



## Face To Face - Carry Out

Providing face to face (f2f) contact is a service that the Child Maintenance Group (CMG) can offer. 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.

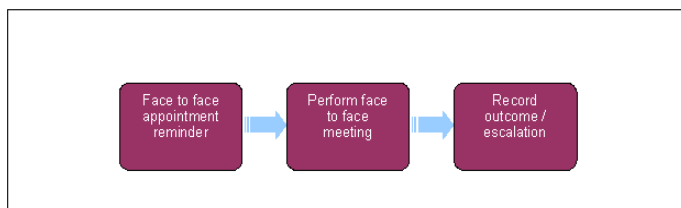
F2f contact can take place at any point during the life of the case but will not be available as a preferred method of contact and will not be offered as a regular service to clients.

F2f contact will only be performed by trained CMG members known as consultants 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 how to carry out, confirm and record f2f contact and the contact outcome escalation.

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.

### Before face to face visit


1. Before commencing the visit, contact the Visiting Service Allocation Team (VSAT) to advise that the visit is about to commence. For more information on face to face visits refer to the Policy, Law and Decision Making Guidance  and the [Client Interviewing Service](#) guidance on the intranet.

#### VSAT action

2. VSAT will log that the visit is about to commence.

### Complete face to face visit

3. Complete security questions with client at start of interview.

 If the client does not turn up for a meeting more than twice then the f2f meeting is cancelled and returned to the owning team to progress. If necessary the caseworker/team leader may need to escalate the case for enforcement action. Notify VSAT and SSST of this outcome.

 If at any point during the course of the f2f meeting the consultant/ investigative officer feels unsafe, they should end the meeting.

### Conclude face to face visit

4. Notify VSAT that face to face visit has concluded.

#### VSAT action

5. Update the log to reflect that the visit is now completed.

### Consultant action

6. Scan anything not already held of the 2012 scheme and email to the third party postal contractor to attach these to the SR held by SSST. For more information on how to complete this refer to [Scanning - Local](#).
7. Email VSAT with the (MIP) and CMSF5579 and email a copy of the CMSF5579 to SSST. Once sent, delete alll clerical files held.



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

### VSAT Action

8. Update the local Management information with the outcome of the visit.

For further information on letters to clients refer to **Letters (Outbound) – Send to Client**

#### CMSL5502 Your face to face meetings details have changed

Letter about rescheduled face-to-face meeting request.

Under the sub heading 'Your face-to-face meeting details have changed'

- If the client requested the change to the meeting time and date, use paragraph **TM\_25820\_E** "You recently asked us to change the details of a face-to-meeting with a member of our team"
- If the Commission has requested the change, use paragraph **TM\_25821\_E** "We recently contacted you to change the details of a face-to-face meeting with a member of our team"

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, use paragraph **TM\_25823\_E** "A complaint you have made against the Child Maintenance Service"
- If the reason for the face to face is to discuss parentage, use paragraph **TM\_25824\_E** "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 paragraph **TM\_25825\_E** "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 is to discuss how the Child Maintenance Service calculated the maintenance liability, use paragraph **TM\_25826\_E** "How the Child Maintenance service worked out the amount of child maintenance in your case"
- If the reason for the face to face referral is to discuss payments, use paragraph **TM\_25827\_E** "Child maintenance payments made in your case"
- If the reason for the face to face referral is to discuss an appeal, use paragraph **TM\_25828\_E** "Your appeal against a decision made by the Child Maintenance Service"
- If the reason for the face to face is to gain further information, use paragraph **TM\_25829\_E** "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 paragraph **TM\_25830\_E** "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 paragraph **TM\_25831\_E** "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 of actions being taken to recover child maintenance, use paragraph **TM\_25832\_E** "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.

#### CMSL5503 Your face to face meeting with us has been cancelled

Letter about a cancelled face to face meeting

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

#### Civil Enforcement Overview

[Face To Face - Arrange](#)

[Face To Face - Consider](#)

[Potentially Violent Status - Review](#)

[Scanning - Local](#)

[Specialist Service Support Team](#)

[Terminology Changes](#)