



Legal Aid
Agency

Guidance for Reporting Work under the Family Mediation Contract

Version:	Issue Date:	Last review date:	Owned by:
6	September 2024	September 2024	Service Development

Version History

Version:	Date	Reason
1.0	1 st April 2013	Initial release
2.0	8 th July 2014	Update of reporting address
3.0	November 2014	To reflect changes to the Civil Legal Aid (Financial Resources and Payment for Services) Regulations 2013
4.0	March 2015	To reflect reporting changes into the Controlled Work Administration (CWA) system
5.0	September 2018	To update and reflect the changes introduced by the 2018 Standard Civil Contract
6.0	September 2024	To update and reflect the changes introduced by the 2024 Standard Civil Contract.

Contents

1. Overview
2. Family Mediation Reporting Forms
3. How to Complete the Family Mediation Work Start Form
4. How to Complete the Mediation Consolidated Work Report Form
5. How to Complete the CW5 Help with Family Mediation Form
6. A Check List of Contract Rules for Completing Mediation Submissions

1. Overview

- 1.1 This section sets out how to report Family Mediation work in the Contracted Work and Administration (CWA) system. It should be read in conjunction with the 2024 Standard Civil Contract Standard Terms and Family Mediation Specification and other guidance referred to in this document.

2. Family Mediation Reporting

- 2.1 Completed matters and new matters must be reported monthly.
- 2.2 The information provided is required for contract management and may also provide information about caseloads. This management information will be used to monitor the contract work and may trigger closer examination of work.
- 2.3 Completed matters should be reported using the relevant codes. It is important that you complete these codes correctly as they have a direct impact on the calculations of the value of your reported work. Ongoing mediations should not be reported monthly – only when they are completed.

Reporting submissions

- 2.4 Completed matters and new matter starts should be reported electronically with LAA Online, using one of the following methods:
 - Bulkload a file created from a case management system via CWA.
 - Bulkload a file created from the Bulkload spreadsheet and submit via CWA.
 - Enter data directly into CWA on a line-by-line basis.

More detailed instructions and quick user guides are available on our website at:
<https://www.gov.uk/government/publications/cwa-quick-guides>

- 2.5 The deadline for electronic submissions is the 20th of the month. For example, you must submit your July submission by 20th August. Contract payments depend on the timely reporting of your submissions. Any completed work must be reported within three months of completion. Please note that any failure to do this may result in payments being reduced or declined. Payment depends on the timely return of these forms. **Failure to comply with these requirements will lead to a severe delay in your monthly contract payments being made.**
- 2.6 You should only report matters that have been concluded by the end of the previous calendar month. For example, when submitting your July submission in August you should only include cases that have concluded by 31st July.
- 2.7 If no work has started in a month then a nil return must be submitted. If no work is completed or closed within a month, then again, a nil return must be submitted. For further guidance on making nil submissions in CWA please see the CWA quick user guide on nil submissions which is available on our website at:
<https://www.gov.uk/government/publications/cwa-quick-guides>
- 2.8 Any queries regarding your payments or returns should be addressed to the reconciliation@Justice.gov.uk Queries about your contract should be address to your contract manager.

3. How to make a claim for Mediation Work via CWA

- 3.1 Mediation cases should always be recorded separately to the Assessment Meetings** even if the mediation ends in the same month that the Assessment Meeting takes place. You may therefore have to make two separate entries in the same submission in one month in respect of the same matter.
- 3.2 Assessment Meeting Alone should only be used when one party attends and you are sure the other party will not attend.** Do not use this code when both parties attend separately.
- 3.3 Assessment Meetings should be recorded as having been completed in the same month that they take place. **Assessment Meetings where each client has been seen separately (Assessment Meeting - Separate) must be recorded on two separate lines.**
- 3.4 Details of mediation cases should only be recorded in a submission in the month in which the case is completed** i.e. when the outcome of the case is clear. This would include, but is not limited to, the following circumstances:
- The mediation has broken down after a single session;
 - The mediation has broken down after several sessions (“multi sessions”);
 - The parties have reached an understanding but do not want this produced as a formal agreement;
 - A formal agreement has been produced on all the issues in dispute;
 - A formal agreement has been produced on some of the issues in dispute.
- 3.5 Mediations that have broken down should only be reported when either of the two following conditions are met:
- If you are **sure** (e.g. clients indicate that they do not wish to continue) that the parties will not continue with the mediation;
 - If you are **reasonably sure** (e.g. consider it likely) that the parties will not continue with the mediation **and** three months have elapsed since the Single Session, or the last session.

