

BOM - Segments Summary

This procedure is provided as a background and information only, not as a step by step guide. It will complement other procedures and available training material.

It will provide information on the business operating model (BOM) for the new system detailing the BOM at go live date. You will be provided with information on the following:

- work segments
- case groups
- hierarchy
- how and why cases move between segments.

A fundamental titled CMS Work Management/User Access Overview has been written which may provide more help and information on this subject. You can find it on the fundamentals page [here](#).

This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

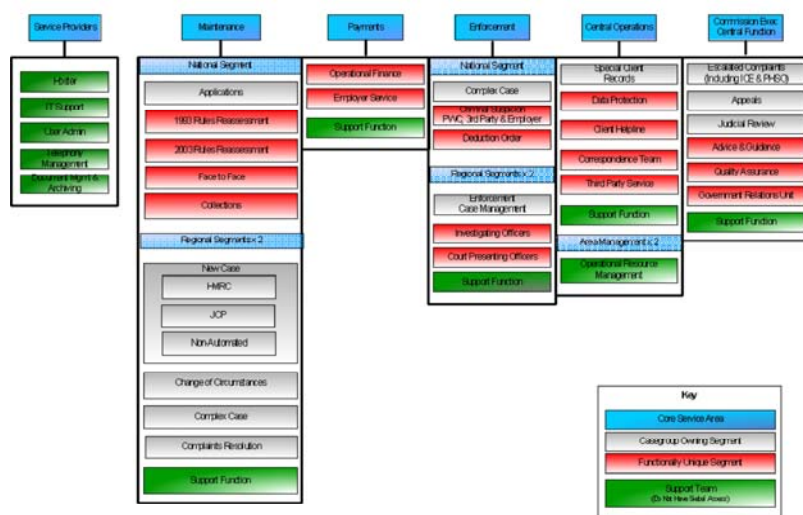
The business operating model (BOM)

The business operating model (BOM) describes how the business is sub divided into different service areas and segments. Each service area is responsible for carrying out business activities relating to either a case group or individual work item.

The screen shot below is an example of how the BOM will look at 2012 scheme. The 2012 scheme differs from the final BOM as there will be fewer areas and segments at the 2012 scheme. As work ramps up and more areas and segments are added the BOM will expand to introduce new segments.

Go live BOM

This is an example of the 2012 scheme BOM



Segments

Service areas are responsible for carrying out business activities that relate to either a case group or individual work item and they are populated by segments. There are two types of segments in the operating model:

- Case owning segment - will have ownership of the case group. When a case group has been allocated to the case owning segment, caseworkers in this segment are responsible for completing all associated work items (work items covers case groups, cases, service requests (SRs) and post) and activities assigned to the case owning segment. The exception to this are segments who action functionally unique SRs i.e. specific maintenance collections segment will receive specific SRs relating to missed payments, but the case group and SRs will remain in the case owning segment.
- Functionally unique segment: Are segments that will complete specialist processes. The teams within these segments are assigned functionally unique SRs to complete.

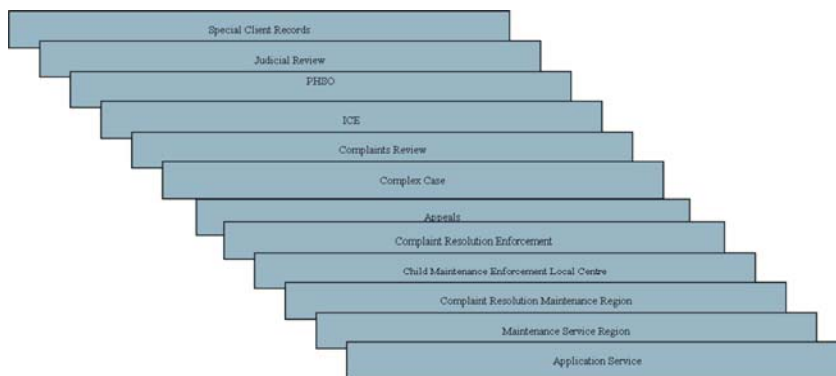
Functionally unique segments do not have case ownership. If a functionally unique SR is created and assigned, the ownership of the case group will still remain with the case owning segment and return to them once the required action has been completed by the functionally unique segment.

Hierarchy

Case groups will be assigned to the segment according to the case group hierarchy. There will be no cross ownership of case groups between segments. A case group will always be allocated to a single case owning segment.

For example, if a case becomes nationally sensitive the case / case group will be assigned to special client records segment who will then be responsible for carrying out all actions necessary for the case and any other cases within the case group.

Hierarchy



Special Client Records – This segment deals with cases that are marked as nationally sensitive. If the sensitive marker is removed the case will automatically move from this segment.

Judicial Review – This segment deals with litigation. The Child Maintenance Group (CMG) can be taken to court at any time for any reason. Once court action has finished the case will automatically move from this segment.

