



Personal Interest - Register

This procedure will take you through setting a Personal Interest status on a case. This is carried out under the following circumstances:

- When there is a genuine threat of suicide
- When a potential conflict of interest between a caseworker and a client has been identified
- Where an employee of the Child Maintenance Group (CMG) is also a client
- Where one of the clients advises that they do not want their new name (including first name) or identity disclosed to the other party
- Where one of the people within the case is transgender/transsexual
- Where a qualifying child (QC) has died
- Where a CIFBA is confirmed as living abroad

Where a name change has occurred, register the application under the legal name but record the name now used in **Known As** on the client contact screen, this should never be disclosed to the other party. Where someone in the case is transgender/transsexual they may have undergone or intend to undergo gender realignment treatment or may be someone who lives as and wishes to be referred to as a gender different to that on their birth certificate. This could be the paying parent, the receiving parent or a child on the case.

If a client has expressly advised us not to divulge their (or their child/s) new legal name to the other party, we must honour this. The Self Service Portal (SSP) displays the legal first names of the other parties in the case. If any of these first names cannot be divulged to the other party, the other party will need to be blocked from the SSP. For details on how to take this action see the Procedural Exceptions Tab.

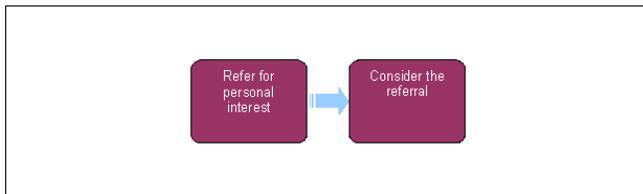
All cases involving the death of a QC are currently being micromanaged through the special client record (SCR) team. Telephone the SCR to make them aware that you are referring a case to them due to the death of a QC.

Any case involved is flagged on the system to make sure it is routed to the special client records team workgroup. This enables the case to be dealt with by appropriate caseworkers.

A personal interest referral can be launched by a caseworker but the referral will be progressed by a team leader. Team leaders who launch a referral can self authorise a case. A referral is launched by staff in applications, maintenance or enforcement at any point in a case and as soon as a potential interest has been identified.

The process will include launching the Personal Interest referral, authorisation by a team leader, and the setting and removal of a Personal Interest flag where needed.

For more information on personal interest 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.

Refer for personal interest



If you are creating a Personal Interest Request for yourself, follow **steps 2 -4** , in all other instances proceed from **step 7**.

1. A referral is raised as soon as one of the following situations is identified:

- When there is a genuine threat of suicide
- When a potential conflict of interest between a caseworker and a client has been identified
- Where an employee of the Child Maintenance Group (CMG) is also a client
- Where one of the clients advises that they do not want their new name or identity disclosed to the other party

- Where one of the people within the case is transgender/transsexual
- Where a CIFBA is confirmed as living abroad
- When you have been notified of the death of a qualifying child (QC) - in this scenario go to **Step 7**

If a telephone call is received regarding a potential conflict of interest the caseworker must transfer the call to another caseworker or a team leader (TL).



For more information on suicide threats refer to [Threat Of Suicide](#). For Department For Work and Pensions (DWP) guidance refer to the following link: [Customers Suicide and Self Harm](#)

Caseworker action

2. Complete a Declaration of Interest Form - **CSF132**, and save it locally.
3. Select **Send** on the form, this will automatically direct the form to the Legacy SCR Team for them to action as applicable.
4. Email the saved **CSF132** form to your team leader. The team leader will then raise and authorise the Personal Interest marker.

Team Leader action

5. Check the lock assignment flag is not selected. Upon receipt of the e-mailed CSF 132, create a service request (SR) to refer the case as a personal interest. From the drop down lists select:
 - **Process = Special case management**
 - **Area = Personal Interest**
 - **Sub Area = Referral**
 - **Reason** = Select the most appropriate reason for the referral

Drill down on the SR hyperlink, select the case icon and attach the SR to the case. Change the SR status to **In Progress**. This creates an activity plan. Set the sub status to **Approved**, and the resolution code to **Personal Interest Approved**. Close all activities against the SR, then close the SR by changing the status to **Closed** and the sub status to **Complete**.

