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Procedures > Pages > Maintain-Case > Annual-Review-Summary

## Annual Review Summary

The purpose of this procedure is to provide an overview of the annual review process which puts a new calculation in place for the case group for the forthcoming year. This process is mainly automated however there are some exceptions where caseworker action is required to complete the annual review process. This procedure will cover these exceptions and the caseworker action required.

The annual review date is calculated as the anniversary of the initial effective date and each new case that joins the case group will have the same annual review date. The annual review process is responsible for carrying out a review of the paying parents liability and calculating the new liability for the forthcoming year.

The calculation in place for each case is reviewed annually against the latest historic income details received from (Her Majesty's Revenue and Customs) HMRC. An annual review is a review of income only, clients may choose to report other changes at this time and will be given the opportunity to do so.

There are three key parts to the annual review process:

- Interfacing with HMRC to obtain the latest income details for the paying parent
- Performing an annual income update calculation to allow clients to advise us of any changes
- Implementing the annual review calculation for the forthcoming year

When a caseworker is informed that a client is tax evading, i.e. keeping business off the books by dealing in cash and/or hiding assets in an offshore bank account, encourage the reporting client to report it to HMRC through the HMRC .gov website. The website address is <https://www.gov.uk/report-an-unregistered-trader-or-business>

Once the annual review is completed it will carry the same appeal rights as any other original decision. For more information on appeals on decisions made after the 28th October 2013 refer to [Mandatory Reconsideration](#).



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.

### Annual Review Calculation

On the annual review date the system will automatically generate the following perform calculation SR:

- **Process = Perform Calculation**
- **Area = Case Maintenance**
- **Sub Area = Annual Review**

The annual review SR will also generate for arrears only case groups to allow a new promise to pay schedule to be issued for these cases. Go to **Procedural Exceptions, Arrears Only Case Groups** for more information.

#### No Income Available Exception Reason

The annual review SR will exception out where a DMD is currently in place or CMG holds no income details for the paying parent. In these scenarios the **Reason** field in the SR will display **No Income Available**. The action to take will depend on what was in place previously.

If a DMD was in place previously, tick the DMD box then select the **Calculate Liability Amount** button.

For more information on discretionary decisions and recording welfare of the child decisions along with some examples of discretionary decisions refer to Policy Law and Decision Making Guidance 

If no DMD was in place previously and the paying parent does not return income information in time for the annual review, check whether a best evidence decision can be applied before implementing a DMD. If no DMD was in place previously this could be because the HMRC income is now out of date. Go to [Calculation - Non HMRC](#) for more information. Further income request letters are not required if they have been issued at Annual Income Update stage.

#### Annual Review Scheduling


Following the calculation, the system will complete a new promise to pay schedule. There are three exceptions where further information is required before the system can create a promise to pay schedule. For more information, go to [Promise To Pay Exceptions](#).

If the liability is nil, no promise to pay schedule will be generated.

 Within the Annual Review SR, the promise to pay schedule should be completed before any further changes that will effect the promise to pay schedule. If the promise to pay schedule is updated after the Annual Review has generated, this new promise to pay schedule will not populate within the Annual Review SR and Annual Review notifications will need to be issued clerically to include the new schedule.


### Annual Review Letters

The system will automatically issue notifications depending on the calculation. Go to **Customer Materials** for more information.

 Where a perform calculation SR has generated and performed a promise to pay schedule after the annual review SR has generated, the annual review SR will be unable to create a promise to pay schedule or issue letters.

If issuing a CMSL2018 go to **Procedural Exceptions**.

There is a fundamental which provides guidance on how to explain client statements following client contact. This can be found at [Client Statements fundamental](#).

 Client statements are failing to generate when a case does not have any transactions in the entire annual review year. In these scenarios the statements should not be issued (602-04-21705)

### Missing Variables

The calculation letters will not be issued where there are missing variables. This means that the letters can't find the information required to include in the letters.

To check if a letter has failed due to missing variables, select the letter activity and select **Go To Correspondence** button. The **Errors** tab will show any missing variables. The action to take in these scenarios can be found in **Missing Variables - Perform Calculation Letters** in the **Procedural Exceptions** tab.

### Variations

The annual income update calculation will have taken into account any existing variations. However if the paying parent has any earned or unearned income variations these will be reviewed as part of the annual review process.

The annual review process will recognise where the change in variation amount falls below the required threshold for each ground and will end the variation where necessary.

The latest earned and unearned income details returned from HMRC can be viewed in the paying parent's Customer Profile.

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

### Moving Master Cases Out Of The Annual Review Segment

Upon completion of the annual review SR, the system will move the master case back to the maintenance change of circumstances (CofC) segment at the end of the day. For more information go to [BOM Overview](#).

If the master case is held in the maintenance CofC benefit segment, or held in a segment above annual review in the casegroup hierarchy e.g. arrears management, enforcement or appeals, the master case will not move segments.