Parliamentary & Health Service Ombudsman (PHSO) – This segment deals with requests sent from PHSO. Once PHSO is satisfied with the action taken on the case it will automatically move from this segment.

Independent Case Examiner (ICE) – This segment deals with requests from ICE. Once ICE is satisfied with the action taken on the case it will automatically move from this segment.

Complaints Review – This segment deals with complaints that have been through the complaint resolution segment and the client is not satisfied by the outcome. The case will automatically move from this segment once the complaint has been resolved.

Appeals – This segment deals with appeals. An appeal will only be accepted once the decision has been refused revision under the dispute process. Once the appeal has been resolved the case will automatically move from this segment.

Complex case – This segment deals with cases that are deemed to be more complicated than would normally be expected. If the complex marker is removed, the case will automatically move from this segment.

Complaint Resolution Enforcement – This segment deals with a complaint that cannot be resolved at case maintenance. If the case cannot be resolved it will move to complaint review. If the complaint is resolved the case will automatically move back to enforcement.

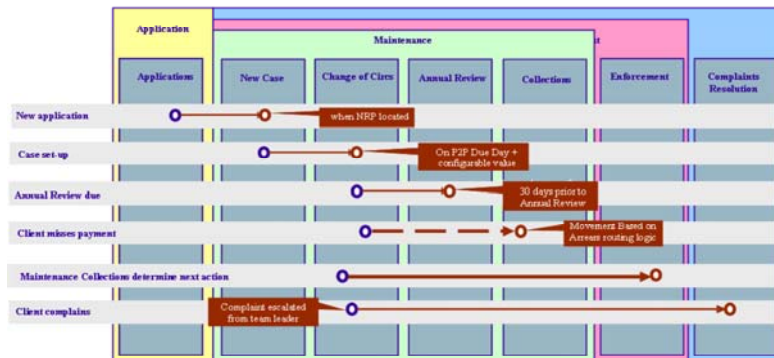
Child Maintenance Enforcement Local Centre – This segment deals with cases where the paying parent is non-compliant. If the paying parent becomes compliant the case will automatically move back to maintenance.

Complaint Resolution maintenance region – This segment deals with complaints that cannot be resolved at case maintenance. If the case cannot be resolved it will move to complaint review. If the complaint is resolved the case will automatically move back to maintenance.

Maintenance service region – This segment deals with change of circumstances, general enquiries, annual reviews etc. on compliant cases.

Application service – This segment deals with new applications and carries out the information gathering and calculations. The case will not return to this segment once it has moved to maintenance.

Common triggers that prompt segment change



Lock assignment flag

The system has the ability to lock a case to stop this moving to another segment while you are working on it by using the 'lock assignment' flag.

This is a box located within set up and assignment details within case view, and is only available when you are in the master case. By selecting this option the case group will be locked, preventing the work allocation from triggering on the case group. This will prevent the case group moving between segments. This should only be used when it is beneficial for the clients/case and not solely for caseworkers to retain ownership of a case, for example if an order for sale is in progress by enforcement and a complaint is received. It is beneficial that the case is retained by enforcement until the order for sale is finalised and the case should be retained until all of the action has been completed. The caseworker will receive incoming post and calls and can act accordingly to resolve the complaint. The lock assignment flag can then be removed and the case will move to complaint resolution/complaint resolution enforcement. Lock assignment flags will be monitored by managers.



The only exception to this is if the 'national sensitive' flag is checked. This will override the allocation rules and the case group will be assigned to the special client records team.

Once you have finished all required actions, you will de-select this option. If there are tasks that have been generated the system will move the case, if required, to the correct segment.

Caseworker returning case groups to the segment

When there are no outstanding work items, you will select the **Return To Segment** button, located on the **Set Up and Assignment Details** screen. This will clear the case from your case list and return it to the correct segment. If there are any open activities, the system will not allow this action. A team leader can return case groups to the segment regardless of outstanding work items.

The screenshot shows the 'Master Cases' view in the system. A table lists case groups with columns for Master Case N., Title, Last Name, First Name, Middle Name, Status, Team, and Pending Work/Item Error Status. Below the table, there are sections for 'Summary Master Case' and 'Set up 6 Assignment Details'.

Master Case view – displays a view to the Casegroups assigned to the Caseworker /

Return to Segment
Caseworker have the ability to return a Casegroup to the Segment when there are no open work items outstanding. Should there be any open activities; the system should prevent the movement of the Casegroup.

Lock Assignment Flag
The system also has a 'lock assignment' flag. When the lock assignment flag is checked, it will prevent the Work Allocation from triggering on the Casegroup i.e. prevents the movement between Segments. Exception, if the 'National Sensitive' flag is checked override flag will be over ruled. The case group will be assigned to Special Client Records.

[BOM Overview](#)

[Work Allocation](#)

[Work Management](#)