Fields to be completed in CWA

- 3.6 After selecting the correct mediation submission you will be required to add outcomes.

For mediation claims and Assessment Meeting Together claims details for the first and second client must be entered. For all other claims entry of the second client’s details is optional. Where the second client’s details are entered, all fields for that client are mandatory.

Field	To be completed for Assessment Meeting or Mediation?	Guidance
Work Type	Both	Work type refers to the various types of Assessment Meetings and mediations. It should be recorded in one of the following categories using short codes:

		<table border="1" data-bbox="703 253 1278 775"> <tr> <td></td> <td></td> </tr> <tr> <td>Assessment Meeting – Together</td> <td>ASSM:ASST</td> </tr> <tr> <td>Assessment Meeting – Alone</td> <td>ASSM:ASSA</td> </tr> <tr> <td>Assessment Meeting – Separate</td> <td>ASSM:ASSS</td> </tr> <tr> <td>Child Only Sole</td> <td>MEDI:MDCS</td> </tr> <tr> <td>Child Only Co</td> <td>MEDI:MDCC</td> </tr> <tr> <td>Property & Finance Sole</td> <td>MEDI:MDPS</td> </tr> <tr> <td>Property & Finance Co</td> <td>MEDI:MDPC</td> </tr> <tr> <td>All Issues Sole</td> <td>MEDI:MDAS</td> </tr> <tr> <td>All Issues Co</td> <td>MEDI:MDAC</td> </tr> </table> <p data-bbox="619 808 1294 909">Note: If co-mediation was the model used there should be a note on the case file indicating why this was the appropriate model to use.</p> <p data-bbox="619 943 1315 1077">Assessment Meetings should always be recorded separately to the Mediation cases even if the mediation ends in the same month that the Assessment Meeting takes place.</p> <p data-bbox="619 1111 1310 1211">The ‘Assessment Meetings – Separate’ work type must be recorded on separate lines – one for each client.</p> <p data-bbox="619 1245 1310 1346">If an All Issues Mediation is started but agreement is only reached on e.g. Children issues, the Work Type should still be recorded as an All Issues Mediation.</p> <p data-bbox="619 1379 1305 1581">If a mediation is started (and reported to the LAA) as a Child Only Sole mediation and subsequently Property & Finance sole issues are dealt with in mediation (or vice versa), the matter should be reported as an All Issues Sole Mediation when completed.</p>			Assessment Meeting – Together	ASSM:ASST	Assessment Meeting – Alone	ASSM:ASSA	Assessment Meeting – Separate	ASSM:ASSS	Child Only Sole	MEDI:MDCS	Child Only Co	MEDI:MDCC	Property & Finance Sole	MEDI:MDPS	Property & Finance Co	MEDI:MDPC	All Issues Sole	MEDI:MDAS	All Issues Co	MEDI:MDAC
Assessment Meeting – Together	ASSM:ASST																					
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Property & Finance Co	MEDI:MDPC																					
All Issues Sole	MEDI:MDAS																					
All Issues Co	MEDI:MDAC																					
Schedule Reference	Both	<p data-bbox="619 1621 1294 1688">This field will indicate the Schedule under which the case was started.</p> <p data-bbox="619 1722 1166 1756">Must be completed in the following format:</p> <p data-bbox="619 1789 1094 1823">Office account number/MEDIyyyy/nn</p> <p data-bbox="619 1856 1315 1924">yyyy = the year of the contract (i.e. 2024. Please note this refers to financial year <u>not</u> calendar year)</p> <p data-bbox="619 1924 1118 1957">nn = the year of the schedule (e.g. 15)</p>																				

