



Exceptional Case - Letters (Outbound)

The purpose of this summary is to provide exceptional case handling (ECH) caseworkers with guidance on how to create, issue and store outbound letters. The available clerical letter templates you will need can be accessed via the child maintenance group (CMG) homepage. Select the **Operational Resources** dropdown menu, then select **Forms, letters and leaflets** to access the letters homepage. From the menu toolbar on the left hand side select **2012 Scheme letters and Leaflets**.

You can search for specific letters and/or leaflets by using the **Search This Section** facility - enter the letter or leaflet number in the search box. For help and guidance with some of the more complex letters (e.g. calculation letters) select the **Interactive Forms & Letters Guide** located on the left hand side toolbar. By selecting **Letters** you can search for letter templates via business process e.g. Applications, Arrears, Calculation. A column indicating letter titles e.g. CMSF2000, a column showing a brief description of each letter and a column showing what enclosures are needed will be contained within each business process.

Open the letter you need by selecting the hyperlink. Before editing the letter, you will firstly need to e-mail the template to the Small Systems team so that it can be adapted for ECH purposes (e.g. so that it contains an ECH team telephone number and address). The Small Systems team e-mail address is **BUSINESS.TOOLS@DWP.GSI.GOV.UK**. Once the template has been returned to you, it is ready for editing.

Edit letter template

Select **Enable Macros** when prompted. Ensure that you enter in the ECH reference number in any **Your reference Number** fields. Enter the relevant information in the text fields using details from the ECH information gathering tool (e.g. the client's name and full address, ensuring that each line of the address starts with a capital letter). A client's language preference and any special requirements that would require the letter to be in an alternative format e.g. braille can be located in the **Applicant Information** section. For further guidance on alternative formats, refer to **Letters (Outbound) - Alternative Formats**. Use all of the ECH tools available to you where necessary i.e. the **Calculation Tool** and **Application Tool**.

The letter templates contain optional paragraphs which can be selected via drop downs - the drop down fields are either contained within the letter, or can be accessed by selecting a line of text which will allow access to a toolbar located in the top left hand corner of the screen (e.g. the FT0004 states **Click here and use Toolbar FT0004 above to select letter text**). Explanation paragraphs will auto-populate whenever you select a scenario from the drop down lists e.g. when selecting **Paying Parent Not Habitually Resident** in the CMSL0070, several paragraphs explaining this scenario will automatically be generated.

Some letters will also contain free text fields for you to enter your required information. When adding free text, press enter once you have inserted all your text, this will ensure that the letter spacing remains accurate. Once you have completed the letter, pass it to your team leader for checking. You will then need to pass it on to the correspondence assurance team (CA team) for assurance:

- Enter the letter details into the C1 Micro Management data capture tool, which will be available as an icon on your desktop
- Print out the letter and check that it is correct. Save a copy of the letter in the relevant client folder within the ECH shared drive
- Place the letter in an envelope together with any inserts/factsheets that need to accompany the letter, which can be identified by checking the letters homepage
- Pass the envelope, unsealed, to the CA team who will assure, seal and dispatch the letter

The CA team will then:

- Check the content and format of the letter
- Discuss any discrepancies with you, which will either result in a new letter being produced or confirmation that the supplied letter is correct (you will need to save any amended version of the letter in the ECH shared drive (replacing the previous incorrect version))
- Check that the correct inserts/factsheets have been included
- Despatch the letter to the client
- Update the C1 Micro Management data capture tool record for this letter

Welsh letter versions

If a client requests a Welsh Language letter version, check that Welsh is set in the preferred language field. If it is, send letters in both Welsh and English. If it isn't, check the clients postcode Check that the client's postcode is within a Welsh postal district (All CF, NP1 - 44, SA1 - 73, All LL, SY15 - 25 and CH5 - 8). If it is, check to see if the letter is editable. If it is editable, send the letter in English only. If it is non-editable, send letters in both Welsh and English. If the clients postcode is not within a Welsh postal district, send the letter in English only.

Where you have identified that a Welsh letter is appropriate, check the enclosures section against the letter on the 2012 scheme letters and leaflets intranet page. If the enclosures state **Welsh Version - Yes** then send both a Welsh and English version of the letter will need to be issued, regardless of whether the client has requested Welsh correspondence or not. If the postcode is in Wales follow the steps:

- Enter the letter details (CMSL number) into the C1 Micro Management data capture tool ensuring that the Welsh Language version required option button is selected as Yes.
- Print the letter and check it is accurate. Save a copy of the letter in the relevant client folder within the ECH shared drive
- Pass the letter to the CA team who assure the letter

The CA team will then:

- Check the content and format of the letter

- Discuss any discrepancies with you, which will either result in a new letter being produced or confirmation that the supplied letter is correct (you will need to save any amended version of the letter in the ECH shared drive (replacing the previous incorrect version))
- Return the assured letter template to you

Once returned, e-mail a copy of the letter to the Welsh language unit **CSA Birkenhead ACP**, enter **Welsh translation request** in the subject line. Once the translation is completed and quality assured, the letter template is returned containing both the English and Welsh language versions. Confirm:

- The English version is the correct letter template and that the Welsh version has the same recipient and reference details
- Save the Welsh version and the English version in the ECH shared folder
- Place the letter template in an envelope together with any inserts/factsheets that need to accompany the letter, including the Welsh versions

The CA team will then check that the correct inserts/factsheets have been included, and issue the letters, if correct, by first class post. The CA team will also update the C1 Micro Management data capture tool record for this letter.



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.

Edit this page to modify your web part content.

[Customer Materials](#)

ECH Information Gathering Tool