



Change - Contact Preferences

A change of circumstances (CofC) is a change to a client's circumstances that requires the caseworker to update the system.

The process will be completed by caseworkers in the segment that has case ownership.

The purpose of this activity is to log the request to change contact preferences, verify the change and notify the client of the outcome.

A change to contact preferences is a change to the primary method that the Child Maintenance Group (CMG) uses to contact the client, chosen from the existing details on the system. For more information refer to [Change Contact Details](#).



Telephone is the assumed contact preference recognised by CMS2012 for all clients. Only complete this process if the client specifically requests a change e.g. letter.



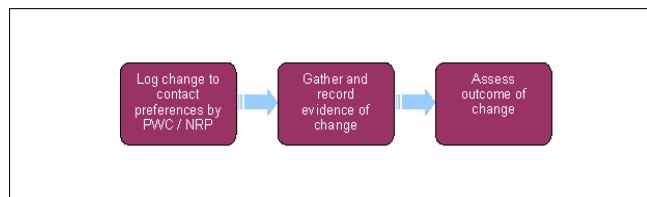
Self-service must only be recorded as a preferred method of contact if a client has already registered for the self-service site and are using it. Selecting this contact preference means that most letters will not be posted to the client, instead they will be stored on the self-service site and an email will be sent to the client informing them that they have a new letter to view.

Do not select this option for clients who do not use the self-service site as this will result in them not receiving letters and missing important information about their case.

Clients can only request changes to their own contact preferences. Any change related to a change of personal details will be effective from the date the client notifies the CMG of the change.

This activity can only be processed once the client has successfully completed security checks.

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 [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.

Log change request

- When a receiving parent or the paying parent asks to change their contact preferences, ensure that the client understands all of the options available to them so that they can make an informed choice. For example, clients can use the self service portal to receive information. For more information refer to [Self Service Overview](#).
- Create a new service request (SR) and from the drop down lists select:
 - **Process = Change Of Circumstances**
 - **Area = Change Personal Info**
 - **Sub Area = Change Contact/Security Info**

The **Source** is the person who is reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or PWC. Update the **Case MVG**. In the **CoC More Info** tab enter the details of the person that the change relates to in the **Subject Details** field and select their role from the **Subject Type** dropdown e.g. NRP or PWC.

- Update the **Status** of the SR to **In Progress**, the system will generate an **Activity Plan** to allow you to record the client's preferred method of contact. Update the **Sub status** to **Contact Details**.
- If the new preference is a general method of contact, select the new contact preference from the **Contact Preference** field and go to **step 8**.
- If the client needs to change their method of contact to **special requirements** go to **step 6**.

Special requirements

6. From the Disability Category dropdown choose the relevant requirement:


- Blind/partially sighted
- Cognitive Impairment
- Deaf/hard of hearing
- Learning disability/difficulty
- Long term health illness/condition
- Mental health
- Physical impairment
- Other

7. Where required, choose the relevant requirement from the Special Requirements field. Select the box and a pop up box will appear. Where an existing record exists and needs to be removed, highlight the record and select delete, this will remove the special requirement. If a new requirement is needed, select new and choose from the following types and the associated value:

Special Requirement Types	Special Requirements Values
Hearing	- Induction loop - Signer - Textbox
Mobility	- Lifts - Ramps - Wider Doorways
Sight	- Audio – CD - Audio – Cassette - Braille - Large Print
Speech	- Signer - Text box

8. Update the **Sub Status** to **CoC Accepted** then the **Resolution Code** to **CoC Accepted**.

9. Check to see if letters have recently been sent, but not yet received by the client. If so you must advise them of this, as this may not correspond with their new preferred method of contact.

10.  The system will create additional work items for you to send confirmation letter CMSL9547 to the receiving parent or CMSL9548 to the paying parent.

 In addition to contacting the client by telephone or sending a letter, consider issuing the relevant SMS. The SMS does not replace the requirement to contact the client by telephone or issue the relevant notification. For further guidance refer to [SMS Text](#).

11. You must then update the **Status** of the SR as **Closed** by updating the SR as follows:

- **Status: Closed**
- **Sub Status: Completed**

 If the paying parent has changed their preferred language to Welsh, the case(group) will transfer to the Welsh Segment.

[CMSL9547 We've updated your personal details](#)

When a change to the receiving parents' personal details has been updated, letter to the receiving parent to advise that the change has been updated. This data sheet will include all personal details including address, contact preferences etc.

All fields in this letter are system generated, no manual intervention is required.

[CMSL9548 We've updated your personal details](#)

When a change to the paying parent's personal details has been updated, letter to the paying parent to advise that the change has been updated. This data sheet will include all personal details including address, contact preferences etc.

All fields in this letter are system generated, no manual intervention is required

[Change - Contact Details](#)

[Self Service Overview](#)

[Terminology Changes](#)