION	Discrimination	L Poor basic skills
IMMIGRATION	Discrimination	Z Other
IMMIGRATION	Asylum seekers	A Process of applying for/claiming
IMMIGRATION	Asylum seekers	B Poor admin,delays+errors
IMMIGRATION	Asylum seekers	C Support
IMMIGRATION	Asylum seekers	D Access to other services
IMMIGRATION	Asylum seekers	E Detention and reporting
IMMIGRATION	Asylum seekers	F Challenging asylum decisions
IMMIGRATION	Asylum seekers	Z Other
IMMIGRATION	Refugees	A Rights to benefits
IMMIGRATION	Refugees	B Rights to housing
IMMIGRATION	Refugees	C Right to work
IMMIGRATION	Refugees	D Access to other services
IMMIGRATION	Refugees	E Rights to remain
IMMIGRATION	Refugees	F Travel documents
IMMIGRATION	Refugees	G Integration loans
IMMIGRATION	Refugees	Z Other
IMMIGRATION	Family,dependents+partners	A Applying for entry clearance
IMMIGRATION	Family,dependents+partners	B Poor admin,delays+errors
IMMIGRATION	Family,dependents+partners	C Rights in the UK
IMMIGRATION	Family,dependents+partners	D Irish born child
IMMIGRATION	Family,dependents+partners	F Challenging decisions
IMMIGRATION	Family,dependents+partners	Z Other
IMMIGRATION	Visitors	A Applying for entry clearance
IMMIGRATION	Visitors	B Poor admin,delays+errors
IMMIGRATION	Visitors	C Rights in the UK
IMMIGRATION	Visitors	D Staying longer/changing status
IMMIGRATION	Visitors	E Overstays
IMMIGRATION	Visitors	F Challenging decisions
IMMIGRATION	Visitors	Z Other

IMMIGRATION	Workers	A Applying for entry clearance
IMMIGRATION	Workers	B Poor admin,delays+errors
IMMIGRATION	Workers	C Rights in the UK
IMMIGRATION	Workers	D Staying longer/changing status
IMMIGRATION	Workers	E Overstays
IMMIGRATION	Workers	F Challenging decisions
IMMIGRATION	Workers	Z Other
IMMIGRATION	Students	A Applying for entry clearance
IMMIGRATION	Students	B Poor admin,delays+errors
IMMIGRATION	Students	C Rights in the UK
IMMIGRATION	Students	D Staying longer/changing status
IMMIGRATION	Students	E Overstays
IMMIGRATION	Students	F Challenging decisions
IMMIGRATION	Students	Z Other
IMMIGRATION	Nationality/citizenship	A Qualifying
IMMIGRATION	Nationality/citizenship	B Poor admin,delays+errors
IMMIGRATION	Nationality/citizenship	C Costs
IMMIGRATION	Nationality/citizenship	D Reqt.to speak English/Welsh
IMMIGRATION	Nationality/citizenship	F Challenging decisions
IMMIGRATION	Nationality/citizenship	G Irish Nationality
IMMIGRATION	Nationality/citizenship	H EEA Nationalities
IMMIGRATION	Nationality/citizenship	Z Other
IMMIGRATION	Failed Asylum Seekers	A Section 4 support
IMMIGRATION	Failed Asylum Seekers	B Voluntary assisted return
IMMIGRATION	Failed Asylum Seekers	C Removal/deportation
IMMIGRATION	Failed Asylum Seekers	D Destitute/homeless
IMMIGRATION	Failed Asylum Seekers	Z Other
IMMIGRATION	Other issues	A Access to advice services
IMMIGRATION	Other issues	B Qual.of advice-solicitors+others
IMMIGRATION	Other issues	X Other cross-border issues
IMMIGRATION	Other issues	Z Other

LEGAL	Discrimination	A Race
LEGAL	Discrimination	B Sex/gender
LEGAL	Discrimination	C Sexual orientation
LEGAL	Discrimination	D Mental health
LEGAL	Discrimination	E Disability excl.Mental Health
LEGAL	Discrimination	F Age
LEGAL	Discrimination	G Religion
LEGAL	Discrimination	H HIV status
LEGAL	Discrimination	J Nationality or culture
LEGAL	Discrimination	K Political opinion (NI)
LEGAL	Discrimination	L Poor basic skills
LEGAL	Discrimination	Z Other
LEGAL	Incapacity	A Power of attorney
LEGAL	Incapacity	B Public guardian
LEGAL	Incapacity	C Court protection
LEGAL	Incapacity	Z Other
LEGAL	Personal-related court procs.	A Injunctions
LEGAL	Personal-related court procs.	B Divorce, ancillary relief, dissolution
LEGAL	Personal-related court procs.	C Adoption
LEGAL	Personal-related court procs.	D Contact
LEGAL	Personal-related court procs.	E Residence
LEGAL	Personal-related court procs.	Z Other
LEGAL	Legal proceedings (NI)	A Civil court fees (NI)
LEGAL	Legal proceedings (NI)	B Miscarriage of justice (NI)
LEGAL	Legal proceedings (NI)	C Procedural difficulties in civil courts (NI)
LEGAL	Legal proceedings (NI)	D Procedural difficulties in criminal courts (NI)
LEGAL	Legal proceedings (NI)	E Solicitors (NI)
LEGAL	Legal proceedings (NI)	F Witnesses (NI)
LEGAL	Legal proceedings (NI)	G Other legal proceedings (NI)
LEGAL	Legal proceedings (NI)	H The Judiciary
LEGAL	Legal proceedings (NI)	J Civil recovery by retailers

