



## Third Party - Contact

This procedure describes how to handle a third party organisation and the third party contacts that relate to these organisations.

Third party organisations are external organisations the Child Maintenance Group (CMG) will deal with on a regular basis. Examples of the types of third parties we will use are:

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

A central third party team maintains the information of third party organisations the CMG handles 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 can be used to locate the organisation record.

The third party team is part of the general call handling team but is set up as a separate segment. The team does not have direct access to cases associated with third parties but does have access to allow them to search and identify the caseworker or segment responsible.

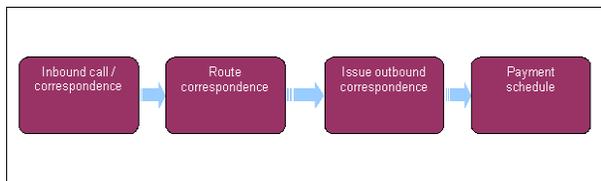
The third party team will support the routing of inbound calls, correspondence and service requests (SR) to/from caseworkers handling third party organisations and their contacts.

The third party team will manage and maintain CMG and CMED third party organisations including the following:

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

There are different standards and service level agreements governing our relationship with third party organisations. These include but are not limited to:

- The police- see the attached [DWP Guidance](#) on disclosing information to the police
- Jobcentre Plus - for fraud referral request purposes, requests are dealt with by your local criminal compliance team
- Ministry of Justice - on behalf of the EU reciprocal enforcement of maintenance orders (REMO) for tracing paying parents who have outstanding maintenance arrears orders within the EU who are currently believed to be residing in the UK - requests are dealt with by legal enforcement
- UK Border Agency - can request information to help trace a client who has been deported but has disappeared, requests are dealt with by caseworkers
- Department for Business, Innovation and Skills (BIS) - can request information on our clients if the person is believed to be involved in a crime against BIS. Enquiries should be passed to Legal Enforcement



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.

## Inbound call/correspondence

1. A third party organisation can contact the Child Maintenance Group (CMG) by telephone, email, fax or letter:
  - Email/fax/letters are received as scanned documents and are routed to the correct caseworker/ segment. The scanning process attempts to identify the third party reference number (TRN) and SR number. If no valid reference numbers are found the correspondence is passed to the inbound handling team. For more information refer to [Correspondence \(Inbound\) - Scanned](#)
  - The CMG has a dedicated fax number for third party organisation correspondence
    -  This fax number is operated by our external postal supplier. Any faxes received will be scanned and sent to CMG as an email attachment
  - Third party organisations use the standard telephone dial in number, select option three and are then automatically routed to the third party team
2. When selecting option three, the caller hears a message informing them that they have selected the third party option. If this option has been selected incorrectly the third party team will not be able to deal with the enquiry. Callers will be provided with the option to go back to the main menu.
3.  Following a call from a third party organisation and/or third party named contact, an inbound call activity and a search screen is presented. The caller provides their TRN which is entered into the search screen to display the organisation record. Ask the caller to provide three of the following organisation details:
  - TRN
  - Organisation name
  - First line of company address
  - Post code
  - Telephone number
  - Email address

 We will not collect specific security information, but you will need to verify the information that has been supplied. Written notification from a third party received on 'Letterhead' paper will be accepted as verification that contact details are valid without further investigation. Third party phone numbers need to be validated by external directories before making calls to the third party. All non minor changes to third party record need to be validated by an outbound call to the third party to confirm (a minor change is defined as a simple spelling mistake in organisation\contact name\address and a change to preferred contact method). Record the name of the caller in the **Notes** field.
4. If the caller has an SR number from a previous call, note the number and enter the details in the search screen to locate the correct case/client details.
5. Ask the caller for details of the case to enable the call to be transferred to the correct team or individual. This could be a case number, name or scheme client identification number (SCIN).
6.  Following receipt of an inbound call/correspondence not related to an existing SR, create an SR as follows:
  - **Process = Third Party**
  - **Area = Manage Inbound Correspondence**
  - **Sub Area = Case/Client Enquiry.**

Where the call relates to a non specific MP enquiry, for further information refer to [MP Enquiries](#).

7. Search for the owning caseworker/team. Select the **Contacts** tab and **Query** tab and enter the search details (this may be case number, client name or SCIN) and select **Go**. The owning case details are displayed. Link the SR to the case or contact and set the **Status** to **Pending Assignment**, the work allocation automatically assigns the SR to the correct segment or caseworker.
8. If an employer sends correspondence to the third party team address with an employer reference number (ERN) the letter is still routed to the third party team, who will link it to the employer record.
9. Any inbound items incorrectly sent to the third party team are sent to the manual handling team. For more information refer to [Correspondence \(Inbound\) - Scanned](#).

## Route Correspondence

10. Locate the third party organisation record on the system. The call and/or inbound correspondence must be routed quickly and accurately. Select the **Contacts** tab and **Query** tab and enter the search details provided (this may be case number, client name or SCIN) and select **Go**. The owning case details are displayed. Link the SR to the case or contact and set the **Sub Status** to **Pending Assignment** the work allocation automatically assigns the SR/activity to the correct segment or caseworker.
 

 Third party organisation records for: Members of Parliament (MP)s, Independent Case Examiner (ICE), Parliamentary and Health Service Ombudsman PHSO) and Her Majesty's Courts and Tribunal Services (HMCTS) are managed and maintained by the third party team. There is a separate email address for MPs. These emails are dealt with by members of the MP team. For more information refer to [PHSO](#), [ICE](#), [Appeals - Tribunal Preparation](#) or [MP Enquiries](#) in the related items.
11. When dealing with a third party organisation and/or named contact by telephone, provide the caller with the SR number that relates to the subject of the call, where possible. Ask the third party to use the SR and the TRN reference numbers on all calls/ correspondence.

