



## Change - Address Details

This procedure shows users how to change customer address details, a change is the process of ending a client address and replacing with a new address. A change includes:

- ending a residential address and updating to a new residential address within the same SR
- adding a correspondence address

Changes generated via the Customer Information Service (CIS) are updated automatically, however changes reported by clients and/or Credit Reference Agency (CRA) must be completed manually by caseworkers in the owning segment.

A change of address may be requested at any time during the life of a case. The Child Maintenance Group (CMG) may be told of address changes from:

- The Customer Information System (CIS)
- The Credit Reference Agency (CRA)
- A receiving parent
- A paying parent
- An employer (employers can only report an address change for a paying parent)
- A third party (third parties can report a change for any person in the case)


A change of address may be reported for a:


- Receiving parent
- Paying parent
- Qualifying child (QC)
- Relevant other child (ROC)

A child in a family based arrangement (CIFBA) must be associated with a paying parent on the system, therefore a CIFBA address is only changed with a paying parent change of address. Neither CIS nor CRA provides an update for a CIFBA for a change of address

If a letter to a client is returned by the post office marked as dead letter office (DLO) or if a client cannot be contacted at a previously confirmed location, the change address process can be initiated in the procedure; **Correspondence - Inbound**. This action is completed by the segment with case ownership.

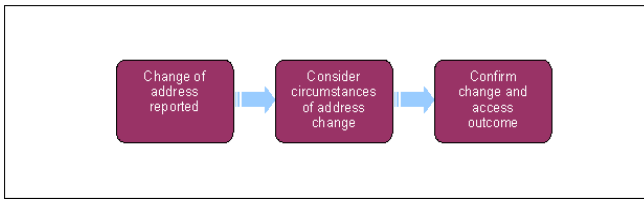
This procedure also covers a number of specific circumstances which may result from a change of address:

- Correspondence addresses that do not come through CIS can be added or changed using this procedure.
- Paying parent not habitually resident in the United Kingdom. For more information on habitual residency refer to the Law and Policy Handbook 
- Paying parent in hospital
- Paying parent in residential care
- Paying parent is residential care exempt
- Paying parent in prison
- Paying parent on active duty with the Armed Forces

Clerical evidence is collected in certain instances to verify the information provided. For more information on clerical evidence refer to the Law and Policy Handbook 

If a client requests a change of circumstances via the Self Service Portal, you will receive an SR generated by the client. The source will show as PWC (Self Service) or NRP (Self Service). This SR must be completed in the same way as those where the client has reported the change over the phone or by letter. If you receive an SR which has been generated via the Self Service Portal, this Self Service SR must be actioned within 24 hours.

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




 When speaking to clients always use the new terminology. 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.

#### Details

 If the change of address for a paying parent is outside the geographical split then the case will move location when the SR is completed.

Set the lock assignment flag by selecting the box located within master case view in the set up and assignment details. Complete the **Change of Address** SR before ensuring that all outstanding SRs and activities have been carried out, as these will move with the case. This action may also be required if the case has a complaint or is in enforcement.

Once work is complete, remove the lock assignment flag by un-checking the box to allow work allocation rules to route the case to the correct segment.


A change to an address is the process of ending a client address and replacing with a new address. When an inbound contact is received regarding a change determine what the nature of the change is:

- **Change to a new residential address** - ending a residential address and updating to a new residential address within the same SR. Go to either **Paying Parent/Receiving Parent notified a change to their own address** or **Other Party/Third Party/CRA notifies of an address change**.
- **Change a current residential address to a Dead Letter Office/No Fixed Abode** - ending a residential address and updating to a Dead Letter Office/No Fixed Abode in the same SR. Go to **Returned Envelope - NFA/DLO**
- **Change a current residential address and adding a correspondence address** - changing the residential type to Dead Letter Office/No Fixed Abode then adding a new correspondence address. Go to **Returned Envelope - NFA/DLO** and then **Paying Parent/Receiving Parent notified a change to their own address** or **Other Party/Third Party/CRA notifies of an address change**.
- **Change a current residential address and ending a correspondence address** - changing the residential type to new residential address then ending a correspondence address. Go to **Paying Parent/Receiving Parent notified a change to their own address** or **Other Party/Third Party/CRA notifies of an address change**.