LEGAL	Legal Aid (Northern Ireland only)	Financial eligibility and contribution
LEGAL	Legal Aid (Northern Ireland only)	Merits test
LEGAL	Legal Aid (Northern Ireland only)	Statutory charge
LEGAL	Legal Aid (Northern Ireland only)	Problems with legal aid department
LEGAL	Legal Aid (Northern Ireland only)	Other Legal Aid issues
LEGAL	Compensation for accidents and injuries (NI)	Criminal injuries compensation scheme
LEGAL	Compensation for accidents and injuries (NI)	Conditional fee arrangements
LEGAL	Compensation for accidents and injuries (NI)	No public funding available
LEGAL	Compensation for accidents and injuries (NI)	Claims management companies
LEGAL	Small Claims Court (NI)	A Debts
LEGAL	Small Claims Court (NI)	B Faulty goods
LEGAL	Small Claims Court (NI)	C workmanship
LEGAL	Small Claims Court (NI)	D property damage
LEGAL	Small Claims Court (NI)	E Personal injury
LEGAL	Small Claims Court (NI)	F other
LEGAL	Magistrates Ct proceedings	A Jurisdiction
LEGAL	Magistrates Ct proceedings	B Quality of service/admin.
LEGAL	Magistrates Ct proceedings	C Costs
LEGAL	Magistrates Ct proceedings	D Court Forms
LEGAL	Magistrates Ct proceedings	E Decision mkg process/appeals
LEGAL	Magistrates Ct proceedings	F Witnesses
LEGAL	Magistrates Ct proceedings	G Fines
LEGAL	Magistrates Ct proceedings	H Sentencing
LEGAL	Magistrates Ct proceedings	Z Other
LEGAL	County+High Ct proceedings	A Jurisdiction
LEGAL	County+High Ct proceedings	B Quality of service/admin.
LEGAL	County+High Ct proceedings	C Costs and Fees
LEGAL	County+High Ct proceedings	D Court Forms
LEGAL	County+High Ct proceedings	E Decision mkg process/appeals
LEGAL	County+High Ct proceedings	F Witness duties+responsibilities
LEGAL	County+High Ct proceedings	G Small Claims processes

LEGAL	County+High Ct proceedings	H claimant enforcing a judgement
LEGAL	County+High Ct proceedings	Z Other
LEGAL	Crown Court proceedings	A Jurisdiction
LEGAL	Crown Court proceedings	B Quality of service/admin.
LEGAL	Crown Court proceedings	C Costs
LEGAL	Crown Court proceedings	E Decision mkg process/appeals
LEGAL	Crown Court proceedings	F Witnesses
LEGAL	Crown Court proceedings	G Jury service
LEGAL	Crown Court proceedings	H Sentencing
LEGAL	Crown Court proceedings	Z Other
LEGAL	Legal aid	A Qualifying (merits+means tests)
LEGAL	Legal aid	B Quality of service/admin.
LEGAL	Legal aid	C Access (finding a practitioner)
LEGAL	Legal aid	Z Other
LEGAL	Solicitors/barristers	A Access (finding one)
LEGAL	Solicitors/barristers	B Quality of service/admin.
LEGAL	Solicitors/barristers	C Costs
LEGAL	Solicitors/barristers	D Complaints (inc.external review)
LEGAL	Solicitors/barristers	Z Other
LEGAL	Police	A Inter-force communication
LEGAL	Police	B Treatment whilst in custody
LEGAL	Police	C Harassment in the community
LEGAL	Police	D Lack of response/willingness to pursue
LEGAL	Police	E reporting a crime
LEGAL	Police	F complaints
LEGAL	Police	Z Other
LEGAL	Victims of crime	A Hate crimes
LEGAL	Victims of crime	B Against the individual
LEGAL	Victims of crime	C Against property
LEGAL	Victims of crime	D Fraud (excl benefit fraud)
LEGAL	Victims of crime	Z Other

LEGAL	Compensation Redress	A Claims management companies
LEGAL	Compensation Redress	B Solicitors
LEGAL	Compensation Redress	C Procedures for claiming
LEGAL	Compensation Redress	D Criminal injuries compensation
LEGAL	Compensation Redress	E Conditional fee arrangements (NI)
LEGAL	Compensation Redress	Z Other
LEGAL	Other	A Driving offences
LEGAL	Other	B Prisoner rights/bail conditions
LEGAL	Other	C Probationers
LEGAL	Other	D Alternative Dispute Resolution
LEGAL	Other	E Miscarriages of justice
LEGAL	Other	F Human Rights
LEGAL	Other	G Defamation
LEGAL	Other	H Change of name
LEGAL	Other	J Making a will/effects of intestacy
LEGAL	Other	K Access to information
LEGAL	Other	L Civil offences (NI)
LEGAL	Other	M Criminal offences (NI)
LEGAL	Other	N Police (NI)
LEGAL	Other	O Prisoners (NI)
LEGAL	Other	P Enforcement of judgements office (NI only)
LEGAL	Other	X Cross-border issues
LEGAL	Other	Z Other
OTHER	Discrimination	A Race
OTHER	Discrimination	B Sex/gender
OTHER	Discrimination	C Sexual orientation
OTHER	Discrimination	D Mental health
OTHER	Discrimination	E Disability excl.Mental Health
OTHER	Discrimination	F Age
OTHER	Discrimination	G Religion
OTHER	Discrimination	H HIV status