Field	To be completed for Assessment Meeting or Mediation?	Guidance
Case Reference Number	Both	<p>Case reference refers to your organisation's systematic naming of client files. Each matter must have a unique reference number/ID. This reference is essential for effective auditing of contracts. Please ensure that this reference enables the file to be retrieved if it is requested at an audit.</p> <p>If an Assessment Meeting/s has led to a mediation then the mediation must be allocated the same case reference number as the Assessment Meeting/s. You may, however, assign a single running number or letter at the beginning or the end of the case reference number/ID to denote the different stages of the matter.</p> <p>E.G. An assessment meeting, which later progresses on to mediation, is given the reference OLP/0903D/1, while the mediation is given the reference number OLP/0903D/2.</p> <p>One case reference will apply to both clients and will apply to all work done in connection with the case.</p> <p>Where Direct Consultation with Children is used please add the code DCC on the end of the reference number for the mediation. This will allow the LAA to identify cases where direct consultation is used and monitor the profile and outcomes achieved.</p>
Case Start Date	Both	<p>If the matter is an Assessment Meeting, report the date when the meeting was held.</p> <p>If the matter is mediation, use the date of the first mediation session.</p> <p>The date must be recorded in the format: DD/MM/YYYY e.g. 5th Oct 2024 should be recorded 05/10/2024.</p>
Claim ID	Both	<p>A unique 3-digit number per office per day.</p> <p>When combined with Case Start Date will comprise the Unique File Number (UFN) which uniquely identifies an individual claim/outcome for a provider office.</p>

Client Forename	Both	Forename of Client 1 in the mediation.
Client Surname	Both	Surname of Client 1 in the mediation.