#### CIS reports Address Change

Most changes to address notified by CIS will be fully completed automatically by the system – this includes changes for QCs and ROCs if the new address is updated after the receiving parent or paying parent address. The SR resolution code will show as **CofC Accepted** and the system is updated overnight with the new address, the SR will then automatically close.




1. In certain circumstances manual caseworker intervention is required with some change address SRs notified by CIS, these can be identified as they will have the source CIS Manual:
  - When the address of a QC/ROC does not match the address held on the system for the paying parent/receiving parent, investigate the change. Check the address provided from CIS for anomalies and correct these if found. Go to **step 2**.
  - Where the change relates to a QC/ROC address only, check the relevant parent's record via the contact tab to see if the same address is held on CMS2012. If the address held for the parent is the same as the new address being notified for the child then accept the change. Go to **step 2**. If the address is not the same then investigate. Go to **step 2**.
  - Where the change relates to either a RP or PP address only, check the relevant parent's record via the contact tab to see if the same address is held on CMS2012. If the address held is the same as the address notified then accept the change, go to **Other Party/Third Party/CRA notifies of an address change - step 2**. If the address is not the same then investigate, depending on the information received go to **Other Party/Third Party/CRA notifies of an address change - step 2** or **Returned Envelope - NFA/DLO**.

 If a foreign address has been updated via CIS, the **Change Address Details** SR will auto-complete but the Additional Contact Status will not be updated. To complete a check to the status or if this is identified refer to Procedural Exception **Foreign Address updated via CIS**.


 Where the change relates to a correspondence address type change, CIS will not issue an automatic notification via the system.

2. Open the automatically generated SR and change the **Status** to **In Progress**.

3. Check if SR is a duplicate:


- If the receiving parent/paying parent address has been changed, the system will automatically align address for the QC/ROCs. Update the **Status to Close** and **Sub Status to Cancel**.
  - If there is an outstanding change for the receiving parent/paying parent address. Complete the outstanding change and update the CIS generated SR **Status to Close** and **Sub Status to Cancel**.
  - If CIS has notified and the address has been changed at the request of the client the CIS SR is a duplicate. **Update CIS to Defaulted Address** and update the **Status to Close** and **Sub Status to Cancel**.
  - If the SR is not a duplicate continue to **step 4**.
4.   Call the primary carer of the child and explain our records show the child's address has changed. Gather acceptable evidence. If unsuccessful telephone contact issue **CMSL9629**.
-  If there is more than one QC/ROC, an additional letter for each QC/ROC will need to be issued
5. In the **Gather Record Evidence** tab and create a new entry. Record the following details:
- **Requested Evidence** – Confirmation Of The Reported Change To Address.
  - **Requested Date** – Today's Date
  - **Due Date** – 14 days From Today
  - Select the **Generate Activity** button
  - Set the SR **Sub Status** to **Wait** to allow time for a response
6. When evidence has been received or wait period has lapsed:
- If evidence is received and client confirms address is not different. Go to **Reject**.
  - If no evidence is received but you believe the child is still in the parent's household update the **Sub Status** to **Primary Carer**. Record the details of the applicants address in the **Subject New Address Details** applet by selecting the **search address** button to confirm system validation (the system validates postal addresses by using Hopewiser software). Select **Query** then enter the postcode, select the new address for the list and then **Save**. Select the **Address Type** from the dropdown and go to **Accept**.
  - If no evidence is received or the client confirms they are no longer the primary carer, accept the CIS address. Update the **Sub Status** to **No Longer Primary Carer** and manually create an SR for **PWC No Longer Primary Carer of QC** or **NRP No Longer Primary Carer ROC**. From the outcome of the **PWC No Longer Primary Carer of QC** or **NRP No Longer Primary Carer ROC** SRs continue to either **Accept** or **Reject** to update the change. Refer to **Change - Carer Status - Paying parent not carer of ROC** or **Change - Carer Status - Receiving Parent Not Primary Carer of QC**.
  - If the address change is because the QC or ROC has been adopted update the **Sub Status** to **Adoption Suspected** to manually create an SR for **QC/ROC Adopted**. From the outcome of the QC/ROC Adopted SR continue to **Accept** or **Reject** to update the change. Refer to **QC/ROC Adopted**.