OTHER	Discrimination	J Nationality or culture
OTHER	Discrimination	L Poor basic skills
OTHER	Discrimination	Z Other
OTHER	Census	A Access to information
OTHER	Census	B Privacy of information
OTHER	Census	C Quality of administration
OTHER	Census	Z Other
OTHER	Elections+Electoral Roll	A Rights to vote
OTHER	Elections+Electoral Roll	B Registration
OTHER	Elections+Electoral Roll	C postal and proxy voting
OTHER	Elections+Electoral Roll	Z Other
OTHER	Elected Representatives	A Access to
OTHER	Elected Representatives	B Responsiveness
OTHER	Elected Representatives	Z Other
OTHER	Animals	A Cruelty
OTHER	Animals	B Lost/Stolen
OTHER	Animals	Z Other
OTHER	Emigration	A Finding work abroad
OTHER	Emigration	B Moving abroad with children
OTHER	Emigration	C Purchase of propty/mvmnt of goods
OTHER	Emigration	D Reciprocal benefits/pension pmts
OTHER	Emigration	Z Other
OTHER	Charitable support	A Applications for charitable supp.
OTHER	Charitable support	B Receipt of charitable support
OTHER	Charitable support	C Repayment of charitable supp.
OTHER	Charitable support	D Macmillan grant applic
OTHER	Charitable support	Z Other
OTHER	Other	A Trespass
OTHER	Other	B Charitable donations
OTHER	Other	C Customs+Excise
OTHER	Other	D Local Authority ombudsman

OTHER	Other	E Commercial properties
OTHER	Other	F Emigration
OTHER	Other	X Cross-border issues
OTHER	Other	Z Other
RELATIONSHIPS	Discrimination	A Race
RELATIONSHIPS	Discrimination	B Sex/gender
RELATIONSHIPS	Discrimination	C Sexual orientation
RELATIONSHIPS	Discrimination	D Mental health
RELATIONSHIPS	Discrimination	E Disability excl.Mental Health
RELATIONSHIPS	Discrimination	F Age
RELATIONSHIPS	Discrimination	G Religion
RELATIONSHIPS	Discrimination	H HIV status
RELATIONSHIPS	Discrimination	J Nationality or culture
RELATIONSHIPS	Discrimination	K Political opinion (NI)
RELATIONSHIPS	Discrimination	L Poor basic skills
RELATIONSHIPS	Discrimination	Z Other
RELATIONSHIPS	Death and Bereavement	A Execution of wills/intestacy
RELATIONSHIPS	Death and Bereavement	B Forms,procedures,probate
RELATIONSHIPS	Death and Bereavement	C Making a will
RELATIONSHIPS	Death and Bereavement	D intestacy
RELATIONSHIPS	Death and Bereavement	E Funeral costs/including inadequacy of funeral grants (NI)
RELATIONSHIPS	Death and Bereavement	F Power of attorney (NI)
RELATIONSHIPS	Death and Bereavement	G The Office of the official solicitor (NI)
RELATIONSHIPS	Death and Bereavement	H Wills/trusts/probate/estates (NI)
RELATIONSHIPS	Death and Bereavement	Z Other
RELATIONSHIPS	Identity cards/passes/certs.	A Birth certificates
RELATIONSHIPS	Identity cards/passes/certs.	B Marriage & civil partnership certs
RELATIONSHIPS	Identity cards/passes/certs.	C Death certificates
RELATIONSHIPS	Identity cards/passes/certs.	D Personal identity cards
RELATIONSHIPS	Identity cards/passes/certs.	Z Other
RELATIONSHIPS	Personal rights in relships	A Children

RELATIONSHIPS	Personal rights in relships	B Children/parents in adoption
RELATIONSHIPS	Personal rights in relships	C Unmarried fathers
RELATIONSHIPS	Personal rights in relships	D Paternity disputes
RELATIONSHIPS	Personal rights in relships	E Surrogate parents
RELATIONSHIPS	Personal rights in relships	F Sperm/egg donors
RELATIONSHIPS	Personal rights in relships	G Married ptrns
RELATIONSHIPS	Personal rights in relships	H Partners in civil partnerships
RELATIONSHIPS	Personal rights in relships	J Cohabitees
RELATIONSHIPS	Personal rights in relships	K Married partners on separation
RELATIONSHIPS	Personal rights in relships	L Cohabitees on separation
RELATIONSHIPS	Personal rights in relships	Z Other
RELATIONSHIPS	Domestic violence	A Against woman by curr/ex male ptrnr
RELATIONSHIPS	Domestic violence	B Against man by curr/ex female ptrnr
RELATIONSHIPS	Domestic violence	C Within same sex relationships
RELATIONSHIPS	Domestic violence	D In other adult relationships
RELATIONSHIPS	Domestic violence	E Involving children
RELATIONSHIPS	Domestic violence	F Physical
RELATIONSHIPS	Domestic violence	G Emotional, psychological
RELATIONSHIPS	Domestic violence	H Sexual
RELATIONSHIPS	Domestic violence	Z Other
RELATIONSHIPS	Other issues within relships	A Drug related issues
RELATIONSHIPS	Other issues within relships	B Alcohol related issues
RELATIONSHIPS	Other issues within relships	C Gambling related issues
RELATIONSHIPS	Other issues within relships	D Health related issues
RELATIONSHIPS	Other issues within relships	Z Other
RELATIONSHIPS	Support services	A Foster care process/services
RELATIONSHIPS	Support services	B Adoption process/services
RELATIONSHIPS	Support services	C Local authority/social services
RELATIONSHIPS	Support services	D Special needs groups
RELATIONSHIPS	Support services	E Relationship counselling
RELATIONSHIPS	Support services	Z Other