Field	To be completed for Assessment Meeting or Mediation?	Guidance																																						
Client Date of Birth	Both	Date of birth of Client 1 in the mediation.																																						
Unique Client Number	Both	Made up of Client 1's date of birth, their first initial, and the first four letters of their surname. The UCN must be recorded in the format (ddmmyyyy/A/AAAA) e.g. 01011978/J/SMIT																																						
Gender	Both	Complete the gender field for Client 1 with the following codes (see table): <table border="1" data-bbox="778 801 1166 949"> <thead> <tr> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>F</td> </tr> <tr> <td>Male</td> <td>M</td> </tr> <tr> <td>Unknown</td> <td>U</td> </tr> </tbody> </table>			Female	F	Male	M	Unknown	U																														
Female	F																																							
Male	M																																							
Unknown	U																																							
Ethnicity	Both	Please complete the ethnicity field for Client 1 with the following codes (see table): <table border="1" data-bbox="671 1102 1275 1767"> <thead> <tr> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Other</td> <td>00</td> </tr> <tr> <td>White British</td> <td>01</td> </tr> <tr> <td>White Irish</td> <td>02</td> </tr> <tr> <td>Black or Black British African</td> <td>03</td> </tr> <tr> <td>Black or Black British Caribbean</td> <td>04</td> </tr> <tr> <td>Black or Black British Other</td> <td>05</td> </tr> <tr> <td>Asian or Asian British Indian</td> <td>06</td> </tr> <tr> <td>Asian or Asian British Pakistani</td> <td>07</td> </tr> <tr> <td>Asian or Asian British Bangladeshi</td> <td>08</td> </tr> <tr> <td>Chinese</td> <td>09</td> </tr> <tr> <td>Mixed White & Black Caribbean</td> <td>10</td> </tr> <tr> <td>Mixed White and Black African</td> <td>11</td> </tr> <tr> <td>Mixed White and Asian</td> <td>12</td> </tr> <tr> <td>Mixed Other</td> <td>13</td> </tr> <tr> <td>White Other</td> <td>14</td> </tr> <tr> <td>Asian or Asian British other</td> <td>15</td> </tr> <tr> <td>Gypsy/Traveller</td> <td>16</td> </tr> <tr> <td>Unknown</td> <td>99</td> </tr> </tbody> </table>			Other	00	White British	01	White Irish	02	Black or Black British African	03	Black or Black British Caribbean	04	Black or Black British Other	05	Asian or Asian British Indian	06	Asian or Asian British Pakistani	07	Asian or Asian British Bangladeshi	08	Chinese	09	Mixed White & Black Caribbean	10	Mixed White and Black African	11	Mixed White and Asian	12	Mixed Other	13	White Other	14	Asian or Asian British other	15	Gypsy/Traveller	16	Unknown	99
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Disability	Both	<p>Complete the disability field for Client 1 with the following codes (see table).</p> <table border="1" data-bbox="635 528 1305 1223"> <thead> <tr> <th colspan="2" data-bbox="635 528 1305 600">Only relevant to matters opened before 1 April 2013</th> </tr> </thead> <tbody> <tr> <td data-bbox="635 600 788 640">PHY</td> <td data-bbox="788 600 1305 640">Physical Impairment</td> </tr> <tr> <td data-bbox="635 640 788 680">SEN</td> <td data-bbox="788 640 1305 680">Sensory Impairment</td> </tr> <tr> <td data-bbox="635 680 788 721">COG</td> <td data-bbox="788 680 1305 721">Cognitive Impairment</td> </tr> <tr> <th colspan="2" data-bbox="635 721 1305 757">For use regardless of matter start date</th> </tr> <tr> <td data-bbox="635 757 788 797">NCD</td> <td data-bbox="788 757 1305 797">Not Considered Disabled</td> </tr> <tr> <td data-bbox="635 797 788 837">MHC</td> <td data-bbox="788 797 1305 837">Mental Health Condition</td> </tr> <tr> <td data-bbox="635 837 788 878">LDD</td> <td data-bbox="788 837 1305 878">Learning Disability/Difficulty</td> </tr> <tr> <td data-bbox="635 878 788 949">ILL</td> <td data-bbox="788 878 1305 949">Long Standing Illness Or Health Condition</td> </tr> <tr> <td data-bbox="635 949 788 990">OTH</td> <td data-bbox="788 949 1305 990">Other</td> </tr> <tr> <td data-bbox="635 990 788 1030">UKN</td> <td data-bbox="788 990 1305 1030">Unknown</td> </tr> <tr> <td data-bbox="635 1030 788 1070">MOB</td> <td data-bbox="788 1030 1305 1070">Mobility impairment</td> </tr> <tr> <td data-bbox="635 1070 788 1111">HEA</td> <td data-bbox="788 1070 1305 1111">Hearing impaired</td> </tr> <tr> <td data-bbox="635 1111 788 1151">DEA</td> <td data-bbox="788 1111 1305 1151">Deaf</td> </tr> <tr> <td data-bbox="635 1151 788 1191">VIS</td> <td data-bbox="788 1151 1305 1191">Visually impaired</td> </tr> <tr> <td data-bbox="635 1191 788 1223">BLI</td> <td data-bbox="788 1191 1305 1223">Blind</td> </tr> </tbody> </table> <p>If a client considers himself or herself to have a disability, please mark the disability monitoring column with the most appropriate code. If the client has multiple disabilities please report the code that reflects the predominant disability.</p> <p>If the client does not consider himself or herself disabled then mark the column with the code NCD.</p> <p>Where a client does not wish to provide this information please mark the column with the code UKN.</p>	Only relevant to matters opened before 1 April 2013		PHY	Physical Impairment	SEN	Sensory Impairment	COG	Cognitive Impairment	For use regardless of matter start date		NCD	Not Considered Disabled	MHC	Mental Health Condition	LDD	Learning Disability/Difficulty	ILL	Long Standing Illness Or Health Condition	OTH	Other	UKN	Unknown	MOB	Mobility impairment	HEA	Hearing impaired	DEA	Deaf	VIS	Visually impaired	BLI	Blind
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Client Postcode	Both	<p>Complete this field for Client 1. It is important that the client's full, accurate postcode is entered here. This will normally be one or two letters, then one or two numbers, followed by a space and then one number and two letters; for example, B25 8RK, AB32 7PY. If the client does not know their postcode, Royal Mail operates a telephone postcode enquiry service on 08457 111 222. Please do not enter fictitious codes.</p> <p>If you or the client <i>genuinely</i> cannot provide an</p>																																

