Sensitive Case - Handle

This procedure explains what to do when you attempt to access a case marked as a:

- Special client record
- Personal interest case

It is highly unlikely that this would happen often - any inbound contact on a case so marked should automatically route to the sensitive case team. The process also describes the action to be taken by an applications caseworker when potential client information is starred out while trying to trace a client or as part of progressing a new application or enquiry.

A special client record may be someone who is:

- VIP
- Transsexual
- Marked as such by CIS. In this case the CIS interface will generate an SR which will route to the special client record team.

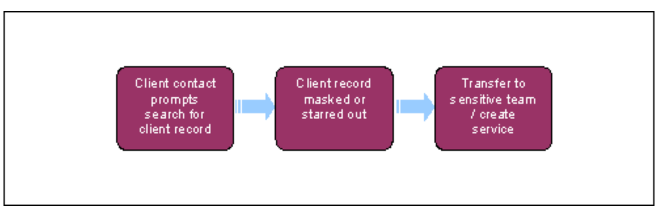
A personal interest case may be:

- The employee or team leader (TL) is a client
- Our employee who requests it
- Our employee who has a connection to the case
- CMG defined (can be used if there is an immediate threat of domestic violence)
- All contacts associated to a sensitive contact record as a temporary workaround.

This procedure will guide you through transferring a call to the sensitive case team using the telephony system and completing a proforma to arrange a call back if you are unable to transfer the call.

Northern Ireland (NI) have their own sensitive case team and this will continue to be the case.

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



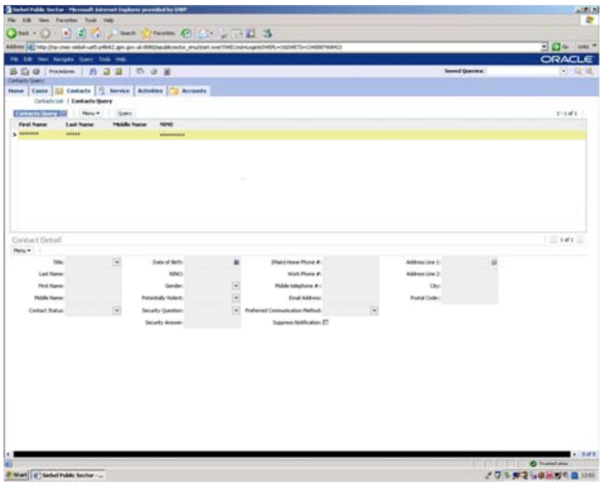
When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

Client contact prompts search for client record

1. Input information to search for the client record in **Case Screen** – **All Contacts** view. This could be
   - Name (full or partial)
   - Date of birth
   - NINO
   - Address (full or partial)
   - Any child maintenance reference number

Client record not loaded or starred out?

2. When you attempt to trace a client marked as special client record or personal interest, the results will be different depending on the way you search for the client information:
    - When searching using the **Contact List** view in the 2012 system, sensitive cases will not be displayed
    - When searching using the **Contact Query** view in the 2012 system, the trace results screen will show that a client exists on the system, However, all relevant client data, service request, activity or any other piece of information will be masked or starred out, confirming the client has a special client record. See the screenshot below for an example:



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

For existing cases the workaround will have been applied so the caseworker will not see other contacts, if the workaround hasn't been applied then the caseworker will be able to the other contacts.

Transfer to special client records team or create service request

3. If the client is on the telephone explain that you cannot access the case details and advise that the call needs to be transferred to the team dealing with their case.

    You must not inform the client that you are transferring them to the SCR team as they do not need to be made aware that they have a sensitive case.

4. Mute the call.

5. Select the special client records team from the phonebook and initiate the call and transfer if a special client records team member is available, explaining the context of the call to the caseworker and the process ends. If they are not available go to **step 6**. For more information refer to Call - Transfer.
6. If a special client records caseworker is unavailable to take the call, inform the caller that you will arrange a call back with the SCR team.
7. Record the following information in the locally held GICH call back proforma:
    - **Date Call Received**
    - **Time Call Received**
    - **SCIN**
    - **NINO**
    - **Reason For Call** - Enter the reason for the call from the dropdown e.g. General Enquiry
    - **Call Back Requested Y/N** - Enter Y or N from the dropdown
    - **Date Call Back Requested**
    - **Time Call Back Requested**

8. Email the proforma to your team leader using **File**, **Send to**, **Mail Recipient (as Attachment)**, requesting that they send this to the SCR team and the SCR team manager. As this is a sensitive/personal interest case, emailing the proforma this way will prevent the proforma being saved to your local server. You will need to delete the email and the proforma once the email has sent.

   For more information on setting a Personal Interest status on a case, refer to Personal Interest - Register

   The SCR caseworker will create a workitem and call the client back where required, for more information refer to Call Backs.

Northern Ireland (NI) have their own sensitive case team

Call Backs

Call - Overview

Personal Interest - Register

Terminology Changes