RELATIONSHIPS	Relationship breakdown	A Financial liabilities+settlements
RELATIONSHIPS	Relationship breakdown	B Maint.issues (non child support)
RELATIONSHIPS	Relationship breakdown	C Housing issues, incl residence
RELATIONSHIPS	Relationship breakdown	D Mediation
RELATIONSHIPS	Relationship breakdown	E Sep/div:foreign marriages/other cultures
RELATIONSHIPS	Relationship breakdown	Z Other
RELATIONSHIPS	Children	A Child minding+childcare
RELATIONSHIPS	Children	B Residence issues
RELATIONSHIPS	Children	C Parental contact w/children
RELATIONSHIPS	Children	D Contact for other parties
RELATIONSHIPS	Children	E Costs of contact eg. travel
RELATIONSHIPS	Children	F Sexual abuse
RELATIONSHIPS	Children	G Physical abuse
RELATIONSHIPS	Children	H Emotional+psych.abuse
RELATIONSHIPS	Children	J Physical abuse of adult by child
RELATIONSHIPS	Children	K Child protection (inc.LA care)
RELATIONSHIPS	Children	L Adoption
RELATIONSHIPS	Children	M Fostering
RELATIONSHIPS	Children	N Abuse
RELATIONSHIPS	Children	O Maintenance issues (NI)
RELATIONSHIPS	Children	R Unmarried father rights+resps
RELATIONSHIPS	Children	Z Other
RELATIONSHIPS	Marriage,cohabitation,civil partnership	G Marriage
RELATIONSHIPS	Marriage,cohabitation,civil partnership	H Civil partnerships
RELATIONSHIPS	Marriage,cohabitation,civil partnership	J Cohabitation
RELATIONSHIPS	Marriage,cohabitation,civil partnership	M Arranged marriages
RELATIONSHIPS	Marriage,cohabitation,civil partnership	N Forced marriages
RELATIONSHIPS	Marriage,cohabitation,civil partnership	Z Other
RELATIONSHIPS	Social Services and support	C Local authority/social services
RELATIONSHIPS	Social Services and support	D Special needs groups
RELATIONSHIPS	Social Services and support	Z Other

RELATIONSHIPS	Divorce,separation,dissolution	A Financial liabilities+settlements
RELATIONSHIPS	Divorce,separation,dissolution	B Maint.issues (non child support)
RELATIONSHIPS	Divorce,separation,dissolution	C Housing issues
RELATIONSHIPS	Divorce,separation,dissolution	D Mediation
RELATIONSHIPS	Divorce,separation,dissolution	E Sep/div:foreign marriages/other cultures
RELATIONSHIPS	Divorce,separation,dissolution	F General adv - divorce,sep,diss.
RELATIONSHIPS	Divorce,separation,dissolution	G Rights/responsibilities of cohabittees on separation (NI)
RELATIONSHIPS	Divorce,separation,dissolution	H Change of name
RELATIONSHIPS	Divorce,separation,dissolution	Z Other
RELATIONSHIPS	Child Supp:resident parent+family	A Poor administration
RELATIONSHIPS	Child Supp:resident parent+family	B Calculation
RELATIONSHIPS	Child Supp:resident parent+family	C Enforcement Action
RELATIONSHIPS	Child Supp:resident parent+family	D Co-op+consequences of non-co-op
RELATIONSHIPS	Child Supp:resident parent+family	E Access to personal information
RELATIONSHIPS	Child Supp:resident parent+family	G Child Maintenance premium
RELATIONSHIPS	Child Supp:resident parent+family	H Complaints (inc.external review)
RELATIONSHIPS	Child Supp:resident parent+family	J Liability
RELATIONSHIPS	Child Supp:resident parent+family	K Payments
RELATIONSHIPS	Child Supp:resident parent+family	L Revisions + supersessions
RELATIONSHIPS	Child Supp:resident parent+family	M Appeals
RELATIONSHIPS	Child Supp:resident parent+family	Y Incentives/disincentives to work
RELATIONSHIPS	Child Supp:resident parent+family	Z Other
RELATIONSHIPS	Certificates+proofs of identity	A Birth certificates
RELATIONSHIPS	Certificates+proofs of identity	B Marriage & civil partnership certs
RELATIONSHIPS	Certificates+proofs of identity	C Death certificates
RELATIONSHIPS	Certificates+proofs of identity	D Personal identity cards
RELATIONSHIPS	Certificates+proofs of identity	Z Other
RELATIONSHIPS	Child Supp:non-res.parent+family	A Poor administration
RELATIONSHIPS	Child Supp:non-res.parent+family	B Calculation
RELATIONSHIPS	Child Supp:non-res.parent+family	C Payment
RELATIONSHIPS	Child Supp:non-res.parent+family	D Co-op+consequences of non-co-op

RELATIONSHIPS	Child Supp:non-res.parent+family	E Access to personal information
RELATIONSHIPS	Child Supp:non-res.parent+family	H Complaints (inc.external review)
RELATIONSHIPS	Child Supp:non-res.parent+family	J Liability
RELATIONSHIPS	Child Supp:non-res.parent+family	L Revisions + supersessions
RELATIONSHIPS	Child Supp:non-res.parent+family	M Appeals
RELATIONSHIPS	Child Supp:non-res.parent+family	N Child support modernisation (NI)
RELATIONSHIPS	Child Supp:non-res.parent+family	O Payment modernisation (NI)
RELATIONSHIPS	Child Supp:non-res.parent+family	Y Incentives/disincentives to work
RELATIONSHIPS	Child Supp:non-res.parent+family	Z Other
RELATIONSHIPS	Child Trust Fund	A Access
RELATIONSHIPS	Child Trust Fund	B eligibility
RELATIONSHIPS	Child Trust Fund	C Other
RELATIONSHIPS	Other	A Arranged marriages
RELATIONSHIPS	Other	B Forced marriages
RELATIONSHIPS	Other	C Cultural issues
RELATIONSHIPS	Other	D Other marriage issues
RELATIONSHIPS	Other	E Civil partnerships
RELATIONSHIPS	Other	X Cross-border issues
RELATIONSHIPS	Other	Y Mixed marriages (NI only)
RELATIONSHIPS	Other	Z Other
SIGNPOSTING	Discrimination	A Race
SIGNPOSTING	Discrimination	B Sex/gender
SIGNPOSTING	Discrimination	C Sexual orientation
SIGNPOSTING	Discrimination	D Mental health
SIGNPOSTING	Discrimination	E Disability excl.Mental Health
SIGNPOSTING	Discrimination	F Age
SIGNPOSTING	Discrimination	G Religion
SIGNPOSTING	Discrimination	H HIV status
SIGNPOSTING	Discrimination	J Nationality or culture
SIGNPOSTING	Discrimination	K Political opinion (NI)
SIGNPOSTING	Discrimination	L Poor basic skills