#### Paying Parent/Receiving Parent notifies a change to their own address


-  If the NFA/DLO has ended as a result of a new address obtained remove any suppression. Refer to [Outbound Contact - Suppress](#).
1. Where a client notifies of a change to address, create a service request (SR) selecting the following options:
    - **Process = CofC**
    - **Area = Change Personal Info**
    - **Sub area = Change Address Details**

The **Source** is the person reporting the change. From the **Source** dropdown select their role on the case e.g. NRP or PWC.

In the **CoC More Info** tab enter the details of the person the change relates to in the **Subject Details** field.
  2. Determine if the address change is for:
    - Ending an existing correspondence address, go to **step 4**.
    - Adding a new correspondence address, go to **step 5**.
    - All other address changes, **go to step 3**.
  3. When changing residential address use the **MVG** button to populate the **Subject Current Address Details**. Go to **step 5**
  4. If ending a correspondence address use the **MVG** button to populate the **Subject Current Address Details**. Tick the Address Ended box. Go to **step 7**.
  5. Record the details of the address change in the **Subject New Address Details** applet by selecting the **search address** button to confirm system validation (the system validates postal addresses by using Hopewiser software). Select **Query** then enter the postcode, select the new address for the list and then **Save**. The address populated in the **Subject New Address** applet through the search functionality cannot be manually edited. If the address details held are incorrect then the address must be entered manually.
 

 For more information regarding the correct format for recording addresses and postcodes, please refer to the [2012 System Overview](#).
  6. Select the **Address Type** from the dropdown. The new address type must match the current address type.

7. Update the **Status** to **In Progress**.

 When ending a **Correspondence** address and updating a **Permanent Residential** address, this will need to be completed in 2 stages. Caseworkers should complete the ending of an existing **Correspondence** address SR first, following the steps in **Accept**, before launching a new SR to update the **Permanent Residential** address. When ending a **Correspondence** address, the caseworker needs to put the effective date the day before the address end date. The system will not recognise this otherwise.


## 8. Providing the Hopewiser holds the address no further verification is required. If the address was manually added refer to the table below:

Type of address change	Verification needed
Client reporting a change to their household address or to a member of their household. A household address change could relate to the client and/or any children such as QCs or ROCs	If verified through hopewiser, no further verification needed If Hopewiser was overwritten, clerical verification needed - e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill
Paying parent or receiving parent in hospital	Clerical verification needed - e.g. letter from medical authority
Paying parent in residential care (can be short term with employment income)	Clerical verification needed - e.g. letter from medical authority or residential establishment
Paying parent in residential care exempt (can be long term with no employment income)	Clerical verification needed - e.g. letter from medical authority or residential establishment
Paying parent in prison	Verification needed from prisoner location service. Refer to <a href="#">Prison</a>
Paying parent on active duty with armed services	Verification needed from ministry of defence. Refer to <a href="#">Armed Forces Overview</a> and/or <a href="#">Active Duty Flag</a>
Paying parent living outside of UK jurisdiction	Clerical verification needed - e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill. Go to <b>Habitual Residency</b>
Receiving parent living outside of UK jurisdiction, reported by any party	As a minimum the CMG must get verbal confirmation from the receiving parent. Written confirmation is preferred. Go to <b>Habitual Residency</b>

9. If any evidence is received suggesting the client is living abroad or to check if the client is still habitually resident in the UK go to **Habitual Residency**.10. For changes that do not require clerical evidence update the **Sub Status**:

- If the receiving parent reported the change and the change refers to the receiving parent's own address set the **Sub Status** as **Further Information NA**. Go to **step 14**.
- If the paying parent reported the change and the change refers to the paying parent's own address set the **Sub Status** as **Further Evidence NA**. Go to **step 14**.

