



## Letters (Outbound) - Contingency Summary

The purpose of this summary is to provide a high level overview of how to create, issue and store letters that cannot be accurately issued via the system (contingency letters). Caseworkers will initially need to check the Letter Format Guidance (OSCAR) and establish whether the system can generate and issue an accurate letter copy.

[Letter Format Guidance](#) can be accessed from the 2012 scheme letters homepage by selecting the link in the **Using The Correct Letter Format** red information box.

Client letters are divided into six different categories. Letter Format Guidance will be colour coded for each category:

1. **System - System Print (Blue)**: letters generated by the 2012 system correspondence solution (Adobe based), which are printed by the system and issued directly to clients.



Some system letters will show as System - Local Print, these letters have passed checking but may need to be locally printed to allow locally held evidence to be attached to the letter. However these letters can be system print if there is no data to be included.

2. **System - Central Print and Post (Grey)**: letters generated by the 2012 system correspondence solution but are currently being reviewed to make sure they are fit for purpose. These letters should be sent to the Central Print and Post Team (in Longbenton) for checking. The Central Print and Post Team checks then issues these letters to clients.
3. **Clerical - Self Check (Green)**: These letters are completed clerically by case workers and sent to the Central Print and Post Team for print and post via the **CSA Print and Post Letters** inbox. They are not subject to further checks before being posted.
4. **Clerical - Team Leader (Yellow)**: Mostly editable letters but some complex clerical letters also fall under this category. They will be checked by team leaders then emailed to the Central Print and Post Team for print and post via the **CSA Print and Post Letters** inbox. They are not subject to further checks before being posted. Enforcement Case Managers will self check their letters.
5. **Clerical - Local Print and Post (Pink)**: Complex letters which still require checking by the local Print and Post Teams. Once checked by the local Print and Post Team they will be emailed to the Central Print and Post Team for print and post via the **CSA Print and Post Letters** inbox.
6. **On Demand (White)**: Produced clerically by the Small Systems Team in Longbenton in instances where the clerical template is not yet available on the intranet.

Letters in category three, four and five will need to be completed by following [Letters \(Outbound\) - Off System](#).

Letters of all types now also indicate whether they are in the **Call First** category. There is no requirement to issue a letter in this category where contact has been made by telephone to obtain or share the information.

For more information and letter specific guidance refer to the [2012 Scheme Letter Guidance](#) fundamental.



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.

### Category 1 - System - System Print (Blue)

1. Those letters which fall into category 1 can be generated via the system. For more information refer to [Letters \(Outbound\) - Send To Client steps 1 to 14](#).

### Category 2 - System - Central Print and Post (Grey)

2. For letters in category two, caseworkers will firstly need to system generate and then email the letter to the Central Print and Post Team in Longbenton. There is no need to cancel the system issued letter. For some letter types you will have to wait until a batch is run on the system before the letter is generated; these show as 'Letter Outbound (Auto)' on the system. If the letter is:
  - Standard - go to **step 7**.
  - Complex calculation letter - go to **step 9**.
  - Alternative format - go to **step 11**.
  - Welsh Language - go to **step 14**.



If any original documents need to be attached to the letter, the letter should be printed and sent with the original documents via the internal TNT courier service, eg when serving a Liability Order.

### Category 3 - Clerical - Self Check (Green)

3. For letters in category three, caseworkers should complete all necessary actions on the 2012 system up to the point where the letter is due to be generated and follow the guidance in [Letters \(Outbound\) - Off System](#).

### Category 4 - Clerical - Team Leader (Yellow)

- For letters in category four, caseworkers should complete all necessary actions on the 2012 system up to the point where the letter is due to be generated and follow the guidance in [Letters \(Outbound\) - Off System](#).

### Category 5 - Clerical - Local Print and Post (Pink)

- For letters in category five, caseworkers should complete all necessary actions on the 2012 system up to the point where the letter is due to be generated and follow the guidance in [Letters \(Outbound\) - Off System](#). If any original documents need to be attached to the letter the letter should be printed and sent with the original documents via the internal TNT courier service, eg when serving a Liability Order.

### Category 6 - On Demand (White)

- To request that a category six letter is produced email the CM Business Tools mailbox via the team leader. Once received follow the guidance in [Letters \(Outbound\) - Off System](#) for Clerical - Local Print and Post including cancelling the system generated letter.