SIGNPOSTING	Discrimination	Z Other
SIGNPOSTING	Advice+support providers	A Voluntary agencies
SIGNPOSTING	Advice+support providers	B LA advice agencies
SIGNPOSTING	Advice+support providers	C Insolvency practitioner
SIGNPOSTING	Advice+support providers	D Accountant
SIGNPOSTING	Advice+support providers	E Solicitor
SIGNPOSTING	Advice+support providers	F Specialist housing agencies
SIGNPOSTING	Advice+support providers	G Law Centre
SIGNPOSTING	Advice+support providers	H Consumer Direct
SIGNPOSTING	Advice+support providers	J NHS Direct
SIGNPOSTING	Advice+support providers	K Ombudsman
SIGNPOSTING	Advice+support providers	Z Other
SIGNPOSTING	LA Services	A Social Services
SIGNPOSTING	LA Services	B Housing Department
SIGNPOSTING	LA Services	C Trading Standards
SIGNPOSTING	LA Services	D Environmental Health
SIGNPOSTING	LA Services	E HB/CTB office
SIGNPOSTING	LA Services	F Planning
SIGNPOSTING	LA Services	G Education Dept
SIGNPOSTING	LA Services	H Neighbhd Office/OneStopShop
SIGNPOSTING	LA Services	J Council tax department
SIGNPOSTING	LA Services	Z Other
SIGNPOSTING	Government Services	A Jobcentre Plus/Jobcentre
SIGNPOSTING	Government Services	B Pensions Service
SIGNPOSTING	Government Services	C HM Revenue & Customs
SIGNPOSTING	Government Services	D Other social security office
SIGNPOSTING	Government Services	E Careers Services
SIGNPOSTING	Government Services	F County court
SIGNPOSTING	Government Services	G Criminal courts
SIGNPOSTING	Government Services	H Police
SIGNPOSTING	Government Services	Z Other

SIGNPOSTING	Advocacy Services	A ICAS
SIGNPOSTING	Advocacy Services	B ACAS
SIGNPOSTING	Advocacy Services	Z Other
SIGNPOSTING	Unable to refer	A Inability to get legal aid
SIGNPOSTING	Unable to refer	B Appropriate service n/a
SIGNPOSTING	Unable to refer	C Insufficient capacity
SIGNPOSTING	Unable to refer	D Lack of transport
SIGNPOSTING	Unable to refer	Z Other
SIGNPOSTING	Advocacy+Mediation Services	A ICAS
SIGNPOSTING	Advocacy+Mediation Services	B ACAS
SIGNPOSTING	Advocacy+Mediation Services	Z Other
SIGNPOSTING	Other Services	A Elected representative
SIGNPOSTING	Other Services	B Counselling
SIGNPOSTING	Other Services	C Charities
SIGNPOSTING	Other Services	D GP + other health services
SIGNPOSTING	Other Services	E Leisure and hobbies
SIGNPOSTING	Other Services	F Drug addiction services
SIGNPOSTING	Other Services	G Alcohol support services
SIGNPOSTING	Other Services	H Gambling support services
SIGNPOSTING	Other Services	J Relationship counselling
SIGNPOSTING	Other Services	X Cross-border issues
SIGNPOSTING	Other Services	Z Other
TAX	Discrimination	A Race
TAX	Discrimination	B Sex/gender
TAX	Discrimination	C Sexual orientation
TAX	Discrimination	D Mental health
TAX	Discrimination	E Disability excl.Mental Health
TAX	Discrimination	F Age
TAX	Discrimination	G Religion
TAX	Discrimination	H HIV status
TAX	Discrimination	J Nationality or culture

TAX	Discrimination	K Political opinion (NI)
TAX	Discrimination	L Poor basic skills
TAX	Discrimination	Z Other
TAX	Income Tax	A Poor administration
TAX	Income Tax	B Income tax coding+allowances
TAX	Income Tax	C Income tax rebates
TAX	Income Tax	D Income tax relief
TAX	Income Tax	E Self assessment+tax returns
TAX	Income Tax	F Queries re.taxable income
TAX	Income Tax	G Complaints inc.external review
TAX	Income Tax	H Rates (NI)
TAX	Income Tax	P payment methods
TAX	Income Tax	X Cross-border issues
TAX	Income Tax	Z Other
TAX	Council Tax	A Poor administration
TAX	Council Tax	B Banding/calculation
TAX	Council Tax	C Exempt dwellings
TAX	Council Tax	D Discounts,reductions,exemptions
TAX	Council Tax	E Liability disputes
TAX	Council Tax	F Payment disputes
TAX	Council Tax	P payment methods
TAX	Council Tax	Z Other
TAX	Rates (Northern Ireland only)	Exempt dwellings
TAX	Rates (Northern Ireland only)	Discounts/rate relief
TAX	Rates (Northern Ireland only)	Liability disputes
TAX	Rates (Northern Ireland only)	Payment disputes
TAX	Rates (Northern Ireland only)	Other rates issues
TAX	Other Tax Issues	A Inheritance tax
TAX	Other Tax Issues	B Capital Gains Tax
TAX	Other Tax Issues	C Stamp duty
TAX	Other Tax Issues	D VAT