11.  When notified by client and hopewiser has not recognised the address or there is insufficient information. Call the client and ask them to confirm the address. If the call is unsuccessful send **CMSL4500** to request verification.

 If the client is unable to retrieve mail from their previous address, CMSL4500 can be issued to the new, notified address.


12. For changes that require clerical evidence update the **Sub Status** to **Request Clerical Evidence**.13. In the **Evidence** tab view **Gather Record Evidence** and create a new entry. Record the following details:

- **Requested Evidence** – Confirmation Of The Reported Change To Address.
- **Requested Date** – Today's Date
- **Due Date** – 14 days From Today
- Select the **Generate Activity** button
- Set the **Sub Status** to **Wait** to allow time for a response

14. When evidence has been received or wait period has lapsed, update **Sub Status** to:

- **Acceptable Evidence** – Where acceptable further evidence has been provided. Or for changes that do not require clerical evidence. Update the **Sub Status** to **Residency Confirmed**. Go to **Accept**. Consider if SMS is appropriate - for more info refer to [SMS Text](#)
- **Evidence Not Acceptable** – Where evidence is received but unacceptable. Go to **Reject**.
- **No Evidence Received** – Wait has lapsed and no evidence received. Go to **Reject**.

## Other Party/Third Party/CRA notifies of an address change

 When CRA becomes aware of a change to the paying parent's address details, the system will create a **Change Address Details SR** with the **Source** as **CRA**. The SR will not contain a new address, it is solely to prompt caseworker intervention. Further action is required to verify the address.


 If the NFA/DLO has ended as a result of a new address obtained remove any suppression. Refer to [Outbound Contact - Suppress](#).

1. Where notified of a change to address, create a service request selecting the following options:

- **Process = CofC**
- **Area = Change Personal Info**
- **Sub area = Change Address Details**

In the **CofC More Info** tab enter the details of the person the change relates to in the **Subject Details** field.

 Do not select the Address Ended box.

 When adding a new correspondence address this will need to be completed in 2 stages. Caseworkers should complete the ending correspondence address SR before launching a new SR to add a new correspondence address.


2. Determine if the address change is for:

- Ending an existing correspondence address, go to **step 4**.
- Adding a new correspondence address, go to **step 5**.
- All other address changes, **go to step 3**.

3. When changing residential or correspondence address use the **MVG** button to populate the **Subject Current Address Details**.


4. If ending a correspondence address use the **MVG** button to populate the **Subject Current Address Details**. Tick the Address Ended box. Go to **step 7**.

5. Record the details of the address change in the **Subject New Address Details** applet by selecting the **search address** button to confirm system validation (the system validates postal addresses by using Hopewiser software). Select **Query** then enter the postcode, select the new address for the list and then **Save**. The address populated in the **Subject New Address** applet through the search functionality cannot be manually edited. If the address details held are incorrect then the address must be entered manually.

 For more information regarding the correct format for recording addresses and postcodes, please refer to the [2012 System Overview](#).

6. View the previous address held in the **Subject Current Address** applet and select the new **Address Type** from the dropdown. The new address type must be the same as the old address type e.g. if the old address was residential, the new address must be residential.

7. Update the **Status** to **In Progress**.


 When ending a correspondence address this will need to be completed in 2 stages. Caseworkers should complete the ending an existing correspondence address SR first, go to **Accept** before launching a new SR to update the residential address.

8. If the change relates to the other party, verbal confirmation from the client themselves is normally sufficient. Refer to the table below for addresses that require clerical verification.