## Standard letters

- Email the completed letter to the Print and Post team at CSA Blocklist System Letter inbox



If any original documents need to be attached to the letter, the letter should be printed and sent with the original documents via the internal TNT courier service, eg when serving a Liability Order.

- The Central Print and Post team will then:
  - Check the content, quality and format of the letter
  - Discuss any discrepancies with you, which will either result in a new letter being produced or confirmation that the supplied letter is correct
  - Enter the details of the letter onto a locally held tracker
  - Include the correct inserts/factsheets
  - Send the letter to the client
  - Update the tracker once the letter has been sent

## Complex calculation letters

- To complete letters in circumstances where the paying parent has more than one case group, and one of the cases closes e.g. due to the last QC in the receiving parent's household leaving full time education, you will need to use the recalculation letter templates. This is because the system letter will be unable to show the reason for the recalculation.
- The recalculation letters generated by the system will firstly need to be cancelled, for more information refer to [Letters \(Outbound\) - Off System](#). You will then need to print parts **B** (calculation breakdown) and **C** (promise to pay schedule) of the system letter and issue these with the clerical template. The template will contain paragraphs explaining the reason for the recalculation. For help and guidance when completing the fields in these letters, select the [Interactive Forms & Letters Guide](#) hyperlink on the left hand side of the [Forms, Letters and Leaflets](#) homepage. You may also need financial information from the 2012 system's calculation screens. For more information refer to [Letters \(Outbound\) - Financial Information](#). Once the letter has been produced, go to **Step 5**.

## Alternative format letters

- To establish whether the client has any visual, hearing or speech impairment, and therefore requires letters in an alternative format, select the contact on the system and view the sight/braille or Hearing/speech impairment field. For more information refer to [Letters \(Outbound\) - Alternative Formats](#).
- If a client requests an alternative format email the letter to the local or central Print and Post Team depending on the letter category
- The Print and Post Team then:
  - Check the content and format of the letter
  - Discuss any discrepancies with you, which will either result in a new letter being produced or confirmation that the supplied letter is correct
  - Enter the details of the letter onto a locally held tracker
  - Check that the correct inserts/factsheets have been included
  - For large print the Print and Post Team will arrange for the letter to be generated in font size 16
  - Dispatch both versions of the letter to the client

## Welsh letter versions

The Welsh Contact List SPOC will check on a daily basis to determine whether any letters need to be issued in Welsh.

### Welsh Contact List SPOC

- When a Welsh version of a letter needs to be sent to a client, email the case owning caseworker informing them of this. You must put a read receipt on the email to ensure that the email has been opened. If the email has not been read by the following day, resend the email to the caseworkers team leader to action as the caseworker may not be available.

### Caseworker

15. If a client has requested Welsh Language or you receive an email from the Welsh Contact List SPOC with details of a Welsh letter that needs to be issued. (Language selection = Welsh) both a Welsh and English version of the letter will need to be issued, continue to **step 16**. For other clients in Wales, Welsh Language letters will not be available until a later date.
16. Generate the letter/s required and email a copy to the Welsh Translation inbox, enter Welsh translation request in the subject line. If an alternative format version is required, ensure that this is stated in the email as the Welsh Language Service team will need to return the translation to you.

### Welsh translation team

17. Once you receive the letter for translation complete the following:
  - Translate the letter and save a version into the **Welsh Language Translation** folder (if a Welsh template is not available you will need to create this)
  - Inform your TL who will QA the translation
  - Once the translation is approved, attach the documents to an email and;
    - Send the letters/forms to the Print and Post team if an alternative format version is not required
    - If an alternative format version is required email the letter/forms back to the originating caseworker

### Caseworker

18. If an alternative format version is required, save the translated document into the Off System Document Storage.
19. Send the document to be converted and sent in an alternative format, for more information refer to [Letters \(Outbound\) – Alternative Formats](#).
20. Enter notes into the relevant SR detailing the steps that have been taken.

[2012 Scheme Letter Guidance Fundamental](#)

[Case Summary](#)

[Contact Summary](#)

[Letters \(Outbound\) – Alternative Formats](#)

[Letters \(Outbound\) - Financial Information](#)

[Letters \(Outbound\) - Off System](#)

[Letters \(Outbound\) – Send To Client](#)

[I am receiving an error when generating a letter on a closed/arrears only case, what do I do?](#)

The case closure process will have associated an end date with the qualifying children on the case, this means an error will generate when the system tries to retrieve the details of these children. In this scenario issue the letters clerically.