6. Once you have authorised the referral and closed the SR, work allocation will automatically route the SR to the 2012 SCR Team.



Where the case has been agreed for transfer to the SCR Team due to a foreign CIFBA issue, and the Personal Interest status has been set a Team Leader warm handover must be completed to the SCR Team Leader by calling 01752 352655. Provide the SCR Team Leader with details of the case (e.g. Client name, scheme identification number (SCIN) case number and SR number).

Caseworker action

7. Check the lock assignment flag is not selected. Create a service request (SR) to refer the case and contact e.g. paying parent or receiving parent for a personal interest flag. From the drop down lists select:
 - **Process = Special case management**
 - **Area = Personal interest**
 - **Sub area = Referral**
 - **Reason** - select the most appropriate reason for the referral.



Where the flag is being set due to concern about information being shared, the death of a QC or because someone is transgender/transsexual the reason should be set as **Commission defined**, and the other parties in the case should also be flagged as personal interest with the reason set to **Associated contact**.



Transgender/transsexual cases are not automatically registered as nationally sensitive as this indicator also affects any other benefit interests the client may have.

Drill down on the SR hyperlink, select the case icon and attach the SR to the case. Change the SR status to **In Progress**. This creates an activity plan.

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

8. Record any additional information concerning the client being considered for the personal interest (PI) status. The information should include, but is not limited to:
 - User ID of person making the referral
 - Client name
 - Case identifier
 - Reason for requesting PI status
 - Date referral made
9. Update the **Status** of the SR to **Pending Approval** and the **Sub Status** to **Pending approval - TL**. A task is automatically created in the TL approval inbox.

Team leader action

 The TL must discuss a request due to threat of suicide with the higher executive officer (HEO). This is an offline task.

10. If the referral is accepted select **Approved** on the inbox item. This will automatically update the SR status to **In Progress** and the sub status to **Approved**.
11. If the case doesn't need to be sent to the special client records team, update the inbox message within **My Activities** as **Rejected** and enter comments explaining the reason for rejection. The system will automatically update the SR status to **In Progress** and the sub status to **Rejected**. The caseworker who raised the referral will see that it has been refused and the case will return to them to close the SR.

Caseworker action

12. If the referral has been rejected, update the **Resolution Code** to **Personal Interest Not Valid** and then update the status to **Closed** and the sub status to **Rejected**. If the SR has been rejected with recommendations from the TL. You will need to close the SR as detailed in this step then open a new SR starting from **step 7**.
13. If the referral has been approved, update the **Resolution Code** to **Personal Interest Approved**. Close the SR by changing the status to **Closed** and the sub status to **Complete**. This will move the case to the SCR team.
14. Send an email to the **CM 2012 SCHEME Special Client Records** inbox to notify the SCR Team that the case is being transferred to them.

