



Transfer Data Between Clients

This procedure details the actions which need to be taken to pass data between Child Maintenance Scheme clients. This can occur at any point in the lifecycle of a case.

A client may contact the Child Maintenance Group (CMG) to request that their contact details are forwarded onto the other party in their case. This is usually parents who have lost contact with each other and one parent now wishes to re-establish contact. The transfer of information from one party to the other is by correspondence. The client who provides the information must sign a declaration form to give authority for their information to be passed onto the other client.


The exception to this is where, to enable a Direct pay arrangement, a client provides authority to collect (verbally) and pass bank details to the other party. Only bank details can be verbally collected to be transferred in writing to another party. For more information refer to the section **Verbally Collecting and Transferring bank Details**.

The following information can be transferred from one client to another:



- Name (includes new name)
- Address
- Post code
- Landline telephone number
- Mobile telephone number
- Email address
- Bank Details to enable direct pay

CMG will not pass on other information/items e.g. notes from one client to another, birthday cards or gifts etc.

Create Service Request (SR)

1. Create an SR with the following values:
 - **Process = Outbound Contact**
 - **Area = Send Generic Correspondence**
 - **Sub-area = Send Generic Correspondence**
2. Change the SR **Status** to **In Progress**, and link the case.
3.  Confirm with the client if the request is to send their contact details to the other party, or if the request is to pass bank information to enable direct pay. If only bank details are being collected, refer to **Verbally Collecting and Transferring Bank Details**. Advise the client that all information provided will be passed to the other party and to only complete the sections in the form that they want to be passed along.


Sending Contact Details

4.  Issue **CMSL0405** to the client to obtain the information that is to be passed to the other client and a signed declaration that the client agrees for the information to be passed on. Change the SR **Status** to **Wait** and apply a wait of 14 days.
5. When the completed form is returned by the client:
 - Confirm the declaration is signed. If the declaration is not signed or information is incomplete/not legible, call the client to inform them which parts are missing. If they still wish to pass on their contact details, send another copy of **CMSL0405**.
 - Confirm the information the client wishes to send to the other client is information we will pass on.
 - Where it is not information we will pass on, call the client to explain.
6. Check the receiving parents bank details in Bank Wizard to ensure that they are correct and manually input the details returned on the form into the relevant field within the SR.
7. Change the SR **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**. The **CMSL0406** will not issue until approval is provided.
8.  Issue letter **CMSL0406** to send the details to the other party. CMS will generate an attachment to the letter which will automatically pre-populate with the information input into the SR.
9. After team leader approval is given the SR is read-only and the letter and form will be issued to the client by the system.

If the team leader has rejected the SR, the SR fields will remain editable. Apply the necessary corrections and resubmit to TL for approval.

Verbally Collecting and Transferring Bank Details

Verbally Collecting and Transferring Bank Details


1.  Confirm with the client that only bank details will be collected verbally and passed in writing to the other party to enable the Direct Pay arrangement, otherwise refer to **Sending Contact Details**.



Use the following statement in conversation with the client to obtain authority to collect bank details verbally and pass these to the other party:

'If you provide me with your bank details now, it can help set up your Direct Pay arrangement more quickly. These details will not be shared with anyone other than (paying parent name). Do you [receiving parent] consent to the Child Maintenance Service passing these details to (paying parent name) in writing? By agreeing to this consent it will allow (paying parent name) to make payments directly into your account.'

2. Manually generate an SR with the following values:
 - **Process = Outbound Contact**
 - **Area = Send Generic Correspondence**
 - **Sub Area = Send Generic Correspondence**
3. Change the SR **Status** to **In Progress**, link the case and record the bank details in the relevant fields within the SR.
4. Where the client does not provide authority refer to **Sending Contact Details** to issue **CMSL0405**.
5. Where the client gives authority, record in the SR **Notes** that the client's request is to share bank details and the verbatim statement has been accepted to enable details to be transferred to other party.

Check the receiving parents bank details in Bank Wizard to ensure that they are correct.

 Where this process is used at Application stage, no further action is required by the Applications caseworker. New Case caseworker will complete action from Steps 6

6.  Call the paying parent to advise that the receiving parent has requested Direct Pay and inform the paying parent that the banking information will be confirmed in writing.
7. Change the SR **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**. The **CMSL0406** will not issue until approval is provided.
8.  To pass on these details to the other party issue letter CMSL0406. CMS will generate an attachment to the letter which will automatically pre-populate with the information input into the SR.
9. After TL approval is given the SR will become read-only and the letter and form will be issued to the client by the system.


If TL has rejected the SR, the SR fields will remain editable. Apply the necessary corrections and resubmit to TL for approval.


Passing information between clients when RP has notified CMG of domestic violence

Passing information between clients when the receiving parent has notified CMG of domestic violence


1. Where a receiving parent expresses a concern about passing bank account details to the paying parent due to domestic violence, discuss the other money transferring options available to them such as PayPal or MoneyGram, without promoting any particular service.

Advise them of the availability of bank accounts with a 'central' or 'national' sort code. This option gives clients the opportunity to proceed with a service level of Direct Pay without giving information on their whereabouts. Whichever option they choose, advise the receiving parent that they should call in with the details within the next 14 days. If the receiving parent requests information in writing, CMSL9660 should be issued via their contact level.

 In this scenario a signed declaration from the receiving parent is not required. Take the bank details over the phone and pass them on to the paying parent.

 CMSL9660, CMSL9661 and CMSL9662 are shown as system issue on OSCAR, however at Application and New Case stage, they must be issued clerically. This is because the template is not available for selection without a change to service type SR, and this is not required at this point in the process.

2. When the receiving parent calls with or returns the bank details, record the information in contact notes. Issue CMSL9661 to the paying parent with the information provided by the receiving parent.
3. If the receiving parent fails to return or respond within 14 days, call them and advise that without the information, they cannot receive payments. If unsuccessful, call the paying parent and advise that payments should be put aside as per the promise to pay schedule.
4. Where information has been provided, send the CMSL9662 to the receiving parent to confirm that the details provided have been passed on.

For more information on direct pay and the use of bank accounts with a 'central' or 'national' sort code, refer to Policy, Law and Decision Making Guidance 

[NI Exception](#)

Northern Ireland Child Maintenance Service (NICMS) to replace Child Maintenance Group (CMG) in Northern Ireland.

[CMSL0405 We need your contact details](#)

Letter to parent who has asked us to pass on their contact details.

[CMSL0406 Contact details for other parent](#)

Letter to send contact details of other parent to client.

[2012 System Overview](#)

[Client Contact - Overview](#)

[Letters \(outbound\) - Off System](#)

[Service Type Guide](#)