



Non Standard Case - Process

A non standard case is one which is deemed to be more complicated than would normally be expected, and is forwarded to a specialist case team to be progressed. If the case is referred from an enforcement team it will be routed to the specialist case team within enforcement.

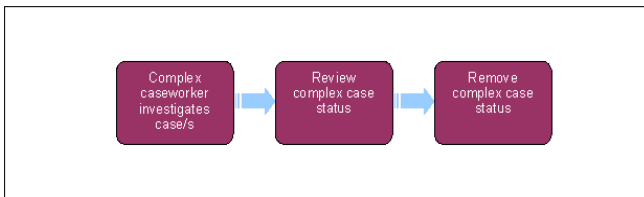
A paying parent's cases are arranged into a master case group. A receiving parent with multiple cases will therefore be linked to more than one master case group. The aim of this process is to investigate and progress the non standard case group.

If any receiving parent in the master case group has linked cases they may also need to be marked as non standard, at the discretion of the complex caseworker. The complex caseworker then progresses the cases as normal and will refer them back to the originating area of the business once the complex issues have been resolved.

On removal of the non standard case status from the master case (or any other linked cases marked as non standard because of the master) the whole case group will be returned to normal work allocation.

This will also allow automatic outbound client contact and letters to be issued by the system if these had previously been inhibited and allow the cases to return to normal work allocation.

For more information refer to the Policy, Law and Decision Making Guidance. 



When speaking to clients always use the new terminology - for more information refer to the [Terminology Changes](#).




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.

Complex caseworker investigates case/s



Cases that meet the criteria of exceptional case handling are moved to the non standard case segment for storing whilst a fix is put in place and the case is loaded back onto the system. For more information refer to [Exceptional Case Handling - Overview](#).

1. On receiving the master case group you will decide if any receiving parent within the case group has any other associated cases that may also need to be marked as non standard. If so you will navigate to the **Contacts** screen, then to **All Contacts** view and check the availability of the relevant case/s. If the case is available you will then update the **Special Case** field to **Y** and add a brief reason in **Special Cases/Removal Reason** field. The system will prompt you for an entry in this field if one is not added. Once you have done this the system will then mark the master case in this case group as **Special** and all other case/s within the case group as **Linked To A Special Case**.
2.  In some circumstances linked receiving parent case/s may not be available due to being held in a different geographical area (Cases are held in one of two geographical areas; Great Britain or Northern Ireland). Use the Intranet directory to find details of specialist case teams and complex case workers within the relevant area. Contact the relevant team to advise them of the non standard case status. They will then mark the master case group as special and progress the case locally. Ownership of the master case group initially referred will remain with the originating complex caseworker.
3. After examining the case/s, you will also decide if letters should be suppressed. For more information refer to [Outbound Contact - Suppress](#).
4. You will progress any complex cases and associated cases that fall into your area, following normal case processing, until the complex issues are resolved and the case is ready to return to the originating area of the business.

Review non standard case status

5. If circumstances change during your progression of the case and you consider that non standard case no longer needs to be marked as non standard, update the **Case Status** as detailed in [step 8](#).

Remove non standard case status

6. Once you have completed your actions, select the appropriate case from **My Cases** on the homepage.
7. If **Auto Contact Suppression** is turned **On** then turn this **Off**. For more information refer to [Outbound Contact - Suppress](#).

8. Remove the non standard case status by changing the **Special Case** field to **N**, and select one of the following reasons from the drop down:

- Reason no longer valid
- Threat removed
- System progress available

If this field is left blank you will be prompted to record a reason from the drop down menu.

9. Add any supporting information into the **Notes** field. On removal of non standard case marker the case/s will return to normal work allocation rules.

[Exceptional Case Handling - Overview](#)

[Non Standard Case - Refer](#)

[Outbound Contact - Suppress](#)

[Terminology Changes](#)