

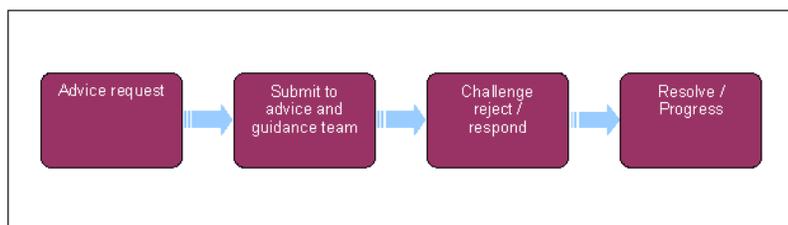


Advice And Guidance - Create Request

This procedure shows you how to create an advice request. Advice requests are service requests (SR) sent to a specific team to resolve case specific issues that cannot be resolved by consulting business procedures, policy, law and decision makers guidance (PLDMG) and/or team leaders.

The primary aim of the advice function is to provide guidance to operational team leaders/caseworkers. The advice team is referred to as the advice and guidance team (A&G). Requests are created by operational team leaders and by caseworkers who have received approval from their team leader on an individual basis.

All advice requests will be processed by the A&G team and can be received at any time during the life of a case.



Create advice request

i Before contacting the advice and guidance (A & G) team the caseworker will consult online business procedures, policy, law and decision making guidance and the operational team leader. When all options have been exhausted, A&G can be contacted.

i The special client records team must contact the A & G team via email at the following address **CMG Advice and Guidance 2012** (rather than raising an A & G service request (SR)), ensuring that the question is specific and does not compromise the sensitive client by revealing personal information or unnecessary details.

i If the A&G request is to confirm the outcome of a quality assurance check, the caseworker must record this in the **Notes** field.

i If the query relates directly to an issue with another Government department, the A & G team can contact the Child Maintenance Group (CMG) Service Level Agreement (SLA) team for additional information.

i Where the referral is triggered by a query from the client, a **Manage Inbound Call** Parent SR will need to be created from the inbound call first and then a Child SR raised from this.

- Using the Parent SR linked to the topic/area you require guidance on, select **child SR** tab to create a new SR, recording the values as shown below. From the drop down lists select:
 - **Process = Centre of Excellence**
 - **Area = Advice**
 - **Sub Area = Provide Advice**
- Select the **child SR** number. The **child SR** is displayed and is related to the **original SR** with the following fields pre-populated:
 - Originating SR number
 - Business Process
 - Business Area
 - Business Sub Area
- Within the **child SR**, populate the following fields:
 - **Source = e.g. Client/Caseworker**

- **Team Leader Approval Sought = Y**
- **Topic**
- **Procedures Consulted**
- **Priority Status**
- **Case**

4. A priority request operates with a one working day turnaround where a non priority is five working days. Discuss the priority status with the team leader.

A 24-hour turnaround may be possible for genuinely urgent enquiries.

Exmples of urgent enquiries:

- enquiries received from Court or Appeal Presenting Officers who are in court or at an appeal hearing, or have imminent court due dates and the information is essential to the outcome of the hearing. The court date should be within less than 10 days for civil enforcement enquiries, five days for non-enforcement enquiries
- A parliamentary question that requires a response within 24 hours
- An urgent briefing for Ministers or senior civil servants where it can be shown that an urgent response is needed to meet a deadline
- MP correspondence, Ombudsman and independent case examiner (ICE) request where it can be shown that an urgent response is needed to meet a deadline

5. Set the child SR status to **In Progress** and the sub status to **In Progress**. The system will then generate the activity plan required to complete the advice and guidance request.
6. Select the more tabs dropdown, then the **Notes** tab and create a new note with the **Note Type** as **Query Detail**, record details of the issue being raised in the **Notes** field. Ensure the information recorded is clear and concise.



Record all details of the issue seeking advice from the operational team leader if necessary.

7. Navigate to the **Standard View** within the **More Info** tab.
8. Update the **Advice Status** of the child SR to **Submit Request** and then select the **Submit Request** button. The SR is automatically moved to the A&G team.

Review and complete the SR

9. Once the A&G caseworker has resolved the advice request the SR is returned to the operational team leader and allocated to the caseworker. Go to **My SR** view and open and review the SR Notes.



If the A&G request is rejected the SR is returned to the operational team leader. Requests may be rejected if there is insufficient or incomplete evidence. The operational team leader should discuss the reasons for rejection with the caseworker to determine if there is a need to re-submit the advice request to the A&G team.



If clarification is needed, discuss this with the operations team leader contacting the A&G team for advice if necessary. If the final advice is considered unsatisfactory, following discussion with the operations team leader a challenge response should be raised within three days of receiving the advice response SR.



If the advice request is in response to a challenge the advice provided must be carried out and should not be disregarded.

10. If satisfied with the response, update any incomplete activities as done, update the resolution code as **Advice Accepted**, carry out the guidance and progress the case as usual. Close the SR.

Challenge response



If the decision is made to re-submit the advice request, the team leader must set the SR **Status** back to **In Progress** before adding any notes and resubmitting the request.

11. If not satisfied with the response, discuss the reasons with the team leader. Complete the **Notes** field stating reasons for the challenge and update the **Reason for Challenge** dropdown and update the **Advice Status** to **Challenge Advice**. You then need to select the **Challenge Advice** button. Update the Status of the SR to **Pending Assignment**. The **child SR** is returned to the A&G segment. For more information refer to [Advice And Guidance - Process Request](#).

[2012 System Overview](#)

[Advice and Guidance - Process Request](#)

Work Allocation