		accurate postcode (perhaps because new properties have not yet had their codes notified), please record 'NFA'.
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Field	To be completed for Assessment Meeting or Mediation?	Guidance						
Client Legally Aided	Both	<p>Complete 'client legally aided' for Client 1.</p> <p>For the purposes of this guidance 'legally aided' and 'eligible' mean any party for whom you have completed an assessment of financial eligibility for legal aid and who can be demonstrated as meeting the eligibility requirements. For the avoidance of doubt, those parties exempt from the financial eligibility test by virtue of Regulation 5 of the Civil Legal Aid (Financial Resources and Payment for Services) Regulations 2013 (as amended) must <u>not</u> be recorded as legally aided.</p> <p>Complete the legally aided field with the following numerical codes (see table) in relation to client's eligibility:</p> <table border="1" data-bbox="804 1137 1177 1281"> <thead> <tr> <th>Legally Aided</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Y</td> </tr> <tr> <td>No - other party is legally aided</td> <td>N</td> </tr> </tbody> </table> <p>For Assessment Meetings a party is either eligible at the time of the assessment or they are not. If a client becomes eligible after the assessment meeting then they should be recorded as ineligible for the purposes of the submission of the Assessment Meeting.</p>	Legally Aided	Code	Yes	Y	No - other party is legally aided	N
Legally Aided	Code							
Yes	Y							
No - other party is legally aided	N							
2nd Client Forename	Both	Forename of Client 2 in the mediation.						
2nd Client Surname	Both	Surname of Client 2 in the mediation.						
2nd Client Date of Birth	Both	Date of birth of Client 2 in the mediation.						
2nd Client Unique Client Number	Both	<p>Made up of Client 2's date of birth, their first initial, and the first four letters of their surname.</p> <p>The UCN must be recorded in the format (ddmmyyyy/A/AAAA) e.g. 02021980/M/SMIT</p>						
2nd Client Gender	Both	Complete the gender field for Client 2. Codes as per Client 1 (see above).						
2nd Client	Both	Complete the ethnicity field for Client 2. Codes as per						

Ethnicity		Client 1 (see above).
2nd Client Disability	Both	Complete the disability field for Client 2. Codes as per Client 1 (see above).
2nd Client Postcode	Both	Complete this field for Client 2. Guidance on postcodes is set out above.
2nd Client Legally Aided	Both	Complete '2 nd client legally aided' for Client 2. Guidance on legally aided as per Client 1 (see above).

Field	To be completed for Assessment Meeting or Mediation?	Guidance				
Unique Case ID	Both	<p>This is the UFN (i.e. case start date and Case id) of the first attendance in the mediation (See UFN, above).</p> <p>Where there is more than one claim line for a particular case (e.g. where separate assessment meetings or where a claim for mediation follows a claim for an assessment meeting) this will enable the LAA to link together the total claims relating to a case.</p>				
Outreach Code	Both	<p>When the meeting(s) with clients are conducted at a location at which your service has authorisation to do outreach work you must fill in a number, which refers to the location that the meeting took place.</p> <p>If the meeting(s) are taking place at your main office you should fill in 000 (zero).</p> <p>The number must be three digit starting with 001 and running upwards (i.e. 002, 003... etc.). For example, your main office is in Norwich and you have one outreach post in Attleborough and one in Cromer. Then main office is number 000, Attleborough number 001 and Cromer 002.</p> <p>An overview indicating which number refers to which location must be kept easily available.</p> <p>For a definition of Outreach, please see the Contract Specification.</p>				
Referral Code	Both	<p>Use the following two digit codes when recording the source of referral:</p> <table border="1" data-bbox="606 1971 1327 2016"> <thead> <tr> <th>Referral Source</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Referral Source	Code		
Referral Source	Code					

		Referral from solicitor	02
		Referral from court	03
		Referral from CAB	04
		Referral from other advice agency or telephone helpline	05
		Referral from Relate or other relationship counselling	06
		Referral from GP/NHS	07
		Clients self-referred	08
		Other	09
		Unknown	10
		Separated Parents Information Programme (SPIP)	11
		Source of referral must be completed for both assessment meetings and mediations.	

