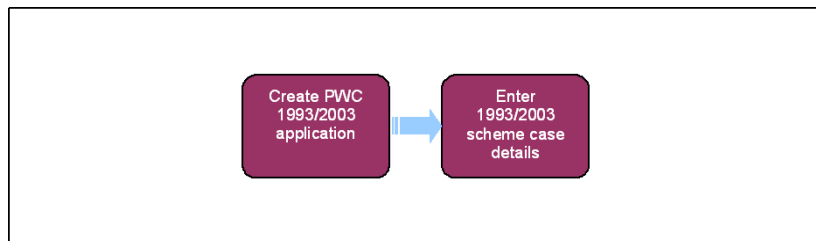




CSA Scheme Receiving Parent Application - Manual Set Up



Note, you should only be completing this process if you have been directed here from another procedure or are given case specific guidance.



Always use the new terminology when speaking to clients. For more information refer to [Terminology Changes](#).



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.

Create Receiving Parent CSA Scheme Application



Note, you should only be completing this process if you have been directed here from another procedure.



Regardless of who the applicant was on the scheme CSA case, when a case moves to CMS the paying parent will already be recorded in the CMS system. When building the CSA scheme case onto CMS the following process should be used and the case built and recorded as a Legacy PWC application.



Note that before starting action to create a new CSA scheme receiving parent application, you should check that the manual handling outcome has been recorded.

When carrying out these steps for a paying parent's partner who has been identified as being a paying parent on CSA scheme set up the paying parent partner's receiving parent/s from the CSA case by following this procedure to create a new casegroup.



Case Closure cases must be progressed at the same time as a new application so that the system generates one Initial Calculation SR which includes all QCs for the new application and the Case Closure case.

1. Enter the receiving parent's details i.e. date of birth and national insurance number (NINO). Where the receiving parent already exists on CMS, go to **step 2**. If the receiving parent does not already exist on CMS, save the receiving parent's details - the system will generate a scheme client identification number (SCIN).

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

Process = Application

Area = Legacy PWC Application

Sub area = New Application

- Update the SR **Status** to **In Progress**. The system will then create an activity plan displaying the list of tasks you will need to complete.

Enter CSA case details


 Note if any additional information required from any of the receiving parents, e.g. missing bank details, you can issue a CMSL0077.

- Select **Create Enquiry**, and enter the receiving parent's personal details, such as address and contact number/s, and any special requirements e.g. requirement for large print or braille.
- Enter the paying parent details e.g. date of birth and address. The paying parent employer details will be displayed by the system automatically. Choose the correct paying parent from the pick list generated by the system, then select **Ctrl+S** to save the paying parent's details. Once you have added the paying parent repeat this process for the qualifying child/ren QC/s.
- Select **Check Applicant/QC NINO**. The system will change the **Sub Status** to **Collect Applicant Details** and send the receiving parent and QC details to the customer information system (CIS) to verify them. If the receiving parent details are not verified select **Manual DeDup**, choose the correct receiving parent and then save the record. Make sure that the **Sub Status** is still **Collect Applicant Details**.
- Where the system cannot verify the receiving parent and/or QC details via CIS, it will generate the **Identify Applicant NINO/CRN** process. You need to follow this process, which involves contacting the receiving parent to request further information. You will not be able to complete the set up of the case until the receiving parent and QC/s have been verified.
- Where the system successfully retrieves the receiving parent details and details of the QC/s, or you have confirmed the NINO/CRN via the Identify Applicant NINO/CRN process, the contact **Status NINO Verified** is displayed.
- If there are representative details for either client, select **Client Representative** and enter the representative details.
- Navigate to **Security Questions** to set up the eight default security questions and answers. Enter the default personal identification number (PIN) for the receiving parent. This PIN number is always 1234567. Once you have entered this PIN and the default security answer TRANSITION, check the **Create** box. The system will not allow this part of the application to be progressed until all risk score and behavioural questions have been completed, therefore you will need to select an answer of either **Did Not Answer/Don't Know/No Response** for each question.
- Within the **Contacts** tab drill down onto the **PWC** and use the **Relationships** tab to record whether child benefit (CHB) is in payment. Use the **More Info** tab to record the CSA case ID (reference number on CSA systems) details.
- At the case level, select the **Case - Contact** view and record the Parentage, the Service Type and the shared care band, input the band in the field **Shared Care Band** and save the record. If the **Shared Care Band** field is not visible, add the **Shared Care Band, Shared Care Decision** and **Shared Care Decision Details** fields using the **Columns Displayed** applet.