 When taking a call the third party team role is to route the call to the appropriate person. SR's will only be raised to make changes to the third party organisation details.

12. From the computer telephone integration (CTI) toolbar on the top of the opening screen, select the phone book. This opens a new window. Enter the name/ staff number of the caseworker and/or segment team and search the system BT phonebook. Select the required person and initiate a warm handoff. The system will automatically display the third party organisation record to the caseworker accepting a warm handoff and a second inbound call activity is created. The caseworker accepts the transferred call, records an appropriate call outcome against this activity and closes the activity.

 The third party team can make a call to the third party organisation using the standard CTI toolbar. A call outbound activity is automatically created when the call is initiated.

13. Where a case group is assigned to a caseworker or segment but the call cannot be transferred (i.e. caseworker unavailable) a general enquiry SR and call-back activity is created. For more information refer to [Call backs](#). Create an SR, select from the following dropdowns:

- **Process = Manage Inbound Call**
- **Area = General Enquiry**
- **Sub Area = General Enquiry**

Enter the third party details, the third party named contact (where applicable) and details of the enquiry onto the SR and attach to the call-back activity.

 A third party named contact cannot be selected unless the linked third party organisation is selected.

 Ensure that the correct third party contact is assigned to the SR. Select the 3rd Party account multi value group (MVG) button and select the correct third party to link to the SR.

14.  Link the inbound call/ correspondence activity to the third party organisation and/or named contact record and select the appropriate **Call Outcome** from the dropdown. Close the activity once the call is completed.
15. The third party team will receive an SR from a caseworker. These include the following:
  - Change to existing third party organisation details
  - Change to existing third party contact details
  - Inactivate third party contact
  - Inactive third party organisation (which inactivates all corresponding third party contacts associated with it)
  - Add new third party records to the system, for more information refer to [Third Party - Set Up](#)

 SRs are allocated by the third party team, team leader (TL). For more information refer to [Work Allocation](#)

16. Open the SR and complete the request. For more information refer to [Third Party - Amend](#).

## Issue Outbound Correspondence

 If a third party named contact does not have an address associated with their contact record, the correspondence is sent to the address held against the third party organisation. The primary or default address is automatically selected

Correspondence issued to a third party named contact should be addressed to that person with the company name printed on the next line

Correspondence issued to the third party organisation must be addressed to the organisation only, starting the letter using 'Dear Sir/Madam' and ending the letter 'Yours faithfully'.

17. Create a **Letter Outbound** Activity. Select a **Third Party And/Or Other Letter** template and one of the following:

- **Letter – Letter Outbound Third Party**
- **Email – Outbound**
- **Fax – Outbound**

If the fax number isn't showing on the system, you will need to refresh the data by coming out and going back into the activity, the fax number should now be visible.

The system automatically selects and populates the letter template with the primary address. Insert the **TRN** and **SR Number** (where applicable) in the header of the letter.

 Ensure that the correct third party contact is assigned to the SR. Select the 3rd Party account multi value group (MVG) button and select the correct third party to link to the SR.

18. Create an SR as follows:

- **Process = Third Party**
- **Area = Outbound Correspondence**
- **Sub Area = Send Ad-Hoc Correspondence**

Select an **Ad-Hoc Letter Template**, complete the mandatory/ editable sections (depending on the related enquiry) and select Finish on the SR. The template is automatically issued to the third party organisation and/or named contact.

## Payment Schedule



When the third party is created on the system with a status of payment and schedule, a request is issued to BaNCS to create account details. The third party team will be able to view third party accounts.

19. A third party schedule is received and routed to the third party team, create an SR as follows:

- **Process = Payments**
- **Area = Manual Schedule**
- **Sub Area = Create Schedule.**

Link the correspondence to the case or contact. Set the **Sub Status** to **Pending Assignment**, work allocation automatically assigns the SR to the correct team.

20. Any enquiries relating to third party overpayments will be managed by the finance team. Create an SR as follows:

- **Process = Payments**
- **Area = Non Standard Payment**
- **Sub Area = 3rd Party**

Link the correspondence to the case or contact. Set the **Sub Status** to **Pending Assignment**, work allocation automatically assigns the SR to the correct team.

NICMS replaces CMG in Northern Ireland

[Appeals - Tribunal Preparation](#)

[Call Backs](#)

[Correspondence \(Inbound\) - Scanned](#)

[ICE](#)

[PHSO](#)

[MP Enquiries](#)

[Third Party - Amend](#)

[Third Party - Set Up](#)

[Security Check](#)

[Terminology Changes](#)

[Work Allocation](#)

[If the caller can't provide the third party reference number \(TRN\) how is the record located?](#)

If the caller doesn't know the TRN the third party team would ask for the callers name and organisation details to locate the record.

[How will police enquires about clients be dealt with?](#)

When inbound written correspondence is received it will be scanned by the third party scanning provider, it will automatically be allocated to the correct client record, the 2012 system will create an activity containing a scanned PDF image of the document and forward it to the inbound correspondence team, who will assign the activity to the third party team. The third party team will validate the third party details and set the sub status to case owning, which will automatically be assigned to the owning case or segment the TL will assign the case to a caseworker.

Refer to the generic [DWP guidance](#) on disclosing information to the police.

[Are there any circumstances where the Third Party team will receive inbound correspondence?](#)

In nearly all circumstances, inbound correspondence with either the TRN or other case identifier will be routed to the owning team/caseworker. In exceptional circumstances where the Inbound Handling Team can't locate a case to assign correspondence to, it may be sent to the Third Party Team.