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Management Information - ICE/PHSO/Parliamentary Contact

Certain critical performance targets cannot be measured accurately on 2012 CMS for:

- Complaint based parliamentary contact,
- Independent Case Examiner (ICE)
- Parliamentary Health Service Ombudsman (PHSO)

This procedure will explain what those critical performance targets are and where to record them. Vital dates and days taken to complete each stage of the process are required for management information (MI) purposes and to feed into a cabinet officer report issued annually.

A small system reporting tool called Respond is used to record the data which is converted into reports issued to the MI team.

All action relating to complaint based Parliamentary contact, ICE and PHSO complaints must be recorded on 2012 CMS to ensure that case ownership is maintained.

Any other complaint details and non complaint Parliamentary contact must be recorded on 2012 CMS as intended.

This work is carried out by specific caseworkers within the internal PHSO/ICE and resolution team. For further information refer to the relevant procedure in related items.

Management information (MI) - ICE/PHSO/Parliamentary contact



Critical dates vital to; measuring performance targets for Independent case examiner (ICE), Parliamentary health service ombudsman (PHSO) complaints and complaint-based Parliamentary contact, that cannot be accurately recorded on 2012 CMS, are entered into an offline database called Respond. This database is used to record the same data fields from 1993 scheme/2003 scheme case activities in the same way.

The small systems team will create reports (same format as 1993 scheme/2003 scheme cases) populated with relevant data.

All action relating to; complaint based Parliamentary contact, ICE and PHSO complaints must be recorded on 2012 CMS service requests (SR) to ensure that case ownership is maintained.

All other complaint details and non complaint Parliamentary contact must be recorded on 2012 CMS SRs as intended.

Parliamentary contact/MP hotline

1. Record the vital performance targets in the [Respond](#) database system at each stage of the complaint-based Parliamentary contact and MP hotline process. Record each of the stages outlined:
 - Date Department of Work and Pensions (DWP) were initially contacted
 - Date letter issued to client for acknowledgement of complaint
 - Date substantive reply issued to client
2. These dates are critical to measure how effective the child maintenance group (CMG) is at handling Parliamentary correspondence. These dates source the following management information (MI) requirements:
 - Number of days taken to acknowledgement Parliamentary contact (complaints based) from DWP intake date
 - Number of days taken to issue a substantive reply to Parliamentary contact (complaint based) from DWP intake date
3. Login to Respond using the allocated 2012 CMS login details provided by the business unit, Respond super user. This will allow easy identification of the user that completed each activity on Respond.



For further information refer to the following procedures link [Log on Respond](#) - when following this process only complete the relevant steps up to and including step 5 - there is no need to scan the correspondence and attach to Respond.

ICE

4. Record the number of days taken to complete each activity stage of the ICE process. The start date of each ICE activity is determined by the date that ICE sent us a specific piece of correspondence. There are generally five stages within the ICE process as follows:

- Gateway check
- Resolution plan
- Record of evidence
- Draft report
- Final report

An example of an ICE activity is provided:

ICE email the CMG stating they have received a request from a CMG client to review a complaint decision marking the start of the activity.

CMG review the application to confirm it meets the criteria to be looked at by ICE. CMG inform ICE of the decision, this marks the end of the activity.



Whilst each activity is recorded on 2012 CMS, this is only the date the user recorded the activity which may not be the date the ICE correspondence was actually received. The timeliness measures for each stage within the ICE/PHSO process are critical for customer service targets and to produce Cabinet Office reports.

For further information refer to the following intranet link: [Respond and Record](#) and also [ICE](#), [PHSO](#) and [MP Enquiries](#).

[ICE](#)

[MP Enquiries](#)

[PHSO](#)

[Respond and Record](#)

[Log on Respond](#)