TAX	Other Tax Issues	E Business/non-domestic rates
TAX	Other Tax Issues	F Vehicle excise duty (road tax)
TAX	Other Tax Issues	X Cross-border issues
TAX	Other Tax Issues	Z Other
TRAVEL	Discrimination	A Race
TRAVEL	Discrimination	B Sex/gender
TRAVEL	Discrimination	C Sexual orientation
TRAVEL	Discrimination	D Mental health
TRAVEL	Discrimination	E Disability excl.Mental Health
TRAVEL	Discrimination	F Age
TRAVEL	Discrimination	G Religion
TRAVEL	Discrimination	H HIV status
TRAVEL	Discrimination	J Nationality or culture
TRAVEL	Discrimination	K Political opinion (NI)
TRAVEL	Discrimination	L Poor basic skills
TRAVEL	Discrimination	Z Other
TRAVEL	Public transport	A Timetabling+information
TRAVEL	Public transport	C Payment/Cost
TRAVEL	Public transport	D Cancellation+withdrawal
TRAVEL	Public transport	E quality of services
TRAVEL	Public transport	F Dangerous+unsafe services
TRAVEL	Public transport	J Concessions
TRAVEL	Public transport	R Complaints and redress
TRAVEL	Public transport	X Cross-border issues
TRAVEL	Public transport	Y Rail Travel (NI)
TRAVEL	Public transport	Z Other
TRAVEL	Driving Licenses	A Eligibility
TRAVEL	Driving Licenses	B Withdrawal+disqualification
TRAVEL	Driving Licenses	W
TRAVEL	Driving Licenses	X Cross-border issues
TRAVEL	Driving Licenses	Z Other

TRAVEL	Roads+pavements	A Signposting+marking
TRAVEL	Roads+pavements	F Dangerous or unsafe
TRAVEL	Roads+pavements	R Complaints and redress
TRAVEL	Roads+pavements	Z Other
TRAVEL	Parking+congestn/access charging	A Signposting and marking
TRAVEL	Parking+congestn/access charging	B Enforcet methods+techniques
TRAVEL	Parking+congestn/access charging	C Payment
TRAVEL	Parking+congestn/access charging	J Blue badge, charge exemptions
TRAVEL	Parking+congestn/access charging	R Complaints and redress
TRAVEL	Parking+congestn/access charging	Z Other
TRAVEL	Package holidays	A Information+labelling
TRAVEL	Package holidays	B selling methods incl advertising
TRAVEL	Package holidays	C Payment
TRAVEL	Package holidays	D Cancellation
TRAVEL	Package holidays	E Delays in supply of services
TRAVEL	Package holidays	G Dangerous+unsafe services
TRAVEL	Package holidays	J Ability to obtain holidays
TRAVEL	Package holidays	R Complaints+redress
TRAVEL	Package holidays	X Cross-border issues
TRAVEL	Package holidays	Z Other
TRAVEL	Timeshare+Vacation Clubs	B selling methods incl advertising
TRAVEL	Timeshare+Vacation Clubs	C Payment
TRAVEL	Timeshare+Vacation Clubs	D Cancellation+withdrawal
TRAVEL	Timeshare+Vacation Clubs	H contract terms & conditions
TRAVEL	Timeshare+Vacation Clubs	R Complaints+redress
TRAVEL	Timeshare+Vacation Clubs	X Cross-border issues
TRAVEL	Timeshare+Vacation Clubs	Z Other
TRAVEL	Passports	A Eligibility
TRAVEL	Passports	B Quality of administration
TRAVEL	Passports	C Costs
TRAVEL	Passports	X Cross-border issues

TRAVEL	Passports	Z Other
TRAVEL	Driving	C Driving licences
TRAVEL	Driving	D Driving tests
TRAVEL	Driving	E Driving offences
TRAVEL	Driving	X Cross border issues
TRAVEL	Driving	Z Other
TRAVEL	Parking+congestion	A Signposting and marking
TRAVEL	Parking+congestion	B Enforcement methods+techniques
TRAVEL	Parking+congestion	C Payment
TRAVEL	Parking+congestion	J Blue badge, charge exemptions
TRAVEL	Parking+congestion	R Complaints and redress
TRAVEL	Parking+congestion	Z Other
TRAVEL	Other travel,transport+holiday	A Hotels/other holiday accomm.
TRAVEL	Other travel,transport+holiday	C Roads, paths, pavements
TRAVEL	Other travel,transport+holiday	W Travel concessions (NI)
TRAVEL	Other travel,transport+holiday	X Cross-border issues
TRAVEL	Other travel,transport+holiday	Y Customs (NI)
TRAVEL	Other travel,transport+holiday	Z Other
UTILITIES	Discrimination	A Race
UTILITIES	Discrimination	B Sex/gender
UTILITIES	Discrimination	C Sexual orientation
UTILITIES	Discrimination	D Mental health
UTILITIES	Discrimination	E Disability excl.Mental Health
UTILITIES	Discrimination	F Age
UTILITIES	Discrimination	G Religion
UTILITIES	Discrimination	H HIV status
UTILITIES	Discrimination	J Nationality or culture
UTILITIES	Discrimination	K Political opinion (NI)
UTILITIES	Discrimination	L Poor basic skills
UTILITIES	Discrimination	Z Other
UTILITIES	Fuel (gas,elect,oil,coal etc)	A Information+advertising