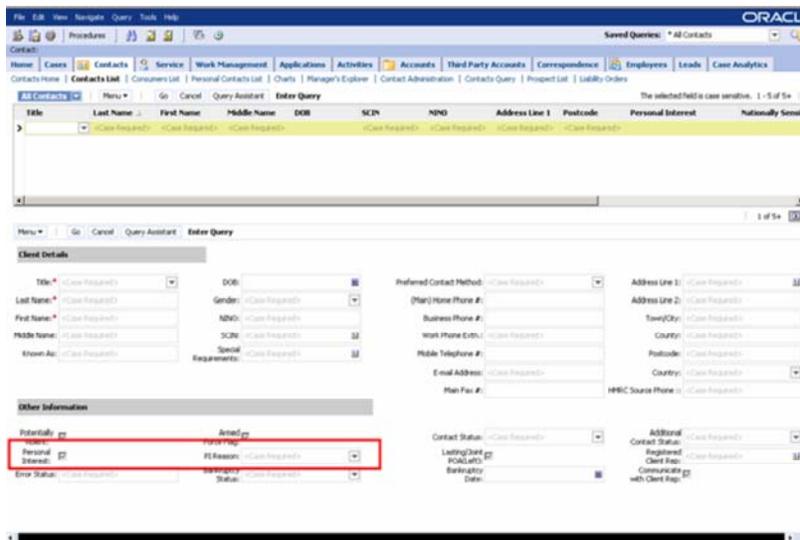
Special client record caseworker action

 For threat of suicide cases the PI marker is only set against the specific case/ client and not against the associated contacts. For information refer to [Threat of suicide](#).

 Where a paying parent is paying for a child that lives abroad, if they are paying through a foreign court order or another countries child maintenance scheme, that child is classed as a CIFBA. If this decision is made, it may not be possible to locate a CRN for the child, and the case will have to move to the Special Client Record (SCR) team. SCR team to raise an incident to AAC for Design advice.

 The following action must be completed if a contact associated to the sensitive contact has not been marked as 'sensitive' using the personal interest flag.

15. Check the status of all parties involved in the case. Go to the **Case/Contacts** view to display all contacts – NRP/PWC/QC – associated to the case.
16. Check the case notes to identify if a note has been added referencing all contacts associated to the case have been marked as 'sensitive.'
17. If the note exists do not take any further action. If a note does not exist then proceed with the following steps.
18. Select each contact in turn, check if either personal interest flag or nationally sensitive flag has been applied to the contact.
19. If the case is assigned to the SCR segment, a SCR caseworker or team leader can manually update the Personal Interest flag and reason without creating an SR.
20. If the contact has not been marked nationally sensitive or personal interest, you will need to mark it as sensitive. You need to go to the **Contacts** tab and identify the contact to be marked as sensitive (using the NINO/SCIN etc.). Once the contact has been identified go to the **Other Information** applet and select **Associated Contact** from the **PI Reason** dropdown and check the **Personal Interest** box.



21. Complete **Step 19** on all other contacts associated to the case
22. If a case has been marked as sensitive due to one or more of the clients having an alias marked in the **Known As** field, all correspondence will need to be suppressed and issued clerically. For more information refer to [Outbound Contact - Suppress](#) and [Letters \(Outbound\) - Off System](#).

Removing your own PI status

23. Complete the CSF 133 Cessation of Interest form and save it locally.
24. Select the **Send** button on the form - this will automatically direct the form to the Legacy SCR team e-mail inbox for action.
25. E-mail the CSF133 to the **2012 Sensitive Case Team** - their e-mail address is **CM 2012 Scheme Special Client Records**.



For threat of suicide cases the marker is removed when a threat no longer exists or after a three monthly review.

Sensitive caseworker Action

26. Remove the PI marker if you have received the CSF 133, or where applicable, by following the below steps:

- Select **All Contacts** view
- Search for the contact
- Select the hyperlink on the contact name
- Update the **reason** field to **N**
- Update the **Personal Interest** checkbox to **N**
- Return the case/s to business as usual



Do this for all parties involved in the case where applicable.

Blocking a client from the Self Service Portal

1. Select the **Contacts** screen and press the **Query** button. Enter the SCIN of the client that you do not want to access the SSP.
2. Select the surname hyperlink and go to the **Contact Summary** view.
3. Part enter an incorrect PIN and validate it in the **Security Questions** field. A message will be received stating that the contact is now blocked, this confirms that the action has been successful.



If a blocked client calls you should not unblock their account. The following line should be given in these instances: " We are sorry you cannot manage your Child Maintenance Service case online at the moment. This service is not available to all of our clients at present. We are currently developing the service to give all clients the option of managing their case online. Unfortunately I can't give you an exact date for when the developments will be finished" .



Manage blocked clients through security by asking them to answer their security questions and transactional questions.

[Customers Suicide and Self Harm](#)

[Sensitive Case - Handle](#)

[Terminology Changes](#)

[Threat of suicide](#)