



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

This document summarises the key Mediation reporting changes implemented on 21st, 23rd March 2015 and 28th, 29th June 2015.

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

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1 - SUMMARY

The key changes that have been introduced are as follows:

- **Mediation Submissions in CWA** – Mediation submissions can now be entered on to CWA.
- **Mediation New Matter Starts** – Mediation new matter starts can now be recorded on CWA.
- **Schedule Reference Number** – A new schedule reference number will be available for Mediation matters.
- **New Bulkload Spreadsheet** – A new version of the Bulkload Spreadsheet (v1.17) was released on 25th March 2015.
- **Financial Statement Summary** – This includes summary of Mediation financial information for the whole organisation along with any existing crime/civil financial information.
- **Family Mediation Financial Statement** – The Family Mediation Financial Statement contains a separate statement for each office in your organisation. Each statement displays the current financial position for that office, showing monthly submissions balanced against the monthly payments, adjustments and cheques received. (Released on 29th June 2015).
- **Activity Management Reports** – These reports have been created to help you locate and analyse the outcome data that your organisation has submitted through CWA. There are 2 specific reports for Mediation; “Outcomes Post Submission” and “Post Submission Non-Assessed Outcome changes”. (Released on 30th June 2015).

2 – QUICK GUIDE

The following table provides an overview of the changes to CWA. The impact column recommends when you should implement these changes to your reporting. It is essential you are aware of these changes as they may impact on reporting your claims.

#	Area of change	Detail	Impact
1	Mediation Submissions in CWA	Mediation outcomes can now be submitted to CWA. Further details are provided below.	Impacts All Mediation Matters
2	Mediation New Matter Starts	Mediation new matter starts can now be reported in CWA. Further details are provided below.	Impacts All Mediation Matters
3	Schedule Reference Number	For the March 2015 Mediation submission a new schedule reference has been created. - 'Office Account Number/MEDI2010/NN' e.g. 1A123A/MEDI2010/14 2010 refers to the year of the contract and 'NN' refers to the year of the schedule.	Impacts All Mediation Matters
4	New Bulkload Spreadsheet	A new version of the Bulkload Spreadsheet (v1.17) was released on 25 th March 2015. This new version can be used immediately and can be used to report Crime, Civil and Mediation matters.	March 2015 Submissions onwards
5	Financial Statement Summary	The existing financial statement summary has been up dated to include a summary of Family Mediation financial information for the whole organisation along with any existing crime/civil financial information.	N/A
6	Family Mediation Financial Statement	A new Financial Statement is available for Mediation Providers which contains a separate statement for each office in your organisation. (Released on 29th June 2015).	N/A
7	Activity Management Reports	There are 2 specific reports for Mediation; "Outcomes Post Submission" and "Post Submission Non-Assessed Outcome changes" which are available in CWA. (Released on 30th June 2015).	N/A

3 - DETAILED GUIDANCE

This section provides detailed guidance on the changes. For a comprehensive guide to reporting please see the [CWA Codes Guidance](#) found on GOV.UK website.

3.1 Mediation Submissions in CWA

A release into CWA will now make it possible for mediation providers to enter mediation submissions. The deadline for electronic submissions is the 10th of the month. For example, you must submit your March submission by 10th April.

A range of detailed and quick guides are available to assist you with the use of CWA. These Guides are available here: -

Quick Guides - www.gov.uk/government/publications/cwa-quick-guides

Detailed Guides - www.gov.uk/government/publications/cwa-detailed-user-guides

Management information online - www.gov.uk/legal-aid-management-information-online

The new mediation outcome screen will look similar to below: -

The screenshot shows a web form titled "Mediation - All Issues Sole". At the top, there is a "Work Type" dropdown menu set to "MEDI.MDAS" and a "UFN" field. Below this is a "Case Information" section with various input fields for case details. To the right of the Case Information is an "Outcome Details" section with more input fields and dropdown menus. At the bottom right, there are buttons for "Printable Page", "Clear", "Cancel", and "Save".

