



## Correspondence - Transfer Between Schemes

This procedure details the actions that need to be taken to pass correspondence items between child maintenance schemes eg the 2012 scheme and 1993/2003 scheme.

There are several scenarios in which correspondence may need to be passed between schemes, correspondence may be received for one scheme in error that is meant for the other or correspondence may be required by both schemes eg in a transition case where a client exists on both schemes.

This procedure details the action that should be taken by the 2012 scheme caseworkers/unassociated mail handling team when they identify that a piece of correspondence should have been sent to or is also required by 1993/2003 scheme caseworkers. The procedure summarises the actions that the 1993/2003 scheme caseworker/CMG CRT SPOC take if they identify that a piece of correspondence is also required by the 2012 scheme. It also details the actions to take when it is identified that the original correspondence item is required by 1993/2003 scheme.

Templates have been produced to cover each scenario and should always accompany the document during transfer.

### 2012 scheme caseworker receives correspondence to be transferred to or shared with 1993/2003 scheme

#### 2012 scheme caseworker

1. When you have identified that a piece of correspondence you have received belongs to or should be shared with the 1993/2003 scheme, you will need to contact the unassociated mail handling team by email to **CM 2012 Scheme Unassociated Mail Handling Team** to perform a 1993/2003 system lookup.

#### Unassociated mail handling team

2. When you receive a request from a caseworker for a 1993/2003 scheme look up you will need to check each system to locate the client.
3. Take note of the request for assessment (RFA) number, owning caseworker and the owning Child Maintenance Group (CMG) CSAC location number.
4. Email this information to the 2012 scheme caseworker and save the email in a saved folder.

#### 2012 scheme caseworker

5. Once you receive the requested information from the unassociated mail handling team, call the 1993/2003 scheme caseworker to determine if the original document is required.
6. If the original document is not required, highlight the PDF document and copy and paste this into a word document to be forwarded by email. Complete CMSF5557, attach a copy of the template to the email and email them to the owning caseworker's local CMG CRT SPOC inbox. Refer to **step 35**.
7. When the original is required, request this from the scanning provider. For more information refer to [Correspondence \(Inbound\) Request Originals/Rescan](#).
8. If the original document is not available, inform the 1993/2003 scheme caseworker of this and complete **step 6**.
9. If the original document is available complete CMSF5562, attach this to the original document and send this to the CMG CRT SPOC by courier who will send this to the 1993/2003 scheme caseworker.

### Unassociated mail handling team receives document to be transferred to the 1993/2003 scheme

#### Correspondence does not contain RFA or NINO

10. Perform a search on CIS for a NINO if there is enough information on the document (name, address, date of birth). If a NINO is found, go to **step 11**, if a NINO is not found mark the correspondence as unassociated. For more information refer to [Correspondence \(Inbound\) - Unlinked](#).

#### Correspondence does contain an RFA or NINO

11. Look on all systems to check if there is a 1993/2003 scheme case.

#### No trace on 1993/2003 systems

12. If a match cannot be found on 1993/2003 system mark the correspondence as unassociated. For more information refer to [Correspondence \(Inbound\) - Unlinked](#).

#### Case found on 1993/2003 systems

13. Take note of the RFA number, owning caseworker and the owning Child Maintenance Group (CMG) CSAC location number.
14. Highlight the required PDF document and copy and paste this into a word document to be forwarded by email. Complete CMSF5557, attach a copy of the template to the email and email them to the owning caseworker's local CMG CRT SPOC inbox. Refer to **step 35**.

15. Request the original document from the scanning provider. For more information refer to [Correspondence \(Inbound\) Request Originals/Rescan](#).
16. If the original document is not available, complete **step 14**.
17. If the original document is available, once you receive this complete CMSF5562, attach this to the original document and send this to the CMG CRT SPOC by courier who will send this to the 1993/2003 scheme caseworker.

### **1993/2003 scheme caseworker receives correspondence to be transferred to or shared with 2012 scheme**

18. The 1993/2003 scheme caseworker will send a copy of the correspondence to the CMG CRT SPOC. The CMG CRT SPOC will send this to the scanning provider along with CMSF5558 to be scanned into the system and will attach CMSF5555 to the original item for 1993/2003 storage.

### **CMG CRT SPOC receives correspondence to be transferred to or shared with 2012 scheme**

19. The CMG CRT SPOC will send a copy of the correspondence to the scanning provider along with CMSF5556 to be scanned into the system and will attach CMSF5555 to the original item for 1993/2003 storage.

### **2012 scheme caseworker identifies that correspondence is required and is held by 1993/2003 scheme**

#### **2012 scheme caseworker**

20. When you identify that you require an original or copy of a document held by 1993/2003 scheme. Email the unassociated mail handling team (CM 2012 Scheme Unassociated Mail Handling Team) to perform a 1993/2003 system look-up.

