Department for Work & Pensions Procedures ▸ Non Standard Case - Refer

Procedures > Pages > Maintain-Case > non-standard-case-refer

Non Standard Case - Refer

The Child Maintenance Group (CMG) use the non standard case segment to store cases which meet criteria to be held in isolation of mainstream cases, e.g. Exceptional Case Handling.

Proactive Incident Management Team (PIMT) caseworkers use this process as part of the referral of cases which meet team leader approval criteria to the Exceptional Case Handling team.
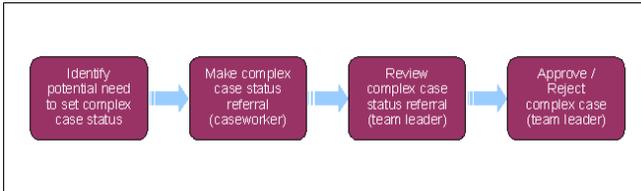
ⓘ Cases that meet the exceptional case handling criteria are moved to the non standard case segment for storing whilst a fix is put in place and the case can be loaded back onto the system, no other cases are held in the non standard segment.

Identify potential need to set non standard case status

1. Access the **Contact Summary** screen and have the case details available.

2. Consider the circumstances of the case in relation to the Child Maintenance Group's (CMG) non standard case criteria. these are where the case meets Exceptional Case Handling criteria. For further information see Exceptional Case - Gateway.

3. If the circumstances of the case do not match the non standard case criteria, no further action is needed.

4. If the case does fit the criteria, make a non standard case referral to the team leader. If you are a team leader and have identified the case requires Exceptional Case Handling yourself, no approval is needed so proceed to **step 14.**

ⓘ It may not be possible to complete the referal process ie there is an underlying error on the case. Where this occurs contact the IT supplier to move the cases which meet the exceptional case handling criteria.

Make non standard case status referral

Caseworker action

5. Before referring a case for approval, ensure that there is no outstanding work that needs to be completed. You will not be able to take action on the case once it is approved for non standard status.

6. Access the **Contact Summary** screen and have the case details available.

7. Create a new service request (SR) and from the drop down lists select

   ▪ **Process = Special case management**

   ▪ **Area = Non Standard**

   ▪ **Sub Area = referral**

8. Select the appropriate reason for the referral from the drop down menu on the SR.

9. On the SR, record the source of the referral, i.e. the person's who notified us of the relevant circumstances. Possible sources include clients, third party representatives, other agencies or computer interfaces. This list is not exhaustive, if in doubt you should consult your team leader.

10. In the **Freetext Panel**, add any supporting **Notes** that might be useful, either to the team leader making the decision whether to approve the referral, or to the specialist.

11. Update the **Status** of the SR to **In Progress**. Refer the SR to the team leader for approval by updating the SR **Status** to **Pending Approval**.

12. Remember, you will no longer be able to access a case that has been approved for non standard status.

13. If the case is rejected, the team leader will inform you and the case will remain available to you via your case list.

Review non standard case status referral

Team leader action - storage of cases

14. Access the case record to view or create a referral. If the referral is from a case officer, take ownership by selecting the following:

   ▪ **Work Management**

- **Cases screen**
- **Query**

15. Assign the case to yourself.

16. View the referral details and determine whether the referral is valid using the CMG's criteria and where possible discuss with the exceptional case handling team.

17. If you have identified the potential need for non standard case status yourself, create and complete an SR for approval by following **steps 5 to 10** above.

Approve non standard case status

Team leader action

18. If the circumstances of the case match the CMG's criteria and you decide to approve the referral:

- Select relevant referral in **My Approvals Inbox**
- Update the **Status** of the referral to **Approved**
- Give a brief reason in the **Complex Case/Removal Reason** field
- Refer the case back to the caseworker. For more information refer to Work Management

Case worker action

19. Once the referral has been approved you will receive the case back from your team leader. You will update the case as follows:

- **Resolution Code = Complex Case Approved**
- **Status = Closed**
- **Sub Status = Complete**

20. This will mark this case and any others within the case group as a special case. Once marked special, this will trigger work allocation and route to the exceptional case handling team for the next action.

Reject non standard case status referral

Team leader action

21. If the non standard case criteria do not match the circumstances of the case and you decide not to accept the referral, reject the request by updating the **Inbox Item Status** to **Rejected** and record the reason for rejection in the **Inbox Comments** box.

22. The system will update the SR **Status** to **In Progress**, **Sub Status** to **Rejected** and the case will now be accessible to the referring caseworker.

23. Inform the caseworker who made the referral, either verbally or by email, of the rejection.

Exceptional Case - Gateway

Exceptional Case Handling - Overview

Non Standard Case - Process

Work Management

When will the caseworker refer the case for complex case handling?

The caseworker will need to identify cases whose circumstances match the child maintenance group's criteria for complex case handling and refer such cases to the team leader for approval.

If the team leader identifies a complex case, will they need approval to refer the case?

No the team leader will refer the case to a specialist complex case team without the need for approval