



## Specialist Services Support Team

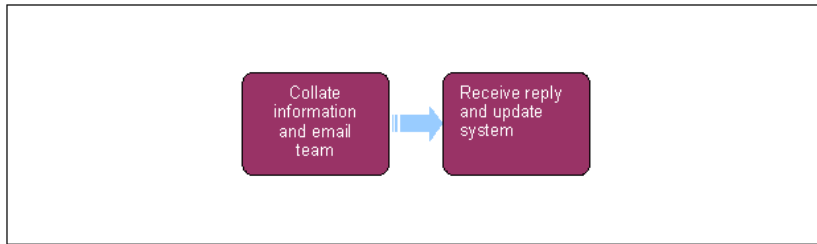
This procedure explains the process to route work to an officer with a visiting role located outside of the 2012 system region.

This will need to be done outside of the 2012 system.

Officers with visiting roles are face to face officers, court presenting officers and investigative officers.



The email inbox for the specialist services support team is;  
2012SCHEME.SOUTHWESTSPECIALISTSERVICESUPPORTTEAM@CHILDMAINTENANCE.GSI.GOV.UK



### Making payment for enforcement actions



Many enforcement actions require an up front payment to be made to the courts. In these cases you will receive an email from the enforcement case manager containing the client's name, SCIN, the court and the amount of the fee. After two days, contact the court to make payment, then email the enforcement case manager to confirm the payment.

### Work Routing for County Court

#### Work Routing for County Court (CC)

Complete these actions where an Enforcement Case Manager (ECM) has requested action through a CC. For more information on completing the SR refer to [Court Presentation - County Court](#).

#### Locate Court Presenting Officer (CPO) and create file

1. You will be allocated a service request (SR) by your case manager.
2. Contact the relevant court presenting team (CPT) and establish who the court presenting officer will be.
3. Create a folder in the relevant CPO Manager Folder. In this folder save screen shots of the SR, any supporting documents and complete the Specialist Service Support Team (SSST) CPO referral form and complete a Potentially Violent (PV) check for the 2012 system. For more information on determining whether a client has a PV recorded against them refer to step 4 of [Contact Summary](#).



Screen shots are only to be used for Criminal Action.

4. Within the SR that you have been allocated, update the **Status** to **In Progress**.
5. Enter the name of the CPO and the hearing date (if known) in the SR **Notes** within the system.

#### Second PV Check, 48 hours before court hearing, payment and contact checks

6. The CPO will email the SSST to request a second PV check on the 2012 system and whether any further payments have been made or any contact received from the paying parent. Email the CPO with this information.



When sending the email, ensure that a read receipt is requested and follow up with a telephone call.

#### Receive outcome from CPO and finish action

7. The CPO will email the outcome to SSST. Update the SR received in **step 1** with the outcome. The outcome will need to be scanned on to the system as a PDF to be linked with the SR. For more information on completing this refer to [Scanning Local](#).
8. Forward the case file on to the Enforcement Case Manager (ECM) so that it can be dismantled and further action considered. Once all action is completed, the clerical files must be deleted.

9. **Close** and **Complete** the SR.

#### Work Routing for Commitment

### Work Routing for Commitment

Complete these actions where a caseworker has requested Commitment action. For more information on completing the SR refer to [Court Presentation - Magistrates Court](#).

#### Create folder for action

1. You will be allocated a service request (SR) by your case manager.
2. Check if there is a PV marking recorded against the case. For more information on determining whether a client has a PV recorded against them refer to **step 4** of [Contact Summary](#).
3. Use WinZip to combine a copy of CMEL7211 court summons form, this form will be partially completed and the PV check and the SSST referral form.
4. Identify the relevant region for the court summons and save the WinZip in the relevant CPO Manager Folder.
5. Within the SR that you have been allocated, update the **Status** to **In Progress**.

#### CPO assigned and summons date provided

6. The CPO will email SSST with their name and the hearing date, open the Court Summons form and complete this form.
7. Generate the cover letter for the court and include this in the WinZip along with the now completed Court Summons form and save it in the CPO Manager folder.

#### CPO requests paying parent cover letter

8. The CPO will have sent the court cover letter and summons the relevant court, which will update it and send it to the ECM. The ECM will forward it on to the CPO who will send it to SSST.
9. Generate a paying parent cover letter for the CPO with the relevant information completed and save it in the correct folder.

#### CPO provides summons issue date

10. The CPO will email SSST with confirmation that the letter and summons has been issued including the date of issue, update the SR with this information.

#### Second PV Check, 48 hours before court hearing, payment and contact checks

11. The CPO will email the SSST to request a second PV check on the 2012 system and whether any further payments have been made or any contact received from the paying parent. Email the CPO with this information.



When sending the email, ensure that a read receipt is requested and follow up with a telephone call.

#### Receive outcome from CPO and update SR

12. The CPO will send the case file to SSST. Update the SR with the outcome. The outcome will need to be scanned on to the system as a PDF to be linked with the SR. For more information on completing this refer to [Scanning Local](#).
13. Forward the case file on to the Enforcement Case Manager (ECM) so that it can be dismantled and further action considered.
14. **Close** and **Complete** the SR.

#### Work Routing for Liability Order

### Work Routing for Liability Order

Complete these actions where a caseworker has requested a LO. For more information on completing the SR refer to [Court Presentation - Magistrates Court](#)

#### Establish court and create file

1. You will be allocated a service request (SR) by your case manager.
2. Contact the relevant CPT to obtain a hearing date and the name of the assigned CPO.
3. Create enforcement form CMEL7298, record the hearing date on the form and update the SR Activity Plan.