UTILITIES	Fuel (gas,elect,oil,coal etc)	B Selling methods+techniques
UTILITIES	Fuel (gas,elect,oil,coal etc)	C Billing/meter reading
UTILITIES	Fuel (gas,elect,oil,coal etc)	D Methods of payment
UTILITIES	Fuel (gas,elect,oil,coal etc)	E Cancellation+withdrawal
UTILITIES	Fuel (gas,elect,oil,coal etc)	F Delays in supply/delivery
UTILITIES	Fuel (gas,elect,oil,coal etc)	G Dangerous+unsafe goods/svs
UTILITIES	Fuel (gas,elect,oil,coal etc)	H contract terms & conditions
UTILITIES	Fuel (gas,elect,oil,coal etc)	J switching supplier (incl unwanted)
UTILITIES	Fuel (gas,elect,oil,coal etc)	R Complaints+redress
UTILITIES	Fuel (gas,elect,oil,coal etc)	X Cross-border issues
UTILITIES	Fuel (gas,elect,oil,coal etc)	Z Other
UTILITIES	Water and sewerage	A Information+advertising
UTILITIES	Water and sewerage	B Water metering
UTILITIES	Water and sewerage	C Payment and Billing
UTILITIES	Water and sewerage	D Methods of payment
UTILITIES	Water and sewerage	G supply, including quality
UTILITIES	Water and sewerage	H contract terms & conditions
UTILITIES	Water and sewerage	L Liability for repairs
UTILITIES	Water and sewerage	R Complaints+redress
UTILITIES	Water and sewerage	X Cross-border issues
UTILITIES	Water and sewerage	Z Other
UTILITIES	Telephones (landlines+fax)	A Information+advertising
UTILITIES	Telephones (landlines+fax)	B Selling methods+techniques
UTILITIES	Telephones (landlines+fax)	C Costs/billing
UTILITIES	Telephones (landlines+fax)	D Methods of payment
UTILITIES	Telephones (landlines+fax)	E Cancellation+withdrawal
UTILITIES	Telephones (landlines+fax)	F quality of handsets or service
UTILITIES	Telephones (landlines+fax)	G Faulty goods
UTILITIES	Telephones (landlines+fax)	H contract terms & conditions
UTILITIES	Telephones (landlines+fax)	J switching supplier (incl unwanted)
UTILITIES	Telephones (landlines+fax)	R Complaints+redress

UTILITIES	Telephones (landlines+fax)	X Cross-border issues
UTILITIES	Telephones (landlines+fax)	Z Other
UTILITIES	Mobile phones	A Information+advertising
UTILITIES	Mobile phones	B Selling methods+techniques
UTILITIES	Mobile phones	C Costs/billing
UTILITIES	Mobile phones	D Methods of payment
UTILITIES	Mobile phones	E Cancellation+withdrawal
UTILITIES	Mobile phones	F Delays in supply/delivery
UTILITIES	Mobile phones	G Faulty goods
UTILITIES	Mobile phones	H contract terms and conditions
UTILITIES	Mobile phones	J switching supplier (incl unwanted)
UTILITIES	Mobile phones	R Complaints+redress
UTILITIES	Mobile phones	X Cross-border issues
UTILITIES	Mobile phones	Z Other
UTILITIES	TV inc.cable,digital+satellite	A Information+advertising
UTILITIES	TV inc.cable,digital+satellite	B Selling methods+techniques
UTILITIES	TV inc.cable,digital+satellite	C Costs/billing
UTILITIES	TV inc.cable,digital+satellite	D Methods of payment
UTILITIES	TV inc.cable,digital+satellite	E Cancellation+withdrawal
UTILITIES	TV inc.cable,digital+satellite	F quality of TV service
UTILITIES	TV inc.cable,digital+satellite	G Faulty goods
UTILITIES	TV inc.cable,digital+satellite	H contract terms & conditions
UTILITIES	TV inc.cable,digital+satellite	L TV Licensing issues (not fines)
UTILITIES	TV inc.cable,digital+satellite	R Complaints+redress
UTILITIES	TV inc.cable,digital+satellite	X Cross-border issues
UTILITIES	TV inc.cable,digital+satellite	Y Issues of choice (inc.availability)
UTILITIES	TV inc.cable,digital+satellite	Z Other
UTILITIES	Other comms+utility issues	A Postal services
UTILITIES	Other comms+utility issues	B Internet service providers
UTILITIES	Other comms+utility issues	C Preference services
UTILITIES	Other comms+utility issues	X Cross-border issues

UTILITIES	Other comms+utility issues	Z Other
XHR	Human Rights and National structures	A Census (NI)
XHR	Human Rights and National structures	B Data protection (NI)
XHR	Human Rights and National structures	C Elections and voting (NI)
XHR	Human Rights and National structures	D Human Rights (NI)
XHR	Human Rights and National structures	E Identity cards, passes (NI)
XHR	Human Rights and National structures	F Other human rights issues (NI)

## Appendix 2 – Data Capture Sets

### 1. Client Details:

#### Basic Data

Title	-	Mr, Mrs, Ms etc
First Name		
Last Name		
Date of Birth		
National Insurance Number		
Address		
Post Code		
Gender		
Age Range		
Dependent Children	-	Number Selection
GP's Name		
GP's Phone Number		
Media Willing		
Home Telephone Number		
Work Telephone Number		
Mobile Telephone Number		
Fax Telephone Number		
Email Address		
Messages Left	-	Yes or No
Call Back	-	Yes or No
Time Limits		
Parliamentary Constituency		
Local Authority		
Local Authority Ward		

#### Supplementary Data

Religion	-	Protestant, Catholic, etc, None.
Ethnic Origin	-	Dropdown List of Options
Nationality	-	Dropdown List of Options
First Language	-	Dropdown List of Options
Second Languages	-	Dropdown List of Options
Speak English	-	Check Box
Read English	-	Check Box
Write English	-	Check Box
Location	-	Urban, Rural, Not Stated
Sexuality	-	Heterosexual, Bi-Sexual, Gay, Lesbian, Not Stated
Current Benefits	-	Dropdown List
Income Source	-	Dropdown List
Disability	-	Dropdown List
Employment Status	-	Full Time, Part Time, Self Employed, Unemployed, Not Stated
Family Status	-	Married, Single, Separated, Divorced, Co-Habiting,

Housing Status	-	Widowed, Not Stated Dropdown List
Highest Education Level	-	Dropdown List

#### Data Audit & Management Data

Adviser	-	Name, Dropdown List
Created Date	-	Date Field
Partner Consent	-	Yes or No
Data Consent	-	Yes or No
External Audit Consent	-	Yes or No
Post Advice Contact Consent	-	Yes or No
Anonymous	-	Yes or No
Client Reference	-	Automatically Generated Unique Reference Number