Field	To be completed for Assessment Meeting or Mediation?	Guidance												
Outcome Code	Mediation	<p>This field is not applicable to Assessment Meetings.</p> <p>Use the following codes when recording the outcome of a case:</p> <table border="1" data-bbox="624 593 1321 1240"> <thead> <tr> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Mediation agreement (i.e. successful) but no agreed proposal was written up</td> <td>A</td> </tr> <tr> <td>Mediation broken down - i.e. no agreed proposal</td> <td>B</td> </tr> <tr> <td>Mediation successful – i.e. an agreed proposal(s) was reached</td> <td>S</td> </tr> <tr> <td>All Issues Mediation and an agreed proposal was reached only on Children issues.</td> <td>C</td> </tr> <tr> <td>All Issues Mediation and an agreed proposal was reached only on Property & Finance issues.</td> <td>P</td> </tr> </tbody> </table> <p>We do acknowledge that some mediations may break down just after an agreed proposal has been written up. These should still be recorded as S (or C or P).</p> <p>When an agreed proposal is written up this should be understood as the parties have reached agreement on most of issues in dispute. “Agreement to disagree” is thus never classified an agreement under this contract.</p>			Mediation agreement (i.e. successful) but no agreed proposal was written up	A	Mediation broken down - i.e. no agreed proposal	B	Mediation successful – i.e. an agreed proposal(s) was reached	S	All Issues Mediation and an agreed proposal was reached only on Children issues.	C	All Issues Mediation and an agreed proposal was reached only on Property & Finance issues.	P
Mediation agreement (i.e. successful) but no agreed proposal was written up	A													
Mediation broken down - i.e. no agreed proposal	B													
Mediation successful – i.e. an agreed proposal(s) was reached	S													
All Issues Mediation and an agreed proposal was reached only on Children issues.	C													
All Issues Mediation and an agreed proposal was reached only on Property & Finance issues.	P													
Number of Mediation Sessions	Mediation	<p>This field is not applicable to Assessment Meetings.</p> <p>Record the number of sessions spent on mediation. Do not count Assessment Meeting(s) and/or the drafting of the Agreed Proposal as sessions.</p>												

Field	To be completed for Assessment Meeting or Mediation?	Guidance						
Mediation Time	Mediation	<p>This field is not applicable to Assessment Meetings.</p> <p>Record the total time in minutes spent on the case. Include the following elements:</p> <ul style="list-style-type: none"> time taken in the sessions, preparing and reviewing sessions (this will be the actual time taken rather than the combined time of the mediators when the co-mediation model is used) time spent on drafting documents including the session notes and agreed proposals where applicable. time spent on correspondence by mediator (telephone/email/letter) which progresses the case <p>Do not include the time spent on</p> <ul style="list-style-type: none"> the Assessment Meeting/s general administration e.g. setting up the appointments, other telephone contact, arranging meeting room etc. travel time <p>We do acknowledge that time is spent on administration and there are elements allocated in the set rates in the contract. However, the purpose of the time recording is for us to get an understanding of time used by mediators.</p> <p>If your organisation currently records time in units rather than minutes, please convert units to minutes i.e. where 1 unit = 6 minutes, the number of units multiplied by 6.</p>						
VAT Indicator	Both	<p>Where the VAT indicator is checked VAT will automatically be added to the applicable Assessment Meeting fee, Mediation Session fee and any applicable Agreed Proposal fee.</p> <table border="1" data-bbox="651 1720 1289 1895"> <thead> <tr> <th data-bbox="651 1720 778 1753">Code</th> <th data-bbox="778 1720 1289 1753">VAT Indicator</th> </tr> </thead> <tbody> <tr> <td data-bbox="651 1753 778 1821">Y</td> <td data-bbox="778 1753 1289 1821">Provider is VAT registered - Apply VAT</td> </tr> <tr> <td data-bbox="651 1821 778 1895">N</td> <td data-bbox="778 1821 1289 1895">Provider is not VAT registered - do not apply VAT</td> </tr> </tbody> </table> <p>It will not apply VAT to any disbursement costs as these will be recorded separately.</p>	Code	VAT Indicator	Y	Provider is VAT registered - Apply VAT	N	Provider is not VAT registered - do not apply VAT
Code	VAT Indicator							
Y	Provider is VAT registered - Apply VAT							
N	Provider is not VAT registered - do not apply VAT							
Disbursements	Both	Record the total amount of disbursements incurred						