#### **Unassociated mail handling team**

21. When you receive a request from a caseworker for a 1993/2003 scheme look up you will need to check each system to locate the client.
22. Take note of the RFA number, owning caseworker and the owning Child Maintenance Group (CMG) CSAC location number.
23. Email this information to the 2012 scheme caseworker and save the email in a saved folder.

#### **2012 scheme caseworker**

24. Once you receive the requested information from the unassociated mail handling team, complete CMSF5559 and email this to the owning caseworker's local CMG CRT SPOC inbox. Refer to **step 35**.
25. The CMG CRT SPOC will locate the correspondence and send this to the scanning provider along with CMSF5558 to be scanned into the system.

### **1993/2003 scheme caseworker identifies that correspondence is required and is held by 2012 scheme**

#### **Unassociated mail handling team**



When the 1993/2003 scheme caseworker requires correspondence held by 2012 scheme, they will complete CMSF55560 to the unassociated mail handling team.

26. If the original document is required, request this from the scanning provider. For more information refer to [Correspondence \(Inbound\) Request Originals/Rescan](#).
27. If the original document is available, go to **step 29**.
28. When the original document is not required or is unavailable, highlight the PDF document and copy and paste this into a word document.
29. Complete CMSF5561 and attach this to the document and send this to the requesting caseworker's CMG CRT SPOC by courier, who will send this to the 1993/2003 scheme caseworker.

### **Document sent from 1993/2003 Special client records team to the 2012 Special client records team**



The 1993/2003 scheme Special client records caseworker will send a Manual Financial Transition Template (MFTT) by '24 hours secure track and trace' courier to the 2012 Special client records team and the Banking and accounting team.

#### **2012 SCR team**

30. Once received, you must securely store the MFTT template in a secure lockable cabinet.
31. Once the finance has been entered onto the 2012 system, if you require any hard copies of the MFTT these should be retained in a secure lockable cabinet, otherwise the MFTT should be destroyed.

### Banking and Accounting Team

32. Once you receive the MFTT, you will then contact the 2012 SCR team SPOC to enter the balances into the 2012 system (you should only be liaising with the case reference details only).
33. Reconcile the MFTT balance entered onto the 2012 system via the agreed transition reconciliation process.
34. You must retain a hard copy of the MFTT received via the courier for National Audit Office (NAO) purposes.

### CRT Inboxes

35. When contacting CRT via email, use the following inbox for each local area:
  - **South West** - CSA SW CRT Cross Scheme SPOC
  - **Midlands** - CSA M CRT Cross Scheme
  - **South East** - CSA SE CRT Cross Scheme
  - **Northern** - CSA Northern CRT Cross Scheme
  - **North West** - CSA NW CRT Cross Scheme

### Templates

36. You will need to use one of the following templates when you are forwarding or requesting a document. The details of when each template should be used are detailed in the table below.

Template Name	Context
<b>CMSF5554</b>	To be attached to documents that have been received at 1993/2003 scheme and have been identified as the 2012 scheme. They will be sent to the third party scanning provider to be scanned onto the system.
<b>CMSF5555</b>	For written contact received at 1993/2003 scheme that is for both schemes. This template will be attached to original document to identify to 1993/2003 scheme that a copy has been sent to the 2012 scheme.
<b>CMSF5556</b>	To be completed when contact is received at 1993/2003 and is identified for both schemes. This will be attached to the copy of the document set to be sent to the 2012 scheme to be scanned onto the system.
<b>CMSF5560</b>	Email template to be attached to correspondence that needs to be transferred from the 2012 scheme to 1993/2003.
<b>CMSF5558</b>	Template for correspondence to be attached to original/copied documents to be transferred from the 1993/2003 scheme to 2012.
<b>CMSF5559</b>	Email template to be used when you request an original or copy of document held by 1993/2003 to be sent to the 2012 scheme.
<b>CMSF5557</b>	Email template to be used when you request a copy or original document held by the 2012 scheme to 1993/2003.
<b>CMSF5561</b>	A paper template to be used to attached to copy/original document that have been requested by a 1993/2003 caseworker.
<b>CMSF5562</b>	A paper template to be attached to original correspondence that needs to be transferred from the 2012 scheme to 1993/2003.



To access the forms listed in this table select the following link:

<http://intranet.link2.gpn.gov.uk/1/csa/btools/forms/2012-scheme/forms/index.asp>

#### NI Exceptions

Replace email address **CSA SW CRT Cross Scheme SPOC** with **CMS NI CRT** for NICMS.

#### Related Items

[Correspondence \(Inbound\) - Request Originals/Rescan](#)

[Correspondence \(Inbound\) - Unlinked](#)