Client Representative - Set Up

This procedure will explain the steps taken to manage a client's case through the client's 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 relative, parent, sibling, solicitor, accountant, health worker, carer, etc.

Two types of representative are available, on the system they are known as:

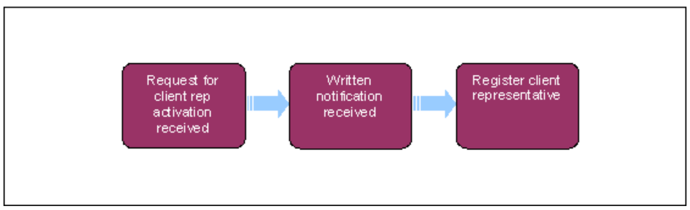
- Individual - Non legal
- Organisation - Legal

If notification is received that a power of attorney has been granted in respect of a client, refer to Client Representative - Power of Attorney.

An individual representative can only be a single person who does not have any legal powers on the client's case but may be a point of contact for the client. These can be relatives or family friends - this list is not exhaustive.

Client Representatives can be set up for the receiving parent at the Application stage however, for a Paying Parent, this process will be completed by a maintenance service caseworker.

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.

Request for client representative activation received

This procedure shouldn't be used where a notification is received that a power of attorney has been granted in respect of a client, for more information refer to Client Representative - Power of Attorney .

Only a client can make a formal request for a client representative. For more information on managing client contact refer to the Policy, Law and Decision Making Guidance

If the client already has an individual representative active on their case, the client must be informed that they can only have one representative active at any given time. If the client wishes to keep a representative already active on the case inform them that they cannot activate an additional representative. When the client requests that the original representative is to be deactivated to allow them to add another representative on the case. For more information refer to Client Representative - Remove. Once the action in that procedure has been taken, return to this procedure to add the new representative.

If adding an organisation to act as a client representative, see **Step 17**.

1. Create a service request (SR), from the dropdown select:
   - **Process** = **CofC**
   - **Area** = **Manage Client Rep**
   - **Sub Area** = **Activate Client Rep**

   Set the SR **Status** to **In Progress**. An activity plan will be created.
2. If the client nominates a friend or relative as a representative, within the **CofC More Info tab**, from the dropdown list on the SR select:
   - **Rep type** = **Friend/Relative**
   - **POA type** = **None**

   POA must be populated before proceeding with SR. If this is not populated the client representative will not be visible for the client on the case.
3. Take one of the following actions dependent on the contact method and information received:

- If the client contact is by telephone and further information is needed from the proposed client representative for authorisation, go to **step 4**.
- If the client has written to us but not provided the required information to progress their request and telephone contact is unsuccessful, create a new template via the following SR then go to **step 4**:
  - **Process** = **Manage Inbound Call**
  - **Area** = **General Enquiries**
  - **Sub Area** = **General Enquiries**
- If the client contact is by telephone and they can provide the minimum information about the client representative, perform a manual search to determine whether the person they would like to be a representative is already registered on the system.

  Go to the **CofC More Info** tab and select the Search box in the Last Name field on the SR, enter the Representative Details and select Go, if they appear on the search results, select them to populate the SR with their details.

  If not already registered on the system, create them as a new contact from within the **Add Contact** tab view, input the following information then go to **step 4**:
  - Title
  - First name
  - Last name
  - Date Of Birth
  - Address
  - Telephone number
  - National Insurance (NINO), if available

    When entering the address details, there are mandatory address fields.
    - For a United Kingdom (UK) address, these are Address Line 1, Post Code and Country fields
    - For a non UK address, the Address Line 1 and Country fields
  - If the client contact is by telephone and they are aware of the type of representative they require but cannot provide this information at first contact, do not create the new contact. Request further authorisation and information in writing. Go to **step 4**.
  - If written notification has been received and all required information is received about the representative and the client has given their authorisation to act go to **step 7**.

