



Assurance And Guidance Overview

The purpose of this summary is to provide a high level overview of the quality and guidance topic which complements the more detailed procedures. These include advice and guidance, assurance and coaching and Member of Parliament (MP) contact.

The procedures are carried out by the caseworkers who own the case at the time, or caseworkers within the Freedom of Information (FOI) Act team, Advice and Guidance (A&G), Quality and Assurance (Q&A), the Government relations unit and also parliamentary caseworkers. Carrying out these procedures ensures that good practice is achieved through checking, to meet legal requirements and to offer additional guidance and support to caseworkers.

A&G are a team who support operational teams by providing solutions to case specific issues that cannot be resolved by consulting procedures, law and policy guidance and/or team leaders. Caseworkers will raise a service request (SR) for the issue, which will then be sent to the A&G team who will respond to the query raised. Caseworkers within the special client records team will contact the A&G team via email (rather than by raising an SR) to ensure that the question is specific and does not compromise the sensitive client by revealing personal information or unnecessary details.

Assurance is carried out by Q&A on random selected and targeted business decisions, SRs and activities associated with a specific case or location. The types of checks to be made are determined by the executive team and senior managers and include cash value accuracy of calculations, quality targets measured in line with the use of procedures and client handling through use of voice recording checks. Following the checking period the Q&A caseworkers will provide feedback and will advise of any corrective actions required. Operational team leaders will need to consider any specific coaching needs identified.

The Child Maintenance Group (CMG) has to comply with the FOI Act 2000 which gives any person the right to access information held by a public authority. Anyone can apply to have access to any recorded information held by the CMG. The request must be by letter or email and must contain the full name and postal or email address for response purposes. A request for information can come at any time, the caseworker will refer the customer to the FOI focal point as these requests can only be carried out by the FOI team.

MP contact can be received via regional MP hotlines, written contact or email. The contact may be regarding a general enquiry, a specific case enquiry, a parliamentary question or a complaint on behalf of a constituent. The contact will be validated and then the query should be answered.

For more information on any of these topics refer to related items.

Division replaces Child Maintenance Group (CMG) in Northern Ireland

[Advice And Guidance - Create Request](#)

[Advice And Guidance - Process Request](#)

[Business Control System Checks](#)

[Q&A - Perform Assurance](#)

[Freedom Of Information Requests](#)

[MP Enquiries](#)

[Operational Coaching](#)

[Parliamentary Questions/Ministerial Briefing](#)

[Paper / File / Electronic Media Destruction Process – Overview](#)

[Terminology Changes](#)

[What kind of information can be requested under the FOI act?](#)

All information held by the Child Maintenance Group (CMG) in any form can be requested but any information relating to a living person will be handled in line with the data protection act (DPA) 1998. Requests for information on the deceased will be assessed by the local office under the Department for Work and Pensions duty of confidentiality policy.