Field	Value
Work Type	MEDI.MDAS
UFN	
Schedule Reference	/MEDI/2010/14
Case Reference Number	008
Case Start Date	23-Mar-2015
Claim Id	008
Client Forename	TRAINING
Client Surname	USER
Client Date of Birth	05-Feb-1980
UCN	05021980/T/USER
Gender	M-Male
Ethnicity	99-Unknown
Disability	UKN-Unknown
Client Postcode	NE1 5DW
Client Legally Aided	Yes
2nd Client Forename	TRAINING
2nd Client Surname	USER 2
2nd Client Date of Birth	17-May-1979
2nd Client UCN	17051979/T/USER
2nd Client Gender	F-Female
2nd Client Ethnicity	99-Unknown
2nd Client Disability	UKN-Unknown
2nd Client Postcode	NE90 6MH
2nd Client Legally Aided	Yes
Unique Case Id	010315/011
Outreach Code	000
Referral Code	09 - Other
Outcome Code	S - Mediation successful - agreed proposal reached
Number of Mediation Sessions	5
Mediation Time	150
VAT Indicator	Yes
Disbursements excluding VAT	50.00
Disbursements VAT Amount	10.00
Work Concluded Date	25-Mar-2015

A brief Description of the some new fields is provided below please see [Guidance For Reporting Work under the Family Mediation Contract](#) for detailed descriptions: -

Work Type

There are 9 new work type combinations to choose from.

Work Type	Short Code
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

The work type selected will dictate which fields in CWA require completion.

Case Reference Number

Your organisation's unique case reference number/ID.

Claim ID

A unique 3-digit number per office per day which when combined with the case start date will uniquely identify an individual claim/outcome for the office.

Unique Client Number (UCN)

Made up of Client'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

Client Legally Aided

Where two sets of client details have been entered as part of the same claim at least one of the clients must be legally aided.

2nd Client Details

Two sets of client details must be entered in all MEDI matters as well as in ASSM:ASST. In all other matters a second set of client details is not mandatory.

Unique Case ID

Unique Case ID must be recorded in the format (ddmmyy/nnn) e.g. 010107/004

The case start date and case ID of the first attendance. Where there is more than one claim for a particular case e.g. two assessment meeting claims or a claim for mediation as well as an assessment meeting, this will enable the LAA to link together all claims relating to the case.

Outreach Code

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.

If the meeting(s) are taking place at your main office you should fill in 000 (zero).

Referral Code

A two digit number between 02 and 11 the source of referral must be completed for both assessment meetings and mediations.

Outcome Code

This field is not applicable to assessment meetings.

Outcome	Code
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

The number of mediation sessions attended. This field is not applicable to assessment meetings.

Mediation Time

The total time in minutes spent on the case. This field is not applicable to assessment meetings.

3.2 Mediation New Matter Starts

After completing your monthly claim details you will then be required to complete the details of the mediations started in the submission month. 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.

Summary

Number of Outcomes	Total Reported Profit Costs	Total Reported Disbursement Costs	Total Reported Counsel Costs	Total Reported Costs
15	£ 0.00	£ 1,800.00	£ 0.00	£ 1,800.00