For further information on representatives please refer to the Policy, Law and Decision Making Guidance

4. Issue CMSL5512 to the client. When creating the activity to issue the letter, tick the **Global Flag** before changing the activity type to **Letter - Outbound**. When completing the letter, within the freetext box, inform the client that there is a requirement for them to provide the representative's details. Create the correspondence and ensure the enclosure CMSB003 is added prior to generating the letter so that they are issued together. The leaflet provides information about the client representative types available. A form is also attached for completion and return to us.
5. If written authorisation from the client is not received within 14 days complete one of the following actions:
   - If the client representative has been set up as a contact on the system, change the **Sub Status** to **Activate Client Representative** and then set the **Resolution Code** to **Not Registered – Unreachable**. The system automatically issues CMSL0047 to the client to inform them we have been unable to register their representative due to no written authorisation being received, and CMSL0049 to the client representative. End the process, set the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.
   - If the client representative has not been set up as a contact, leave the **Resolution Code** blank and close the SR. Set the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.
6. If written notification is received but it does not provide the legally required information for the representative type, change the **Resolution Code** to **Not Registered – Lack of Proof**. The system issues CMSL0048 to the client to inform them we have been unable to register their representative due lack of proof, and CMSL0049 to the client representative CMSL0049 if they were created at the time the original letter was issued. End the process and **Close** the SR.

Written notification has been received

7. When the required notification is received: Consider if SMS appropriate - for more info refer to SMS Text

- Set the representative up as a **New Contact** if not already done, following the instructions at **step 3 Bullet 3**. Add any further information to the client representative contact, if available;
- Select the **Opt Out Of SMS** updates box against the client on the SR if required.
- Capture the **Representatives NINO** if not already provided. (This is not mandatory)

8. Contact the client representative by telephone, if possible, to gather further information, as required (this must include the representatives date of birth if it has not been provided and the client Rep's Security Pin and Password).
   - If the client representative can be reached by telephone, go to **step 9**.
   - If the client representative cannot be reached by telephone, send letter CMSL0043 to request contact from them.
   - To issue CMSL0043, within the **Activate Client Rep SR** create a new Letter-Outbound activity. In the same activities applet select **Menu** button and **Columns Displayed**. From the pop-up select **Contacts** and add this to Selected Columns then **Save**.
   - Select the **Contacts** MVG button to choose the recipient. Select the Letter-Outbound activity hyperlink, and ensure that the Client rep details are displayed in the **Last Name**, **First Name** fields. Generate the letter as normal.
   - Await written authorisation to continue activation process. Set the SR **Status** to **Wait**, and set a **Wait** period of **14 days**.
     - If no response is received, return to **step 5** and end the process
     - If a response is received, continue to **step 9**

Register client representative

9. Within the **CoC More Info** view of the SR, go to the **Client Representative Details** applet and select **MVG** within the **Last Name** field. Search for the contact to be included as the Representative and select **OK**. The contact's details should now appear within the **Client Representative Details** applet.
10. Update the **Sub Status** to **Create Client Rep**, **Ctrl & S**, select the **C of C More Info** tab then select the **Client Rep** button. Select the client representative's surname and then select the **Security Questions** tab. Create a seven digit PIN and password. There is no requirement to gather information from clients to complete the seven memorable questions. To progress through this screen input an **X** in each field. Add any further information, as required.

   Only set up security questions for a friend/relative representative, not an organisation. Security must not be set to Default Settings as these cannot be changed. If a client representative blocks their security, this cannot be reset. See Client Representative - Maintain for further information.

   If speaking to a nominated client representative before they have registered their PIN and password - in order to verify they are the correct person, ask them alternative questions based upon the information originally provided by the client i.e. address (with postcode), date of birth, contact telephone number, NINO (if known)
11. In the **Client Contact** screen of who the representative is for, select the **Client Rep** tab, then select **Show More**. Validate the client representative identity with customer information system (CIS) using the CIS button. For more information refer to CIS - Verify NINO/CRN. The national insurance number (NINO) Status will automatically change to **NINO Verified** (where successful) or **NINO Not Verified** (where unsuccessful). If the representative does not provide their NINO, search for them using other personal details e.g. Name, date of birth (DOB) , address.

   It is not mandatory to confirm a client representatives identity using CIS when the **Rep Type** is **Friend/Relative.** If the **CIS** button is disabled, continue to **step 12**.
   - If the client representative can be verified by CIS, go back to the SR and the **Resolution Code** will be automatically set to **Active**. Manually set the **Resolution Code** if it has not automatically updated.

     Go to **step 13**
   - If the client representative cannot be verified in CIS, send CMSL0040 as part of the activity plan to advise the client that their client representative could not be validated but that we will continue with activation unless further notification is received from the client.
     Set the SR **Status** to **Wait**, and set a **Wait** period of **14 days**.

