

Case Summary

This procedure is provided as background and educational guidance, not as a step by step guide. It will complement available training material. The procedure will give you an overview of the **Case Summary** view in 2012 system.

By selecting the **Cases** tab at the top of the screen, you are able to view a list of all cases assigned to you. You can also use the query function to search for cases you do not have ownership of.

When a case from the list is selected you are able to view case detail regarding:

- Summary Case Details
- Set up and Assignment
- Liability
- Special Case

Summary case details

This section will show you the following information:

- **Case Number** – case unique reference number
- **Effective Date** – displays the effective date
- **Date Opened** – the date the case was opened
- **Suppress all Notifications** – if this flag is present then all case notifications are currently suppressed, this can be for a number of reasons. For example, death of the client
- **Date Closed** – the date the case was closed
- **Split Care/Role Swap** indicator – this field will either be blank or contain split care identified or role swap identified. For more information refer to split care application in related items
- **Applicant Type** – this will state the type of applicant
- **Other Party Source Info** – field completed by the system during application, will state applicant
- **Service Type Code** – the type of service the child maintenance group (CMG) is providing, for example calculation and collection
- **NRP Service Type** – the type of service the 2012 system is providing for the paying parent, for example calculation and collection
- **Parent with Care (PWC) Service Type** – the type of service the 2012 system is providing for the receiving parent, for example calculation and collection
- **Classification** – case priority level

Set up & assignment details

You will be able to view the following setup and assignment details:

- **Assigned to** – caseworker the case is assigned to
- **Division** – where the case is sitting in the organisation, for example Enforcement
- **Organisation** – this will always be 2012 scheme
- **Segment** – what segment the case sits in within the division
- **Created by** – caseworker who created the case
- **Source** – source of the application, for example telephone
- **Stage** – what stage the case is at
- **Status** – will be either active, inactive or closed
- **Sub-status** – sub-status of the case


- **Personal Interest** – If case is locally sensitive
- **PI Reason** – reason for sensitivity

Liability

This will show any liability outstanding on the case.

- **Weekly Liability Amount** – shows the weekly liability
- **Monthly Liability Amount** – shows the monthly liability
- **Amount to Pay until AR** – liability to pay until annual review
- **Full Year Liability Amount** – shows liability due for the year

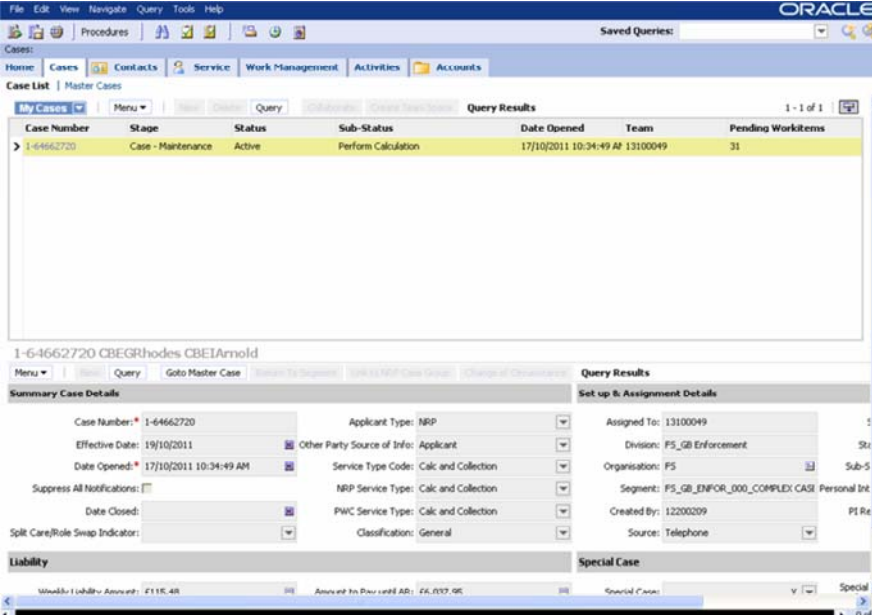
Special Case

 Special cases in the system do not reflect the legal definition of a special case.

If a case is classed as a Special Case, details will be held under this section of the summary page.

- **Special Case** – states if the case being viewed is a special case
- **Special Case Source** – details of the business that deemed the case as special
- **Error Status** – the reason the case has been deemed as special
- **Special Removal Reason** – the reason special status has been removed

Below is the Case Summary screen on 2012 system:



The screenshot displays the Oracle Case Summary interface. At the top, there is a navigation bar with 'Cases' selected. Below it, a 'Case List' table shows one entry for case 1-64662720. The main area is divided into several sections: 'Summary Case Details' (Case Number, Effective Date, Date Opened, etc.), 'Set up & Assignment Details' (Assigned To, Division, Organisation, etc.), 'Liability' (with a table for 'Weekly Liability Amount'), and 'Special Case' (with a table for 'Special Case Source').

NICMS replaces CMG in Northern Ireland

Non Standard Case - Process

Non Standard Case - Refer

Split Care And Role Reversal

Can paying parents and receiving parents have different service types?

Yes