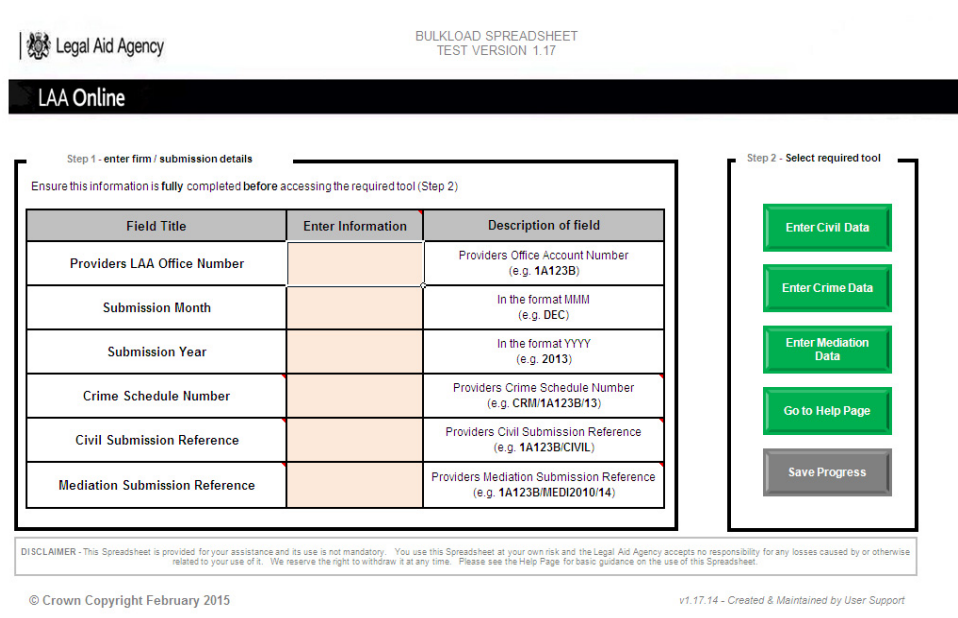
Total Submission Value: £ 6,304.40

New Matter Starts

Mediation Type	Matter Starts
Mediation - All Issues Co	0
Mediation - All Issues Sole	0
Mediation - Child Only Co	0
Mediation - Child Only Sole	0

3.3 New Bulkload Spreadsheet

Version 1.17 of the bulkload spreadsheet was released on 25th March 2015. The bulkload spreadsheet has previously been used by providers to upload multiple civil and crime outcomes to CWA however this version has been adapted and now includes a new section which enables entry of Mediation data.



New matter starts for Mediation matters can also be reported using the bulkload spreadsheet tool.

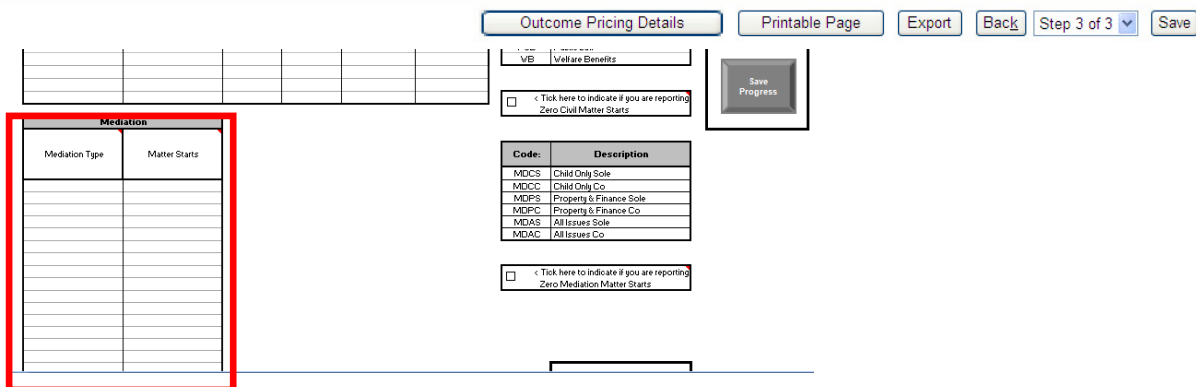
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Total Submission Value: £ 6,304.40

New Matter Starts

Mediation Type		Ma
Mediation - All Issues Co		
Mediation - All Issues Sole		
Mediation - Child Only Co		
Mediation - Child Only Sole		
Mediation - Property & Finance Co		
Mediation - Property & Finance Sole		
Recalculate		Total



You can download the new version of the bulkload spreadsheet here www.gov.uk/submit-a-contracted-work-and-administration-cwa-claim-online. Guidance on how to use the bulkload spreadsheet is available

in the same location.

4 - FURTHER INFORMATION

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

Contract Manager – For all contractual queries including:

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

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

- I have made an error in my submission and I need it corrected post submission
- www.gov.uk/submit-a-contracted-work-and-administration-cwa-claim-online#amendments-to-submitted-claims

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

- When will I be paid and how much?

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

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