



Face To Face - Consider

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 the maintenance options available to them or any aspect of their case. The f2f interview request could be initiated by the caseworker or the client.

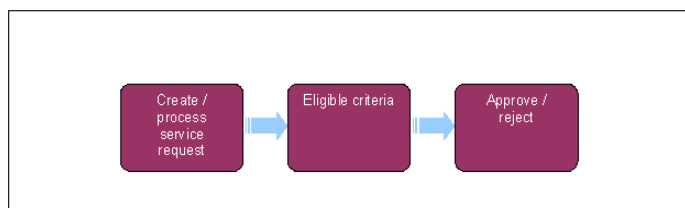
F2f contact can take place at any point during the life of the case but will not be available as a preferred method of contact and will not be offered as a regular service to clients. Clients may request a f2f meeting but will not automatically receive the f2f service. Requests are subject to team leader authorisation.

The team leader may use the f2f team for complex issues which may otherwise halt progression of the case.


F2f contact will only be performed by trained CMG members known as consultants; these also include enforcement investigative officers. Referrals to enforcement officers are not subject to the same criteria as standard requests as they cover criminal and civil investigations. For more information refer to [Investigative Action](#).

The purpose of this process is to guide you through when and how to arrange a f2f meeting and how to obtain approval.

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.

Create/Process service request

Caseworker Action

-  Create a new service request (SR) following an inbound call or letter from a customer and/or a caseworker/team leader decision to set up a face to face (f2f) meeting. Advise the client the f2f request is subject to approval. Record the **Status** and **Sub Status** of the SR as shown below. From the drop down lists select:
 - **Process Status = f2f**
 - **Area Sub Status = Arrange f2f**
 - **Sub Area = Based On The Scenario:**
 - **Client Under 16**
 - **Interview Required**
 - **Complaint Resolution**
 - **Vulnerable Client**
 - **Access Issue Identified**
 - **Explanation Required**
 - **Death Notification**

 For more information refer to the Policy, Law and Decision Making Guidance 

 For more information refer to [Safeguarding Vulnerable People](#)

2. After completing all the mandatory fields submit the SR to the team leader (TL) by selecting **Pending Approval** in the applet.

Eligible/Criteria

3. The SR will not be created if the request does not satisfy at least one of the following criteria these include:
- The client has difficulty in understanding and would benefit from a f2f meeting
 - There has been a complaint and f2f contact could significantly increase the likelihood of a resolution
 - The client has reading or writing difficulties
 - The paying parent is under the age of 16
 - Death of one party where the other is not aware of the situation
 - Health issues
 - Complex issues

For more information refer to the Policy, Law and Decision Making Guidance 



4. Update the SR to **In Progress** to generate the activities and then change the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval - TL**. Once the dropdowns are selected as above, the case will be ready for team leader approval.

Approve/Reject

Team leader action

5. Open inbox work item and self allocate the SR. Open the SR and consider the referral request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate back to the caseworker.

Caseworker Action

6.  If the referral request has been rejected and;
- the request was made by the caseworker no further action is required and the case is progressed as standard.
 - the request was made by the client, the original caseworker will telephone the client to explain the reason for rejection. The client is informed that the request has not been accepted and that a f2f meeting will not be offered on this occasion. Issue CMSL5500 and progress the case as standard.
7.  If the referral has been approved complete the clerical Visiting Service referral form CMSF5579. This form will need to be scanned and attached to the **Arrange F2F** SR. For more information refer to [Scanning - Local](#). Save a Word version of the CMSF5579 to the Support Team inbox: 2012SCHEME.SOUTHWESTSPECIALISTSERVICESSUPPORTTEAM@CHILDMAINTENANCE.GSI.GOV.UK so that it can be forwarded to the Face to Face officer for completion once the SR is received.

 Approved requests will automatically route to the Specialist Service Support Team (SSST) who will forward it on to the VSAT. For more information refer to [Specialist Service Support Team](#) and [Face To Face - Arrange](#).

CMSL5500 Your face-to-face meeting request has been turned down

Letter to inform client that a face to face appointment request has been turned down.

Under the sub heading 'Your face to face meeting request has been turned down' complete the free text area explaining the reason for the face to face rejection.

[Civil Enforcement Overview](#)

[Court Presentation - County Court](#)

[Court Presentation - Magistrates Court](#)

[Face To Face - Arrange](#)

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Investigative Action

Specialist Service Support Team