



# Guide to the changes to Contracted Work and Administration (CWA)

This document summarises the key reporting changes implemented over the weekend 27<sup>th</sup> September to 30<sup>th</sup> September.

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

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## 1 - SUMMARY

The key changes that were introduced over the weekend 27<sup>th</sup> September to 30<sup>th</sup> September are as follows:

- The following amendments will have appeared on CWA from 30<sup>th</sup> September 2013: -
  - **Delivery Location Field** – A new field named Delivery Location will appear in Welfare Benefits Cases however this does not need to be completed for any Welfare Benefits with a case start date prior to 1<sup>st</sup> April 2013 or in Exceptional Case Matters.
  - **Type of Advice Field** - A new field named Type of Advice will appear in Welfare Benefits Cases however this does not need to be completed for any Welfare Benefits with a case start date prior to 1<sup>st</sup> April 2013 or in Exceptional Case Matters.
  - **Delivery Location Field (New Matter Starts)** - A column named Delivery Location will appear when entering New Matter Starts. This column is only relevant for new Welfare Benefits New Matter Starts.
  - **Welfare Benefits Matter Type Codes** – New matter codes are available for new Welfare Benefits contract holders. These should not be utilised for any cases with a case start date prior to 1<sup>st</sup> April 2013.
  - **Immigration AP/PA Codes** – Several previously end dated Immigration AP/PA codes are now available again.

## 2 – QUICK GUIDE

It is essential you are aware of these changes as they may impact on reporting your claims.

The following table provides an overview of the changes to CWA. The impact column recommends when you should implement these changes to your reporting:

#	Area of change	Detail	Impact
1	<b>Delivery Location Field</b>	A new mandatory field will appear when entering new Welfare Benefits Matters. The field allows for a specific location to be entered. This does not need to be completed for any Welfare Benefits with a case start date prior to 1 <sup>st</sup> April 2013 or in Exceptional Case Matters.	<b>Impacts New Welfare Benefits Matters</b>
2	<b>Type of Advice Field</b>	A new mandatory field will appear when entering new Welfare Benefits Matters. The field allows for a type of advice to be selected. This does not need to be completed for any Welfare Benefits cases dated prior to 1 <sup>st</sup> April 2013 or in Exceptional Case Matters.	<b>Impacts New Welfare Benefits Matters</b>
3	<b>Delivery Location Field (New Matter Starts)</b>	A new column will appear on the New Matter Starts Screen. This column is only relevant for new Welfare Benefits New Matter Starts.	<b>Impacts New Welfare Benefits Matters</b>
4	<b>Welfare Benefits Matter Type Codes</b>	Two new matter type codes will be made available for new Welfare Benefits matters. Matter Type 1 Code <b>WBUC</b> and Matter Type Two Code <b>WBHC</b> . These should not be utilised for any cases dated prior to 1 <sup>st</sup> April 2013. Please see detailed guidance 3.4 below for further details.	<b>Impacts New Welfare Benefits Matters</b>
5	<b>Immigration AP/PA Codes</b>	Several previously end dated Immigration AP/PA codes are now available again. Please see Detailed Guidance 3.5 below for more information.	<b>Impacts Immigration Matters and will be active from 1<sup>st</sup> October 2013</b>

# 3 - DETAILED GUIDANCE

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

## 3.1 & 3.2 Delivery Location and Type of Advice Fields

The screenshot shows a web form for 'Case Information'. At the top, 'Matter Type' is set to 'WBUC:WOTH' and 'Universal Credit:Other' is selected. The 'Case Information' section includes various fields for case details. Two fields are highlighted with red boxes: 'Delivery Location' and 'Type of Advice'. 'Type of Advice' is currently set to 'Remote'. At the bottom right, there are 'Clear', 'Cancel', and 'Save' buttons.

Two new fields will be introduced that will only appear when entering Welfare Benefits matters.

## 3.3 Delivery Location Field (New Matter Starts)

Summary						
Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs		
1	£ 0.00	£ 120.00	£ 0.00	£ 120.00		
Total Submission Value: £ 310.36						
New Matter Starts						
Category	Schedule Reference	Procurement Area	Access Point	Delivery Location	Matter Starts	
Welfare Benefits	WB/15	North	North West	Manchester	5	
Residual(Miscellaneous)	WB/15	Tolerance	Tolerance		10	
Actions Against the Police/Public Body		Transferred Case	Transferred Case		0	
Clinical Negligence		Transferred Case	Transferred Case		0	
Community Care		Transferred Case	Transferred Case		0	

A new column named Delivery Location will be visible when viewing or entering New Matter Starts.

## 3.4 Welfare Benefits Matter Type Codes

Two new Matter Type Codes are available for cases started on or after 1<sup>st</sup> November 2013: -

1. Matter Type 2 Code WBHC: Onward Council Tax Reduction Scheme Appeals to the High Court (Classification 'In Scope New')
2. Matter Type 1 Code WBUC: Universal Credit (Classification 'In Scope New')

### 3.5 Immigration AP/PA Codes

The following AP/PA codes are now again available for use: -

<u>AP</u>	<u>AP Code</u>	<u>PA</u>	<u>PA Code</u>	<u>Start Date</u>
London	AP00137	London and South East England	PA00136	15/11/2010
South Staffordshire, Sandwell and Birmingham	AP00148	Midlands and East of England	PA00137	15/11/2010
Coventry	AP00149	Midlands and East of England	PA00137	15/11/2010
City of Stoke-on-Trent	AP00150	Midlands and East of England	PA00137	15/11/2010

## 4 - FURTHER INFORMATION

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

**Contract Manager** – For all contractual queries including:

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

**Claim Amendments Team** – [PA-ClaimAmend@legalaid.gsi.gov.uk](mailto:PA-ClaimAmend@legalaid.gsi.gov.uk)

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

**Reconciliation Team** – [reconciliation@legalaid.gsi.gov.uk](mailto:reconciliation@legalaid.gsi.gov.uk)

- When will I be paid and how much?

**LAA Online Support Team** – [online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk)

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