Procedures > Pages > Maintain-Client-Details > Third-party-amend

Third Party - Amend

This procedure describes how a central third party team amends the information of third party organisations the Child Maintenance Group (CMG)/Northern Ireland Child Maintenance Service (NICMS) deals with and the third party contacts that relate to these organisations.

When setting up a third party organisation record, a third party reference number (TRN) is created. The TRN is included in all correspondence to the organisation and is used to locate the organisation record.

The third party team will be part of the general call handling team but will be set up as a separate segment. The team will have view only access to information on the system.

The third party team will receive inbound calls, correspondence and service requests (SR's) from caseworkers handling third party organisations and their contacts. The third party team will accept requests to update third party information by telephone, email, fax or post from any third party who has a third party record.

They are also responsible for maintaining and managing the records of the following types of organisations:

- Bailiffs in enforcement proceedings
- CMG DNA test provider
- Benefits agencies for location purposes
- Solicitors/accountants

This also includes:

- Members of Parliament (MPs)
- Independent Case Examiner (ICE)
- Parliamentary and Health Service Ombudsman (PHSO)
- Her Majesty's Courts and Tribunal Services (HMCTS)

This team manages and maintains third party organisations for the CMG and NICMS.

There are different standards and service level agreements governing our relationship with third party organisations.
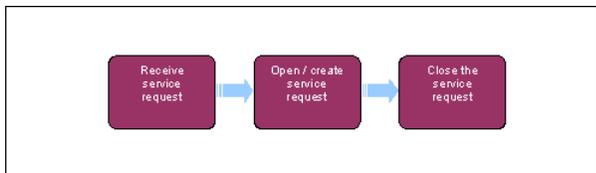
When speaking to clients always use the new terminology - For more information refer to Terminology Changes.

The third party team are responsible for maintaining the records of third party organisations on the system.

Create/receive service request (SR)

BAU team

1. Following a call/inbound correspondence from a caseworker or external source eg solicitor, or receipt of an SR from a caseworker, create/open on of the following SRs:

    - **Process = 3rd Party**

    - **Area = Update 3rd Party Details**

    - **Sub Area = Update 3rd Party Details**

    Add notes of the action required to the SR and then change the **Status** of the SR to **Pending Assignment**.

Third party team

2. The third party team, team leader allocates an SR received from a caseworker. The SR includes a request to carry out changes:

    - to existing third party organisation and/or third party named contact details

    - to an inactive third party organisation and/or third party named contact

3. If you have raised the SR yourself, enter the details of the new information in the notes tab. Link the third party account to the SR by selecting the third party account MVG, then select the correct third party account.

4. You will need to verify the new/amended information that has been supplied.

- Written notification of change from Parliament (House of Commons/House of Lords) received on 'Letterhead' paper will be accepted as verification that the new contact details are valid without further investigation. For all other written notification you need to make a call to the third party to verify the notification is genuine.

- Changes to third party phone numbers need to be validated by external directories before making calls to the third party.

- Minor changes (a simple spelling mistake in organisation\contact name\address and a change of preferred contact method) can be made without the need to verify with the third party.

5. Follow the Activity Plan to complete the changes. Record the new information supplied about the third party in the Notes field within the client record of the SR, and include the date the information was supplied. When any contact to the third party is required, ensure that you use the Notes field e.g. to use the new information to populate any written contact.

When ending (inactivating) a third party organisation/named contact, record the end date in the system. When inactivated, it is not possible to select the organisation onto outbound correspondence.

6. If you need to add a new/change the address details of a third party contact eg solicitor, you will need to complete the following actions:

- Select the third party contact to amend

- Select the **Address line 1** MVG

- Perform a search to check that the address is not already held on the system, if there is an address held on the system, select this then go to **step 7**. If the address is not held on the system close the search applet

- Select **New** and enter the address details

- Select **Ctrl+Save**

Note that if you are adding a new address or amending an address, you must ensure that you uncheck the **Confirmed** box and and add an end date for the previous address in the **Address** tab.

Close the service request

7.

Once you have entered the desired information, **Close** the SR, using the appropriate closure reason from the drop down list.

Other Parties

In certain instances, you may need to set up and maintain other party details. Other parties are individuals we encounter while taking enforcement action and include; a client spouse, partner or business associate or anyone with an interest in a property that is subject to a charging order. For more information refer to Charging Order in related items.

8. Enforcement officer creates an SR as follows:

- **Process = Maintenance**

- **Area = Other Party**

- **Sub Area = Update Contact**

You will need to make all necessary amendments at once, ensure you have all the details before making any amendments, Where further amendments are needed following navigation away from the relevant screen you will need to Close the SR and raise a new one.

9. Update the status of the SR to **In Progress.**

10. You are now able to amend the following other party details:

- Title

- First Name

- Last Name

- Date of Birth

- Home Phone Number

- Mobile Phone Number

- Work Phone Number

- Current Address

11. Once you have entered the desired information, **Close** the SR, using the appropriate closure reason from the drop down list.

Terminology Changes

Third Party - Contact

Third Party - Set Up

Is the current date used to end third party organisation/named contact on the 2012 system.

Yes, use the current date.