

## CIS - Verify NINO/CRN

This procedure describes the interface between the Child Maintenance Group (CMG) and the Customer Information System (CIS) during the application stage of a case, or when there has been a change of circumstances that requires a new client to be added to a case.

During this interface the 2012 system triggers CIS to identify the appropriate person, their national insurance number (NINO) or child reference number (CRN) and date of birth using the information provided by the client.

When a confident match has been found for a paying parent (the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) in legislation), receiving parent (parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or the person with care (PeWC) in legislation), relevant other child (ROC) or child in family based arrangement (CIFBA), the NINO/CRN and date of birth held by CIS is accepted and auto populated in the correct field, within the 2012 system.

This interface is in real time and triggered automatically during new applications. It can also be triggered by the caseworker when adding someone to a case after the initial case set up, through a change of circumstances.

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

### Start interface to verify NINO/CRN

1. This interface between the 2012 system and the Customer Information System (CIS), can be started in any of the following ways during applications or when processing a change of circumstances (CofC):

Situation	Interface trigger
Application  This interface is triggered for the applicant, no matter who the applicant is in the case, for example, if a Child in Scotland applies, the interface is triggered for them.	Update sub status of the service request (SR) to check applicant/QC.
Identify other party  This interface is triggered for the other party, no matter who has made the application, for example, if a paying parent (the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) in legislation) applies, the interface is triggered for the receiving parent (the parent who receives or is expected to receive child maintenance, know as the parent with care (PWC) or person with care (PeWC) in legislation).	Update sub status of the SR to check other party NINO, in contact relationship.
Adding new client to an existing case	Select verify CIS in the contact relationship applet
Processing a change of circumstances	Select CIS within the relevant work item.

### CIS confirms identity

2. When interfacing with CIS to confirm a person's identity, the child maintenance system sends the following minimum information to CIS:
  - Applicant – First name, Surname, date of birth and address
  - Other Party – First name, Surname
  - QC/ROC/CIFBA – First name, Surname and date of birth
  - Paying parent benefit partner – First name and Surname



If other information such as national insurance number (NINO) or address is held, the 2012 system will also send this to CIS via the interface.

- Where a person's name, date of birth and NINO are provided by the 2012 system and CIS provides a single match to this information the 2012 system will automatically populate the **NINO/CRN** and **Date Of Birth** fields from the information returned from CIS. The **NINO/CRN** Status is automatically updated to: **NINO/CRN Verified**, and you will be able to progress the application or case to the next process. For more information refer to the Policy, Law and Decision Making Guidance 



Note that if the Address fields are populated with random letters after the search, remove the address and manually re-enter the postcode.

- Once a NINO/CRN is verified the 2012 system automatically sets the relevant interest on CIS via the interface. For more information on the types of interest CMG set on CIS, refer to the [CIS - Register/Deregister Interest](#) procedure.

## Consider potential matches from CIS

- In instances where a confident match is not returned via the CIS interface (i.e. the record/s provided do not exactly match the details provided by the client) a list of potential matches is automatically displayed for you to consider. Complete the following actions:
  - Review the potential matches returned via the CIS interface
  - Determine if there is a match
  - If a match is found, highlight the record in the CIS interface window within CMS 2012 and select the **Pick** button

For more information refer to [Identify The Non Applicant](#).

- There may be some rare scenarios where the information held CIS maybe is incorrect. This includes scenarios such as a client with two NINOs or two different clients with the same NINO. When this occurs, it needs to be reported. A CIS form needs to be completed and referred to CIS Frontline Services. For selecting the correct form refer to [CIS Forms](#). Once the form has been sent, until the issue is resolved, the client's expectations should be managed by explaining that there is a system issue preventing onwards progression and that a resolution is being sought.

## CIS does not confirm identity

- Where the CIS interface returns no possible matches to the details provided for the applicant, other party, qualifying child (QC), paying parent benefit partner or child in family based arrangement (CIFBA), the following message is displayed: **No records found**. If this message is received, conduct a further search in CMS 2012 using the CIS interface, using additional information to identify the person. This could include contact details or an out of date address etc. You can also perform a relaxed search to broaden the search. Select the CIS button from the **Contact CIS/CRA** tab. An applet will generate which will allow alterations to some of the data for a relaxed search via the CIS interface:
  - Name and date of birth (DOB)** - These fields are locked, they can be amended by returning to the **Contact** view and changing the contact data, then retrigger the relaxed search.
  - NINO** - Where included in a relaxed search, the CIS interface will automatically break this down into subsets to provide matches.
  - Birth From and Birth To Date Range** - These will allow a search across a range of dates rather than a specific DOB.
  - Death Start and Death End Date Range** - These will allow deceased records to be included in the return.
  - Street Address 1, City and Postcode** - Only use Post Code, as current system functionality isn't returning results as expected with Street Address and City.
  - Email and Phone** - This information won't have been used in the initial search so may return results.
  - Gender** - Do Not use.

The relaxed search applet also provides three indicator flags that can be used individually or in combination

- Multi-Part Indicator** - When selected the system will search CIS via the interface to look for hyphenated last names e.g. if we believe that the clients last name is Digby-Jones, only record either Digby or Jones in the last name filed. CIS will then look for hyphenated last names so if Digby was entered, CIS will search for XXXX-Digby or Digby-XXXX
- Historic Indicator** - The system will use the CIS interface to look to match data we send against its historic records database as well as current records. The returns still reflect current information.
- Name Indicator** - This will relax the name search e.g. where Steve is entered as a first name returned matches will include Steven, Stephen, Stevan, Stephanie etc.

For more information refer to [Identify The Non Applicant](#).



From January 2013, HMRC are introducing the high income child benefit charge. This may mean that new clients decide to stop receiving child benefit, or may not make a claim for it at all. Where this is the case, those children will not have child reference numbers and therefore the case will have to be treated as an exception, as you are not able to enter the child details onto the case without their reference number. For more information on transferring a case to the exceptions team, refer to [Exceptional Case – Gateway](#).

8. Where the system cannot find a match via the interface with CIS to the details provided for the relevant other child (ROC), the following message is displayed: **No records found**. In these situations you should contact the paying parent to get further evidence and details of the ROC to enable the CIS interface to complete a successful search. A ROC cannot be added to the case until this is completed. For more information refer to [Existing Case – New ROC](#).

### Insufficient access

9. If the following message is displayed on your monitor: **Unable to progress the application/enquiry because you have insufficient access**, it means that the contact has been declared as nationally sensitive. The Special Client Records team are the only people who can view the contact and case details. The contact and any related cases will automatically route to the sensitive case handling team. Contact this team to let them know that the case is now with them and ask them to arrange a call back to the client at the arranged time.

#### Content Editor

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