

Outbound Contact - Suppress

The purpose of this procedure is to show caseworkers how to suppress contact where required and remove a suppression where it is necessary.

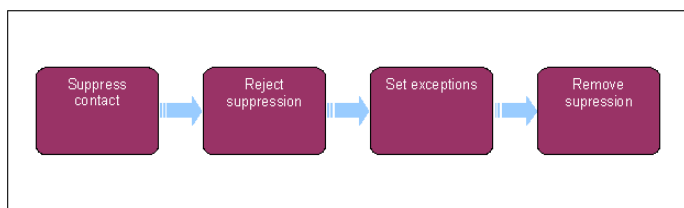
Suppression is a decision made by a caseworker to place on hold all outbound contact (including by telephone) at case level. Where a further suppression is required on a linked case i.e. case group, the caseworker will need to contact the owning team of that case in order to implement the suppression. No outbound calls can be made to a suppressed contact.


This decision is made based on the circumstances of the client or condition of the case e.g. a client may be deceased and letters would need to be suppressed for this client.

Suppressions can also be removed through a service request (SR) and the system will only suppress for a period of time dependent on the reason. This is to flag to a caseworker whether or not the suppression is still applicable.

This process will be handled by the caseworker who has ownership of the case and can be dealt with by all areas of the Child Maintenance Group (CMG).

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



 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.

Suppress Contact

- Select the last name of the client for which suppression is required. Create a service request (SR) with the following in the drop down boxes:
 - **Process = Outbound Contact**
 - **Area = Suppress Contact/Suppress Case Group Contacts**
 - **Sub Area = Activate Suppression**

 For multiple linked cases where suppression is required, each case will need to be suppressed individually. If a case requiring suppression is in another segment, contact the owning team to implement this.

- Set the **Status** to **In Progress**, an activity plan generates listing activities to complete the process.
- From the **Reason** drop down, enter the **Reason** for the suppression as **Suspend case**. At this point the record should be saved using **Ctrl & S**.
- Fully document the reason within the **Notes** field.

 Valid reasons may include the death of a client or child within the case, paying parent not habitually resident or sensitive criteria such as suicide threats. The list is not exhaustive so consider seeking advice from a team leader or advice and guidance in certain circumstances.
- The **Review Date** field is pre-populated with a future date. If the review date does not pre-populate or the date needs to be re-set following a paused period, select the icon attached to the **Due Date** field and populate the calendar two weeks ahead. Set the SR **Status** to **Wait**. If setting the suppression due to the address being no fixed abode/dead letter office, set the review date as the same date as set during Confirm Current Location process.

 The Wait state will be set to two weeks for a client or child death and four weeks for a suspension, after this time decide whether the suppression is still required. Follow the steps above to amend the **Wait** state if required.

6. Set the **Status** to **In Progress** and update the **Resolution Code** to **Suppression Active**. At this point the record should be saved using **Ctrl & S**.
7. Close and complete the SR. Suppression can take up to 24 hours to become fully active, cancel any letters generated in this period to ensure they're not issued by the system.

Reject Suppression



8. Reject the suppression within the SR if no valid reason is given. You will be able to do this by updating the **Resolution Code** to **Suppression Rejected**.
9. Record the reason for rejection in the **Notes** field.

Set Exceptions

10. Exceptions can be set on cases where you need to contact the client where suppression is in place. To do this go to **Contact** and then select the **Suppressed Notification** tab, set the **outbound contact activity outcome** to **Suppressed – Exceptional** this will allow an outbound contact whilst the suppression still remains in place.

Remove/Amend Suppression

11. Review suppression reason in the original SR and create a new SR using:
 - **Process =Outbound Contact**
 - **Area = Suppress Contact**
 - **Sub Area = Review Suppression**
12. Update the **Status** of the SR to **In Progress**. Select the active suppression to remove from the **Suppression Information** MVG button. You will then have the option to select one of the following as the **Sub Status**:
 - **Close Current Suppression Plan** - When the reason for that suppression is no longer valid but there are other active suppressions (for other reasons) for the contact. This closes off the activity for the suppression being reviewed, but leaves the contact suppressed as other suppressions still apply
 - **Extend Current Suppression Plan** - When the reason for the suppression is ongoing. This pushes back the review date
 - **Remove Suppression Plan** - When the reason for the suppression is no longer valid (and it's the last/only reason for suppression)

 If removing all suppressions where there is more than one in place, close the current suppression first before removing the final suppression.
13. Update the **Notes** field with details of your decision.
14.  Issue CMSL5510 to the client to notify that the suppression has been removed. An option to **cancel** the letter is available.
15. Issue any further letters that have been generated during the suppression that the client may require. Select the **Contact** screen and go to the **Suppressed Notifications** tab and decide on each suppressed letter whether the letter still needs to be issued. Change the **Outcome** of the letters to be issued to **Suppressed - Released** and the **Outcome** of the letters to be cancelled to **Suppressed - Not Required**. Select **Release Suppression** for the suppression to be removed. Once the outcome of each letter has been set, select **Suppression Not Required**.
16. Update the **resolution code** to match the selected sub status, e.g. **sub status** is **Close Current Suppression Plan**, the resolution code will be **Close Current Suppression Plan**. Save the record using **Ctrl & S**.
17. Once the suppression has been removed update the Status of the SR to **Closed** and the Sub Status to **Complete**.

CMSL5510 Important information about your child maintenance case

Letter to the receiving parent or the paying parent sent following removal of suppression to advise all suppressed communications will now be posted.

Under the sub heading 'Important information about your child maintenance case' complete the freetext area explaining the reason for the suppression

Death - Paying parent

Death - Receiving parent

Death - QC

Death - ROC

When will a caseworker suppress outbound contact?

Death of a client, a revision until corrective action has been taken or anytime a case has been identified as having an error.

Can a caseworker remove a suppression of outbound contact?

Yes, suppressions can be removed through a service request and the system will only suppress for a period of time dependent upon the reason. Issue CMSL5510 through the SR to the client to notify that the suppression has been removed if appropriate.