



## Client Representative - Remove

This procedure will explain the steps taken to remove a representative. A representative is a person or persons responsible for acting on behalf of a client when they are unable to, or find it difficult to deal with their own case themselves. A representative can be a family member, family friend or a power of attorney ie a solicitor.

 An organisation may have power of attorney (PoA) on a client's case e.g. Fathers for Justice.

When contact is received to remove a representative, a caseworker will need to identify whether the request has been made by a legally authorised representative. Only a representative or a client can legally remove the representative from the case, unless the representative is a lasting power of attorney (LPoA) for which the client can rarely authorise this.

If the person requesting the removal is not an authorised representative, you will inform them that this cannot be carried out.

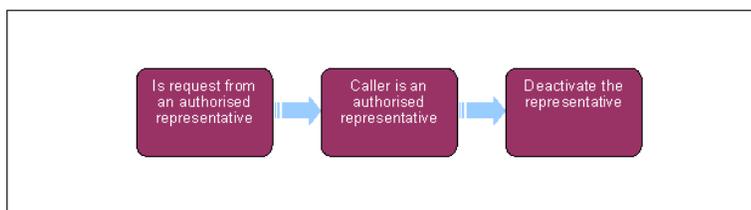
 The client can challenge a LPoA (eg on the grounds that they have recovered their mental capacity). LPoAs can also be cancelled for other reasons (eg representative is made bankrupt).

The Child Maintenance Group (CMG) would accept an application for cancellation by the client if they had evidence from the Office of the Public Guardian or Court of Protection that the LPoA had been revoked.

Once the decision has been authorised, the you will create a service request on the system to remove the representative. When this is complete, confirmation of the removal will be sent by letter to the client and the representative removed.

This process will be carried out by caseworkers in any team where the case is located at the time.

For more information please 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](#).

### Is request from an authorised representative

1. When the call or written notification is received, the system will automatically create an Activity and present you with the **Case** and the **Contact Summary**.
2. Confirm that the request is from a person authorised to remove a representative e.g. client, power of attorney (PoA), lasting power of attorney (LPoA).

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

3.  Call the client to advise of notice received, unless they have a LPoA and it should be to call the LPoA/s.
4.  When the person requesting the removal is not authorised to remove a representative, inform them of this. You will need to call the person if the request was in writing.
5. Once you have done this, on the Contact Summary screen select **Activity View** and update with the relevant details of the call, set the **Activity Status** to **Done**.

### Caller is an authorised representative

6. Create a service request, from the dropdown list select:
  - **Process = CofC**
  - **Area = Manage Client Rep**
  - **Sub Area = Deactivate Client Rep**
7. Set the SR **Status** to **In Progress**, an **Activity Plan** will be created.

8. Select the relevant client to deactivate in **Client Representative Details**, this will populate the SR with the representative details.

## Deactivate the representative

9. Set the **Resolution Code** to **Inactive**, this will remove the representative.

10.  Once deactivated letter CMSL0064 will be automatically issued to the representative and letter CMSL0066 will be issued the client. For LPOA types, only letter CMSL0064 will be issued to the representative and no contact will be sent to the client.

 Where the LPOA has been removed and is not being replaced by another LPOA, the you must contact the client manually where deemed appropriate.

 If the **Client Rep Deactivation** is for type LPOA, the system will automatically remove the **Communicate with Client Rep** flag on the clients case. To remove any other representative as a point of contact you will need to do this manually. For more information refer to [Change - Security Details](#).

11. Set the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

### CMSL0064 You are no longer authorised to be a representative

Confirmation to the representative that they are no longer representing the client.

All fields in this letter are system generated, no manual intervention is required.

### CMSL0066 Important information about your child maintenance representative

Confirmation to the client that we have removed their representative from their case.

All fields in this letter are system generated, no manual intervention is required.

[Call - Overview](#)

[Change - Security Details](#)

[Client Representative - Maintain](#)

[Client Representative - Set Up](#)

[Terminology Changes](#)

[Letter \(Outbound\) - Third Parties/Forward](#)