excluding VAT		<p>on this matter excluding VAT.</p> <p>The contract specification sets out what you can claim as disbursements. If no disbursements were incurred, record 00:00.</p>
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Field	To be completed for Assessment Meeting or Mediation?	Guidance
Disbursements VAT Amount	Both	<p>If your organisation is registered for VAT and the disbursements attracts VAT, the VAT figure should be entered here.</p> <p>When claiming VAT on Disbursements CWA will limit the amount you can claim.</p> <p>The VAT rate to be applied is the rate that was applicable on the date the case was concluded. If you claim Disbursements VAT in excess of this limit your claim will be rejected by CWA.</p> <p>Please note the VAT rate applicable for disbursements is determined by the date the disbursement is incurred and not the date of conclusion of the overall matter.</p> <p>For further information on the rules around VAT reporting see the LAA website.</p>
Work Concluded Date	Mediation	<p>This field is not applicable to Assessment Meetings.</p> <p>The date the mediation was concluded by the Provider.</p>

4. How to Report Family Mediation Starts in CWA

- 4.1 After completing your monthly claim details you will then be required to complete the details of the mediations started in the submission month.
- 4.2 You should only enter the number of mediations started in the submission month. Do not include Assessment Meeting starts as these will be captured in the screens referred to above.

Table of Work Start Fields

Field	Guidance
New Matter Starts	<p>You must only record the number of mediations started in each of the six categories of work. Report a nil in those mediation categories where there have been no matter starts.</p> <p>Mediation cases must be recorded as a single case start regardless of the fact there are two parties. Separate starts must not be reported in respect of each party.</p> <p>Do not include ongoing matters, which have been reported as started in an earlier month.</p>

5. A Check List of Contract Rules for Completing Mediation Submissions

- 5.1. Please ensure you comply fully with our reporting requirements under CWA. **It is very important that you comply with these** as they ensure the right calculation for the value of your work.

Check 1:

If you record the work type as an Assessment Meeting Alone (ASSM:ASSA), you need to ensure that the client is registered as being Legally Aided.

Check 2:

If couples are referred to an Assessment Meeting then at least one of the clients needs to be legally aided to be able to claim.

Check 3:

If a couple attend an Assessment Meeting Separate (ASSM –ASSS) and are attending because one of the clients has been referred by a solicitor, then you need to complete the Referral box with 02 for both records – not just for the client who was referred. (See also “Check 2” above and “Check 5” below)

Check 4:

If you record one of the six types of Mediations (Child Sole, Child Co, P & F Sole, P & F Co, AIM Sole or AIM Co) as work type, you must also ensure that you complete the Legally Aided fields with a 'Y' for at least one of the clients.

A record with mediation where the Legally Aided field is empty for both clients is incorrect and will generate a £0 value.

Check 5:

Couples who attend Assessment Meeting Separate (ASSM:ASSS) must be recorded on two separate lines.

Check 6:

When couples have either finished an Assessment Meeting Together (ASSM:ASST) or a Mediation (Child Sole, Child Co, P & F Sole, P & F Co, AIM Sole or AIM Co) then the name and the details of gender, disability, ethnicity, age and post code must be completed for both clients and not only for one.

Check 7:

Always double check the accuracy of data - especially codes used for Work-Type, Legally Aided, Session Quantity, Outcome, and Referral - before submitting your return via CWA.