### CMSL2018

There is an issue whereby the CMSL2018 is not generated by the 2012 system. For this reason, cancel the original activity and generate a new activity letter. This is editable and requires team leader approval. Where the CMSL2018 needs additional lines to be added for multiple schedules, email the OED Config Library who will arrange for the extra lines to be added and return the documents.

For annual reviews which were due on 27th October 2014, 30th October 2014 and 31st October 2014, a technical issue occurred when CMG could not retrieve a new historic income figure. If the client makes contact regarding the information used in the annual review and the annual review was due, raise an incident for the attention of Business Design.

### Arrears Only Case Group

The annual review SR will also generate for arrears only case groups to allow a new promise to pay schedule to be issued for these cases. The system will generate a £0.00 liability in these scenarios as there are no qualifying children. The system attempts to generate notifications CMSL5226 and CMSL5209 but an exception is thrown out due to missing variables. These notifications are not required, however a new promise to pay schedule must be created to schedule the arrears.

The system will not create a new promise to pay schedule automatically therefore manual action is required.

1. Go to [Arrears Negotiation and Missed Payments](#) to issue the CMSL4080 and CMSL4081.
2. In the **Annual Review SR** update **Notes** to reflect the annual review schedule has been issued through the **Action Missed Payment SR**, number.
3. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

### Northern Ireland Exceptions

Northern Ireland Child Maintenance Service (NICMS) replaces Child Maintenance Group (CMG).

## What is a Missing Variable?

Information required to populate a letter template is not held in the system. This missing information prevents the system from being able to generate and causes an error. This is called a missing variable.

The reasons for missing variables may be due to system error but the main cause is user error, as some case details required to produce calculation letters are missing. For example they have failed to generate because there is no active Method of Payment details recorded. Intervention is needed to input a method of payment in order to generate the perform calculation letters.

### Identifying a missing variable

Where the system has not been able to fulfil system generated letters due to missing variables, all perform calculation caseworkers in any area will see the **Perform Calculation SR** generated with no **Exception Reason** i.e. **Blank**.

In this scenario, the cause will need to be investigated, to do this, go to the **Correspondence** tab and look at the **error code**. If the **error** the error message advises **Validation failed because the following variables are empty**. This means that the system hasn't been able to generate the letter template as some required information is not held in the system.

The table below contains details of known missing variables and what action needs to be taken to complete the missing information.

In the **Error Message** field, the list of empty variables can be long; therefore the key data items to look for have been highlighted in bold. C holds the missing information the letter can be generated again by the system.

When coming across missing variables that are not in the table, raise an incident.

The list below provides the full error code, a shortened version is selectable further below and provides information and guidance to resolve the

#### NRP Weekly Liability

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailscalcsAndCollectCasescaseLiabilityAndChargeDetailsNRPWeeklyLiability
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailscalcsAndCollectCasespwcCaseDetailsfirstName

#### Charge Percentage (Receiving/Paying Parent)

- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsPWCCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsNRPCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsNRPCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsPWCCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsPWCCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsNRPCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsNRPCChargePercentage
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailsPWCCChargePercentage Location : ADOBE


#### Details Payment Method

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsPWCDetailspresentDetailspaymentDetailspaymentMethodLocation : ADOBE

#### QC Details Case Group No Liability

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailscaseGroupNoLiabilityChangeQCListbasicInfoListbasicInfoDetailsdateOfBirthddMMMyyyy
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailscaseGroupNoLiabilityChangeQCListbasicInfoListbasicInfoDetailsfirstName
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailsassessedCaseGroupQCListbasicInfoListbasicInfoDetailsdateOfBirthddMMMyyyy
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailsassessedCaseGroupQCListbasicInfoListbasicInfoDetailsfirstName Location : ADOBE

#### QC Details Case Group - QC Inactive (Arrears only cases error message as above)

 When the letter fails due to the QC being inactive on an arrears only case, see **Arrears Only Case Group Procedural Exception**. Police caseworkers can approach/contact 1993/2003 caseworkers to obtain QC details (Name/DOB) for clerical letters where required.

#### Service Type

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailscaseActiveCalcSRQCbasicInfoListbasicInfoDetailsdateOfBirthddMMMyyyy
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetailscaseActiveCalcSRQCcount

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetails caseActiveCalcSRQCbasicInfoListbasicInfoDetailsfirstName
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsweeklyLiabilityAmount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsserviceType
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsweeklyLiabilityAmount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsserviceType
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetails caseGroupNoLiabilityChangeQCListcount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsQCDetails caseActiveCalcSRQCcount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailssharedCareDetails standardSharedCareQCcount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemeworkItemDetailssharedCareDetails countOfLACareQC
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsweeklyLiabilityAmount
- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseDetailsweeklyLiabilityAmount Location : ADOBE

#### BaNCS

- Error Code 344 BaNCS

#### Runtime Failure CWWBE0003E

- runtimeFailure CWWBE0003E: A runtime fault was returned by the implementation of activity 'InvokeSetAffectedCase'. Location : ESB

#### Paying Parent Income

- DD\_CMS00002AdobeXSD\_CMECFutureSchemecaseContactDetailsNRPDetailspresentDetailsincomeDetailscurrentIncomeReviewL Location : ADOBE

When the error code has been identified select the title below for the resolution:

#### [NRP Weekly Liability](#)

Initial calculation has not been completed.

