



## Face To Face - Arrange

Providing face to face (f2f) contact is a service that the Child Maintenance Group (CMG) will offer to eligible clients. An employee of the CMG will meet with a client in person to discuss any aspect of their case. The f2f interview request could be initiated by the caseworker or the client.

The Visiting Service Allocation Team (VSAT) will complete the steps detailed in this procedure.

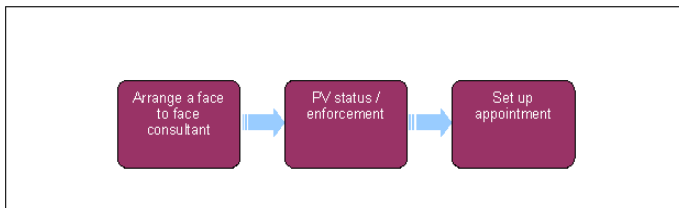
F2f contact can take place at any point during the life of the case but will not be available as a preferred method of contact and will not be offered as a regular service to clients.

F2f contact will only be performed by trained CMG members known as consultant's and enforcement investigative officers.

Enforcement investigation officers are not subject to the same criteria as standard requests as they cover civil and criminal investigations. For more information refer to the enforcement procedures in related items.

The purpose of this process is to guide you through arranging a f2f meeting and assigning a f2f consultant.

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.

### Approve or Reject referral from Specialist Service Support Team (SSST)

#### Visiting service allocation team (VSAT) Action

1. An email will be received from SSST requesting a face to face visit. Open the email and review the information, if the information is sufficient to continue accept the request, if not email SSST to advise of the rejection and the reason why.

#### Check Potentially Violent (PV) and (UCB) status

2. Complete PV and UCB checks on Department for Work and Pensions databases (DAL, DWP SPL, CIS and 1993/2003 scheme systems).
3. Complete a check on the 2012 system. Go to the Client Contact Summary page and ensure that the top applet is expanded to be able to view the PV indicator status.
4. The DWP Control Measure Checking Tool can also be used to identify clients who have displayed unacceptable behaviour. This is visible to anyone who needs to contact the client. For information on the process refer to the [DWP Unacceptable Customer Behaviour Guidance](#).
5. After checking the client's PV status, note where the client lives and check if there are any security warnings relating to the area.



If the client has a PV status and/or lives in a dangerous area (DA) then the f2f consultant manager will assign two consultants to attend the meeting. Information on DA's is sourced externally from localised directories. The meeting will not be held at the client's home but from a list of Child Maintenance Group (CMG), Job Centre Plus, Social Security Agency building or another set of pre agreed offices.


6. Based on the geographical location of the client, identify the relevant face to face consultant.
7. Create a folder for the visit within the shared folder and update the local Management Information (MI).

8. Email the face to face consultant to advise that a face to face visit is required.

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

## Set up appointment

### Face to Face consultant action

9.  Identify a potential location for the appointment; this could be the clients' home or if there is a PV or DA status, an agreed office. Contact the client and confirm an appointment time checking if there are any special requirements as per equality and diversity policy.

 A location list will be accessible from the DWP Intranet Site, office interviewing facilities.

 Enforcement f2f activities will be provided by enforcement investigative officers and will follow the above process. However there are additional specialist activities that are carried out by investigative officers within enforcement. The officer will schedule an appointment that is suitable for them rather than schedule an official appointment. Enforcement cases are not subject to the same criteria as the rest of statutory maintenance scheme.

10. Once an appointment has been confirmed with the client, email VSAT to update the local MI.

11. Email SSST with the date, time and location of the appointment so that the CMSL5501 can be issued to the client and the 2012 system can be updated.

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

12. When the appointment date is due refer to [Face to Face - Carry Out](#).

NICMS to replace Child Maintenance Group (CMG)

[Civil Enforcement Overview](#)

[Civil Enforcement \(Scotland\) Overview](#)

[Criminal Enforcement Overview](#)

[Face To Face - Carry Out](#)

[Face To Face - Consider](#)

[Specialist Service Support Team](#)

[Terminology Changes](#)

[Work Management](#)

[What arrangements are required if a client is marked as PV?](#)

If the client has a PV status and/or lives in a dangerous area (DA) then the face to face (f2f) consultant manager will assign two consultants to attend the meeting. Information on DA's is sourced externally from localised directories. The meeting will not be held at the client's home but from a list of child maintenance group (CMG, Jobcentre Plus (JCP), Social Security Agency building or another set of pre-agreed offices.

[Where can I check for a potentially violent \(PV\) marker?](#)

PV marker can be found on the system but when there is no marker present, check PV marker exists on the Customer Information System (CIS) by selecting the CIS check button.