   If the client replies to the letter stating that they do not wish to continue with the activation due to the representative not being verified by CIS, cancel the SR, from the dropdown select:
   - **Status** = **Cancelled**
   - **Sub Status** = **Complete**
12. For representatives where CIS was not able to verify them, but there has been no notification to cancel from the client, manually change the **resolution code** to **Active**.

13. If the representative type is friend/relative or organisation issue CMSL0042 to the client and CMSL0041 to the representative. If the client representative is required as a point of contact, continue from **step 14**. If the client representative is not required as a point of contact, go to **step 17**.

14. Create a new SR on the case, from the dropdown select:
    - **Process** = **CofC**
    - **Area** = **Change Personal Info**
    - **Sub Area** = **Change Contact/Security Info**

15. Set the SR **In Progress**, an Activity Plan will be generated. Select the **Communicate with Client Rep** flag.

    Set the client's preferred contact method to Letter as once the representative is the point of contact, the client cannot use self service. For more information refer to Change - Contact Preferences.

16. From the dropdown select the following:
    - **Resolution Code** = **Accepted**
    - **Status** = **Closed**
    - **Sub Status** = **Complete**

17. Close the **Activate Client Rep** SR, from the dropdown select:
    - **Resolution Code** = **Active**
    - **Status** = **Closed**
    - **Sub Status** = **Complete**

    Where an SR has been created in error for type: **Create Client Rep**, the user must **Close** the SR using the following process: (In this scenario if the SR is closed leaving the **Client Rep** as **Pending**, we are unable to change this status) Create the contact and relationship SR. Update SR **Notes** field with reason for creation. Suppress letters to both Client and Representative. Close the SR using the **Resolution code** of **Lack of Proof**.

Request for an Organisation to act as Representative Received

This procedure shouldn't be used where a notification is received that a power of attorney has been granted in respect of a client, for more information refer to Client Representative - Power of Attorney .

This procedure is to be used when a client requests an Organisation to be their Representative. Only a client can make a formal request for a representative. If the client already has an individual representative active on their case, the client must be informed that they can only have one representative active at any given time.

If the client wishes to keep a representative already active on the case inform them that they cannot activate an additional Third Party representative. When the client requests that the original representative is to be deactivated to allow them to add another representative on the case follow guidance at Client Representative - Remove. Once the action in that procedure has been taken, return to this procedure to add the new representative.

18. Create an SR, from the dropdown select:
    - **Process** = **CofC**
    - **Area** = **Manage Client Rep**
    - **Sub Area** = **Activate Client Rep**

    Set the SR **Status** to **In Progress**, an activity plan will be created.

19. Check to see if the requested third party organisation already exists within CMS2012. If third party is on the system add it to the SR. Go to **Step 22**. If the third party is not on the system, go to **Step 20**:

20. Create a new SR to add the third party account:
    - **Process** = **3rd Party**
    - **Area** = **Add 3rd Party**
    - **Sub Area** = **Add 3rd Party**

21. Enter the third party details into the notes field including:
    - Name of the organisation
    - Address, phone number of the third party organisation and any other contact details if provided;
    - A contact name within the third party organisation and address, even if this is the same address as the third party organisation.

Caseworkers can check that this has been done by searching for the organisation within the Third Party Accounts tab, navigating to the Contacts tab within that view and checking to ensure the primary contact is listed and has an address and telephone number recorded against them. If this information is not present, they should raise a new SR for the Third Party team and request this information is added, as the SR cannot be progressed without this information being populated. Notify the Third Party team that this should be added as a client representative organisation, if added as an Unverified Employer they cannot be added as Representatvie as they are not set as a primary contact

Set the **Status** to **Pending Assignment**. This will send the SR to the third party team for completion.

Await confirmation that the record has been created from the third party team, or check the third party view to confirm the third party record has been created.

22. Once the third party account is available on the system, add this to the **Manage Client Rep** SR.
23. If the third party account already exists, confirm that it contains the contact named by the client as their representative within the record. If it doesn't, create the following SR:
    - **Process** = **3rd Party**
    - **Area** = **Update 3rd Party Details**
    - **Sub Area** = **Update 3rd Party Details**

    Enter the third party contact details into the notes field including:
    - The contact name within the third party organisation; and
    - Address for the contact even if this is the same address as the third party organisation.