- Root Cause - Caseworker
- Problem Statement - NA

Investigate why no initial calculation has been completed.

1. If the **Initial calculation** service request (SR) has been closed, raise an incident requesting the service management team to re-open the SR.
2. Once the **Initial calculation** SR is open follow the existing procedures to complete the initial calculation. For more information refer to [HMRC](#).
3. Navigate to the **Perform calculation** SR and update the **Correspondence exception status** to **Ignored**. Letters will then be issued via the s

#### [Charge Percentage \(Receiving/Paying Parent\)](#)

The bulk reschedule SR has not been completed as an **exception** has occurred for the reason of No Income or a default maintenance decision this means that no collections charges have been applied to the case.

- Root Cause - Caseworker
- Problem Statement - NA

Investigate why the bulk reschedule SR has not has been completed with either No Income or DMD.

1. If the **Bulk reschedule** service request (SR) has been closed, raise an incident requesting the Service Management Team to re-open **reschedule** SR.
2. Once the **Bulk reschedule** SR is open, and a DMD was in place prior to bulk rescheduling, populate the DMD check box.
3. Select **Calculate Liability Amount**.
4. Where there is no income, follow existing procedures to complete the **Bulk reschedule** SR or to complete the outstanding **change of** SR. For more information refer to [Calculation-Non HMRC](#).
5. Go back to the original letter where the error occurred and update the **Correspondence exception status** to **Ignored**. Letters will then be issued via the system.
6. Update the **status** to **Close** and the **sub status** to **Complete** and the bulk reschedule SR will complete.

#### Details Payment Method

No method of payment to (MOPT) recorded for receiving parent.

- Root cause - caseworker
- Problem statement - NA

1. Follow the correct procedure to collect the receiving parent's MOPT. For more information refer to [Change MOPT - Summary](#).
2. Navigate to the **perform calculation** service request (SR) and update the **Correspondence exception status** to **Ignored**. Batch will the letter automatically.

#### QC Details Case Group No Liability

For letters failing at annual review, follow the workaround below to create a new promise to pay schedule (P2P) (CMSL4080/CMSL4081):

1. Create the following SR for the Paying Parent:
  - **Process = Perform Calculation**
  - **Area = Case Maintenance**
  - **Sub Area = Change Client Data**
2. Set the **Calculation effective date** as today's date and set the **Calculation end date** as the next annual review date.
3. Save the record then select the **Calculate Liability Amount** button. The system will automatically generate letters.
4. Update the **annual review SR status** to **Close** and the **sub status** to **Complete**.

#### BaNCS

Misalignment between BaNCS and the 2012 system.

- Root Cause = Caseworker
- Problem statement = NA

1. Follow the existing procedures to gather the paying parent's method of payment from (MOPF). For more information refer to [Change MOPF - Summary](#).
2. Input the MOPF details to align BaNCS and the 2012 system.
3. Navigate to the **Perform calculation** service request (SR) and update the **Correspondence exceptions status** to **Ignored**. Letters will be generated by the system.

#### Runtime Failure CWWBE0003E

There are multiple active cases for the same case participants in the same master case e.g. an arrears only case and an active case with maintenance.

- Root Cause - System
- Problem Statement - 602-04-21469

1. Issue clerical contingency letter.

#### Paying Parent Income

Check the end date of the current income in the customer profile.

If problem is within annual income update, go to the **Customer Profile** in the PP contact screen and update the Validity End Date of the current income record to 58 days after the annual review date for the case.

#### CMSL5209 - To paying parent – nil rate Annual Review decision

To paying parent – Annual Review final decision (Nil Assessment)

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

#### CMSL5213 - To paying parent – Annual Review decision

To paying parent – Annual Review final decision

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

#### CMSL5215 - To receiving parent – Annual Review decision

To receiving parent – Annual Review final decision

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

[CMSL5223 - To paying parent – DMD decision at Annual Review](#)

To paying parent – Annual Review final decision (DMD)  
All fields in this letter are system generated; no manual intervention is required.

[CMSL5224 - To receiving parent - DMD decision at Annual Review](#)

To receiving parent – Annual Review final decision (DMD)  
All fields in this letter are system generated; no manual intervention is required.

[CMSL5226 - To receiving parent – nil rate Annual Review decision](#)

To receiving parent – Annual Review final decision (Nil Assessment)  
All fields in this letter are system generated; no manual intervention is required.

[Related Items](#)

[Calculation - Non HMRC](#)  
[Calculation Screen Summary](#)  
[Change - Income](#)  
[Change MOPF - Summary](#)  
[Change MOPT - Summary](#)  
[Promise To Pay Exceptions](#)  
[Mandatory Reconsideration](#)  
[MOPF Set Up - Multiple](#)