 The shared care band can't be recorded at the personal level as this view is only read only in a Case Closure application and won't be included in any liability calculation
- Where any of the receiving parents in the paying parent's casegroup has not specified the service type as direct pay, enter the receiving parent's method of payment to (MOPT) details from CSA case. Create the Method of Payment SR. For more information refer to [Method Of Payment To - Set Up Initial](#). To add/gather (if the MOPT on CSA system is giro) the receiving parent MOPT details:
 - **Process = Payments**
 - **Area = Method Of payment To**
 - **Sub Area = Direct Payment/POCA (Post Office Card Account)**
- Once you have completed the MOPT SR, access the original New Application SR created in **step 3** and change the **Status** to **In Progress**. Check the CSA systems for any record of enforcement/appeals/complaints action. Update the **Notes** field to enter any information you have found. If the case is marked as sensitive on CSA, contact the CMS Special Client Records Team, email CM 2012 SCHEME Special Client Records, who will obtain the information. The Special Client Records Team have nominated Caseworkers with permanent access to CSA cases and will access the CSA system to obtain the requested information. Before contacting the special client records team, identify all the data required to progress the case.
- Complete any outstanding activities within the activity plan.

 Under no circumstances should the SR sub status of the CSA case be changed to **Check Other Party NINO** until the **Confirm Current Location** SR has been completed on the CMS case.
- Once all CSA receiving parents have been added to the casegroup, remove the outbound contact suppression by following **step 10** onwards of [Outbound Contact - Suppress](#).
- CMS will change the SR Sub Status to **Identify Other Party - C Scheme**. A provisional calculation is performed. For more information refer to [Calculation – Provisional](#).

The case will be routed to maintenance who will take action. For more information refer to [Gather Paying Parent Information](#).

18. Update the sub status to **Locate Other Party** and **Ctrl + S**, this will route the case to Maintenance as required.
19. Where pause date has passed the **Status** should now be **Active** and the **Sub Status** should be set to **Contact and Gather**.
20.  The system sends letter CMSL0072 to the receiving parent. A BaNCS account for the paying parent and receiving parent will then be created, if they do not already exist.
21. Where pause date has not yet passed, the Status should now be **Inactive** and the Sub status should be set to **Awaiting Reactive Transition**.



You will now need to clerically issue a CMSL1949 welcome pack to the receiving parent.



Where the paying parent's location has not been confirmed by T-Date - 1 day (Day 7 following triggering reactive Case Closure), then once the paying parent's location is confirmed and the CSA receiving parent application(s) and new application process to establish maintenance region the system will calculate the effective date (issue of the provisional calculation notification + 2 days).

This will then result in a break in liability for any CSA receiving parents, as CSA liability will always be ended on T Date (Day 8 following triggering reactive Case Closure) If this scenario occurs, the initial calculation SR should be cancelled, and a new perform initial calculation SR should be raised to backdate the effective date for all cases (including the new application) in the casegroup and perform a new calculation and promise to pay schedule.

CMSL0077 Your Child Maintenance Application

Request for missing information. Suitable for all applicants

- Under the sub heading 'Your child maintenance application'. Complete the free text area to inform the client what further information we require to complete the application.

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All other required information on this letter is automatically completed by the system

Once completed review the letter to ensure the correct information is provided.

CMSL1949 Thank you and welcome

Letter to Receiving Parent/CiS to confirm reactive transition has commenced.

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

[Calculation Provisional](#)

[Gather Paying Parent Information](#)

[Manual Handling - 1993/2003 Scheme Look Up Contingency Summary](#)

[Manual Handling - Case Closure Case Data Capture Summary](#)

[Method Of Payment To - Set Up Initial](#)

[Terminology Changes](#)

[Case Closure Contingency](#)

What happens if all receiving parents are not set up in time?

If all relevant Receiving Parents and QCs are not set up in the casegroup in time (within six days) the 2012 scheme maintenance calculation will be incorrect. If it is discovered once the calculation has been performed that all receiving parents and QCs have not been set up then the initial calculation SR should be cancelled, all relevant receiving parents should be added to the case and a new perform initial calculation SR should be raised and a new promise to pay and liability schedule should be created.