    Where the nominated representative is a legally qualified representative e.g. a solicitor the request to act does not have to be in writing. However, the client **must** authorise the representation.
24. Where the the client has provided information to identify the required third party organisation continue to **step 25**. Where information has not been provided, got to **step 29.**

Written notification has been received/Information provided

25. When the required notification is received:Consider if SMS is appropriate - for more info refer to SMS Text:
    - Set the representative up as a New Contact if not already done,
      - **Rep Type = Organisation**
      - **POA Type = None**
    - Add any further information to the client representative contact, if available;
    - Select the **Opt Out Of SMS** updates box against the client on the SR if required
26. Update the **Sub Status** to **Create Client Rep** and update the **Resolution Code** to **Active**, select the **Go to Contact** button, and then the **Client Representative** view to check the client rep is displayed. Return to original SR.
27. Issue CMSL0042 to the client and CMSL0041 to the client representative.
28. Close the **Activate Client Rep** SR, from the dropdown select:
    - **Status = Closed**
    - **Sub Status = Complete**

Written notification has not been received/Information provided

29. If the client has not provided information to identify the third party organisation or a named contact within that organisation, create a new template via the following SR:
    - **Process = Manage Inbound Call**
    - **Area = General Enquiries**
    - **Sub Area = General Enquiries**
30. Issue CMSL5512 to the client. Ensure that you tick the **Global Flag** before changing the activity type to **Letter - Outbound**. When completing the letter, within the freetext box, inform the client that there is a requirement for them to provide the representative's details. Create the correspondence and ensure the enclosure CMSB003 is added prior to generating the letter so that they are issued together. The leaflet provides information about the client representative types available. A form is also attached for completion and return to us.
31. If written authorisation from the client is not received within 14 days complete one of the following actions:
    - If the client representative has been set up as a contact on the system, change the **Sub Status** to **Activate Client Representative** and then set the **Resolution Code** to **Not Registered – Unreachable**. The system will automatically

issue letter CMSL0047 to the client to inform them we have been unable to register their representative due to no written authorisation being received. Letter CMSL0049 will also be sent to the client representative (If this letter needs to be issued to third party contact then issue via Letters (Outbound) - Contingency). End the process, set the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.

- If the client representative has not been set up as a contact, leave the Resolution Code blank and close the SR. Set the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.

NICMS to replace CMG in Northern Ireland

Lasting = Enduring (for Northern Ireland), Continuing or Continuing & Welfare (for Scotland)

Ordinary = Also known as General in Scotland

CMSL0040 Important information about your case

Unable to confirm the client reps identity but will authorise client representative.

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

CMSL0041 Thank you for the information you gave us

Thanking client representative for the information they provided and confirming the appointment of their representative.

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

CMSL0042 Important information about your representative

Informing client that their client representative has been appointed.

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

CMSL0043 You have been nominated to act as a representative

Informing a client representative of the client’s intention to register him/her as a representative and asking for information.

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

CMSL0047 Important information about your representative

Informing client that we have been unable to register their representative because we have not been able to make contact with the representative.

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

CMSL0048 We can’t make someone your representative

Informing client that we have been unable to register their requested client representative because they have not sent evidence of POA.

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

CMSL0049 We can’t make you a client representative

Informing third party that we have been unable to register them as a client representative because they have not sent us written proof that they are authorised to act, or they have not set security details.

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

CMSB003 - Client rep type/Authorisation form

- All fields in the Child Maintenance Group (CMG) part of this letter are system generated, no manual intervention is required
- Second part of the form is for completion by the client

CMSL5512 - Generic free text

Off system letter.

- Generic free text letter used for information

Call - Overview

CIS - Verify NINO/CRN

Client Representative - Maintain

Client Representative - Power of Attorney

Client Representative - Remove

Security - Set Up

Terminology Changes

Third Party - Contact

Letters (Outbound) - Third Parties/Forward

Can a client have multiple third party representatives?

No, a client can only have one of each type of representative, one solicitor and one partner representative.

Can a client make a third party representative request vie email?

Yes, send the client representative type/authorisation form CMSB003 to the client. This form provides information about the client representative types available and a form is attached for the client to complete and return to us.