

Civil news: CWA codes updated after telephone gateway's removal

News story

We have updated our Controlled Work and Administration (CWA) codes guidance following removal of the mandatory telephone gateway.



New CWA reporting guidance is available now that the telephone gateway is no longer mandatory for clients seeking advice about education, discrimination and debt.

Clients are now able to choose between remote and face-to-face advice following the removal of the telephone gateway on 15 May 2020.

We have been updating our systems, forms and guidance to reflect this change. The new reporting guidance is part of this work.

Providers will now be able to submit a debt matter on CWA without providing information to show how the case meets the gateway rules. This applies to all cases opened on or after 15 May 2020.

Further information

[CWA codes guidance](#) – to download ‘Guidance for reporting controlled work July 2020’

[Mandatory telephone gateway phased out](#) – news story on 15 May 2020

[Controlled work application forms](#)

[Civil Legal Advice \(CLA\)](#) – for clients who want remote advice

Published 21 July 2020