#### Partner Details

First Name  
Last Name  
Date of Birth  
National Insurance Number

#### Client Notes Data

General Notes	-	Free Form Text
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## 2. Contact Details

#### Data Audit & Management Data

Adviser Name	-	Name, Dropdown List
Last Check By	-	Name
Last Check Date	-	Date Field

#### Contact Data

Contact	-	Dropdown List
Project Code	-	Dropdown List
Referral To	-	Dropdown List
Referral From	-	Dropdown List
Adviser From	-	Dropdown List
Workload	-	Dropdown List
Advocacy Type	-	Dropdown List
Tribunal Status	-	Dropdown List
Case Time	-	Dropdown List (In Minute Blocks)
Waiting Time	-	Dropdown List (In Minute Blocks)
Outreach	-	Dropdown List
Policy Implications	-	Yes or No
Forms Complete	-	Dropdown List

## 3. Issue/Enquiry/Query Details

## Data Audit & Management Data

Adviser Name	-	Name, Dropdown List
Contact Date	-	Date Field

## Basic Data

Other Sources	-	Dropdown List
Policy Code 1	-	Dropdown List
Policy Code 2	-	Dropdown List
Policy Code 3	-	Dropdown List
Type	-	New or Repeat
Information Item Used	-	Reference Number(s) for Information System Item
Information Item Lookup	-	
Cross Border	-	Yes or No
Query/Issue Description	-	Free Text
Advice Given	-	Free Text

## Benefit Data

Benefit Awarded	-	Type
Weekly Amount	-	£
Lump Sum	-	£
Money Back	-	£
Money Advice Status	-	Priority, Non Priority IVA, Case Closed, Not Stated
Organisation Name	-	Dropdown List
Debt Category	-	Dropdown List
Amount of Debt	-	£
Type of Debt	-	Dropdown List
Collected By	-	Dropdown List
Correspondence	-	Free Text

## Legal Data

Office	-	Dropdown List
Client Category	-	Dropdown List
Date Opened	-	Date Field
Date Closed	-	Date Field
Area of Law 1	-	Dropdown List
Area of Law 2	-	Dropdown List
European Law	-	Yes or No
Action Taken	-	Dropdown List
Legal Level	-	Dropdown List
Outcome	-	Dropdown List
Test Case	-	Yes or No
RoI Enquiry	-	Yes or No
International Enquiry	-	Yes or No
Disbursements	-	Value

## Managers Data

Checked	-	Checked or Not Checked
Checked By	-	Name
Checked Date	-	Date Field

Open Status	-	Open or Closed
Closed By	-	Name Field
Closed Date	-	Date Filed

#### Outcomes

Outcomes

### 4. Third Party Details

#### Third Party Data

Contact	-	Free Text
Agency Name	-	Free Text
Action Taken	-	Free Text

### 5. Appointment Details

#### Appointment Time Data

Appointment Date	-	Date
Appointment Start Time	-	Time
Appointment End Time	-	Time
Appointment Details	-	Free Text
Link To Issue Details	-	Link

### 6. Social Policy Details

Bureau Evidence Form	-	Completed Document Template
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### 7. Additional LSC Requirements (E&W)

#### LSC Detail

Contract Number  
Disbursement Limit  
Contract Time – Hours  
Total Contract Value  
LSC Specific Contact Time (To The Minute)

## Appendix 3: Current provisions

### Citizens Advice

Citizens Advice has developed a wide area network across all of its offices in Northern Ireland, a common IT platform, an electronic information database updated monthly for changes in UK legislation, a single electronic case management system CARMA, organisational e mail, electronic discussion forums and a number of web based initiatives, including a UK self serve website [www.adviceguide.org](http://www.adviceguide.org) and e mail advice service from [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk). The electronic information and case recording databases are also accessible to laptop computers in order to support the provision of advice in rural areas, peripheral estates and to people who are housebound through age and disability. All CAB case records for Northern Ireland are held on a single server cluster, hosted within a secure and managed framework, which can be interrogated to generate statistical and other reports. Over the last ten years this environment has evolved into a fully supported and integrated ICT service meeting the business needs of both member bureaux and the movement's Regional Office in Belfast.

This best practice model has been included in the DSD Advice and Information Strategy, and the electronic information and case recording products are being bought by a growing number of advice agencies, voluntary organisations and statutory agencies. In particular Derry City Council and Coleraine Council have bought the system for all advice agencies within their boundaries. CARMA has also been purchased by the North Belfast Advice Consortium and the Chinese Welfare Association.

### The Law Centre

The case recording system used by the Law Centre comprises two bespoke access databases, one for the advice telephone line service and the other to capture client information. The client database was initially developed by an IT worker seconded to the Law Centre from the Inland Revenue for 6 months with an ongoing ad-hoc arrangement to develop and implement any required changes when they become needed.

Internal IT provision is made up of hardware sourced from DELL and a contract with NILDRAM for the delivery of an associated broadband service with maintenance being provided by N4 at both office locations (Belfast and Derry).

In addition to this IT environment the Law Centre also publishes a website, [www.lawcentreni.org](http://www.lawcentreni.org), that provides a portal for news, training, publications, policy, etc.

## **Advice NI**

Advice NI members (72 organisations) currently use a variety of case recording systems across Northern Ireland, predominantly AIMS but also CARMA in Derry and North Belfast as well as other bespoke systems. All of these systems have reporting mechanisms that allow agencies to meet specific funding requirements and allow advice work activities to be closely monitored. Many advice organisations also use PGDebt and Benefit Maximiser to record data associated with the provision of money and benefits advice respectively. None of the applications currently in use are web-based. To complement case recording and reporting, Advice NI also publish a web site, [www.Advice.NI.net](http://www.Advice.NI.net), that again provides a portal for the independent advice sector in Northern Ireland and which highlights their involvement in the provision of advice, policy campaigning, training, membership services, etc.