4. Use WinZip to compile the CMEL7298, CMEL7000 LO application form, the SSST referral form and include details confirming a full PV check has been completed. Save the WinZip in the relevant CPT shared folder.
5. Within the SR that you have been allocated, update the **Status** to **In Progress**.

### CPT request cover letter

6. After CPT have paid for the court appearance and received the summons from the court, CPT will send an email to SSST for CMEL9180 cover letter to be issued to the paying parent.
7. The email will contain the hearing date in the subject field, update the SR with this date and any additional information such as costs. Create the CMEL9180 as a portable document format (PDF). Add it to the WinZip and save it in the relevant CPT shared folder.
8. Once saved, call CPT to advise the letter is ready. The letter and summons must be sent by CPT on the date recorded.
9. Once CPT have sent the letter and summons, they will provide the issue date to be updated on the system.

### Second PV Check, 48 hours before court hearing, payment and contact checks

10. The CPO will email the SSST to request a second PV check on the 2012 system and whether any further payments have been made which will effect any entry on the LO schedule or any contact received from the paying parent. Email the CPO with this information.



When sending the email, ensure that a read receipt is requested and follow up with a telephone call.

11. At this stage the CPO may decide not to proceed any further, if this happens **Close** and **Cancel** the SR.

### Receive outcome from CPO and update SR

12. The CPO will email the case file to SSST. Update the SR with the outcome. The outcome will need to scanned on to the system as a PDF to be linked with the SR. For more information on completing this refer to [Scanning Local](#).
13. Forward the case file on to the ECM so that the LO system action can be completed.
14. **Close** and **Complete** the SR.

## Work Routing for Face to Face

### Work Routing for Face to Face

Complete these actions where a caseworker has requested a face to face visit. For more information on completing the SR refer to [Face to Face - Arrange](#), [Face to Face - Consider](#) and [Face to Face - Carry Out](#).

### Extract information from SR and provide it to Visiting Service Allocation Team (VSAT)

1. You will be allocated a service request (SR) by your case manager and will receive a CMSF5579 by email. Extract the relevant information from the SR and perform a full PV check. Complete the Visiting Service referral form (CMSF5579) and email it to **CSA VSAT INTERVIEWS**.



When sending the email, ensure that a read receipt is requested and follow up with a telephone call.

2. Within the SR that you have been allocated, update the **Status** to **In Progress**.
3. VSAT will make the determination whether to accept or reject the request, if its decided to reject the request, VSAT will inform SSST. update the SR and **Close** and **Cancel** the SR. Inform the owning caseworker and team leader that the referral has been rejected.

### Face to Face Consultant provides appointment date.

4. The face to face consultant will provide details of the date, time and location of the appointment. Update the appointment date, time and location on the SR. Send confirmation letter CMSL5501 to the client by selecting **Letter Name** and **f2f Appointment Confirmation** letter.

### Visit details provided from Face to Face consultant

5. Once the face to face consultant has completed the interview they will send CMSF5579 to SSST and any supporting documentation will have been provided to the third party postal contractor for scanning on to the system. Where the client has failed to attend the same visit more than twice, the consultant will advise of this, update the SR **Resolution Code** to **Failed To Attend** and close the SR.
6. Update the **SR** and **Contact Notes** on the system. Once completed send the standard email to the owning caseworker and team leader with the standard email advising that the visit has been completed. Once completed the clerical files must be

deleted.



When sending the email, ensure that a read receipt is requested and follow up with a telephone call.

7. Choose the appropriate values from the **Reason** and **Resolution Code** drop downs to record the face to face as completed. The owning process area is automatically notified by creating a task instructing the initiating caseworker to proceed. The system will also notify the initiating caseworker involved in the case by sending a message.



Clients who receive face to face contact will be encouraged by the consultant to seek support from other government agencies e.g. Citizens Advice Bureau following the first meeting to reduce the likelihood of this type of contact being required again.

8. **Close** and **Complete** the SR.

#### CMSL5501 Information about your face to face meeting with us

Letter to confirm face-to-face meeting request.

Under the table sub heading 'What we'll talk about'

- If the reason for the face to face is that the client wishes to complain about the child maintenance group (CMG) use the paragraph 'A complaint you have made against the child maintenance group'
- If the reason for the face to face is to discuss parentage, use the paragraph 'parentage of the child or children named in your child maintenance case'
- If the reason for the face to face is because the client is under 16 years of age, use the paragraph 'Your child maintenance case because you are under the age of 16. You must bring an adult with you to this meeting'
- If the reason for the face to face referral is to discuss payments, use the paragraph 'Child maintenance payments made in your case'
- If the reason for the face to face referral is to discuss an appeal, use the paragraph 'Your appeal against a decision made by the child maintenance group'
- If the reason for the face to face is to gain further information, use the paragraph 'The information we need from you about a specific aspect of your child maintenance case'
- If the reason for the face to face is because the client wishes to discuss a change, use the paragraph 'Your request to change the way we work out child maintenance in your case'
- If the reason for the face to face is to discuss any enforcement actions with the paying parent, use the paragraph 'Why we have taken action against you to recover money owed for child maintenance'
- If the reason for the face to face is to advise the receiving parent of actions being taken to recover child maintenance, use the paragraph 'The steps we are taking against the other parent of your child or children to recover money owed for child maintenance'
- If there is any other reason for the face to face, use the free text field to enter the details.

Once completed review the letter to ensure the correct information is provided.

#### Related Items

[Contact Summary](#)

[Court Presentation - County Court](#)

[Court Presentation - Magistrates Court](#)

[Face to Face - Arrange](#)

[Face to Face - Carry Out](#)

[Investigative Action](#)

[Scanning Local](#)

[Terminology Changes](#)