Type of address change	Verification needed
Client household address change reported by other party	Verbal confirmation (as a minimum) from client who the change relates to. If the receiving parent reports the change and the paying parent refuses to confirm the change the receiving parent must provide evidence to support the change. If hopewiser was overwritten, clerical verification needed - e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill
Paying parent or receiving parent in hospital	Clerical verification needed - e.g. letter from medical authority
Paying parent in residential care (can be short term with employment income)	Clerical verification needed - e.g. letter from medical authority or residential establishment
Paying parent in residential care exempt (can be long term with no employment income)	Clerical verification needed - e.g. letter from medical authority or residential establishment
Paying parent in prison	Verification needed from prisoner location service. Refer to <a href="#">Prison</a>
Paying parent on active duty with armed services	Verification needed from ministry of defence. Refer to <a href="#">Armed Forces Overview</a> and/or <a href="#">Active Duty Flag</a>
Paying parent living outside of UK jurisdiction	Clerical verification needed - e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill. Go to <b>Habitual Residency</b>
Receiving parent living outside of UK jurisdiction, reported by any party	As a minimum the CMG must get verbal confirmation from the receiving parent. Written confirmation is preferred. Go to <b>Habitual Residency</b>



9. If any evidence is received suggesting the client is living abroad or to check if the client is still habitually resident in the UK go to **Habitual Residency**.

10.   If the other party, employer or a third party notifies a change of address call the client who the address change relates to and ask them to confirm the new address. If the call is successful update the **Sub Status** as **Further Evidence NA**. If the call is unsuccessful issue the **CMSL4514** with enclosure **FT4208** to the client.

 As the new address hasn't been confirmed and updated yet, the system will populate the existing address into letter **CMSL4514**. If the letter is to be sent to the newly reported address, it will need to be sent clerically. It is caseworker discretion whether the letter is issued to the existing address, the newly reported address or both of the addresses.


11. In the **Gather Record Evidence** tab and create a new entry. Record the following details:
  - **Requested Evidence** – Confirmation Of The Reported Change To Address.
  - **Requested Date** – Today's Date
  - **Due Date** – 14 days From Today
  - Select the **Generate Activity** button
  - Set the **SR Status** to **Wait** to allow time for a response
12. Once evidence is received update the **Gather Record Evidence** tab with the appropriate details. Consider if SMS is appropriate - for more info refer to [SMS Text](#)
13. When evidence has been received or wait period has lapsed, update **Sub Status** to:
  - **Acceptable Evidence** – Where acceptable further evidence has been provided. Update the **Sub Status** to **Residency Confirmed**. Go to **Accept**.
  - **Evidence Not Acceptable** – Where evidence is received but unacceptable. Go to **Reject**.
  - **No Evidence Received** – Wait has lapsed and no evidence received. Go to **Reject**.

#### Habitual Residency

1. Investigate any evidence suggesting the client is living abroad or whether they are not habitually resident in the UK. For information on habitual residency refer to the Policy, Law and Decision Making Guidance: 
2.  Where foreign address reported, call the client:
  - Receiving Parent – Verbal Evidence is acceptable but written confirmation is preferred.
  - Paying Parent - Ask them to send evidence to confirm the change.
  - If the call is unsuccessful send **CMSL4514** to either party
3. If evidence has been requested, create a new entry in the **Gather Record Evidence** tab. Record the following details:
  - **Requested Evidence** – Confirmation Of The Reported Change To Address.
  - **Requested Date** – Today's Date
  - **Due Date** – 14 days From Today
  - Select the **Generate Activity** button
  - Set the **Sub Status** to **Wait** to allow time for a response
4. Once evidence is received update the **Gather Record Evidence** tab with the appropriate details. Consider if SMS is appropriate - for more info refer to [SMS Text](#)

#### Acceptable Evidence Received

5. Where acceptable further evidence has been provided update **Sub Status** to **Acceptable Evidence**.
6. Where evidence shows that the client not moved out of UK jurisdiction. Update the **Sub Status** to **Residency Confirmed**. Go to **Accept**.
7. Where evidence confirms the client is not habitually resident, update the **Additional Contact Status** drop down to **Not Habitually Resident** and update the **Review Date** field with following days date. Go to **Accept**.


 When a paying parent moves out of the jurisdiction of CMG and within the jurisdiction of CMED or vice versa, contact receiving parent explain the circumstances and issue **CMSL9700**.

#### Unacceptable Evidence received

8. Where evidence is received but unacceptable. Go to **Reject**.


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


#### No Evidence Received

9.  If the paying parent has not responded within a reasonable wait period, consider extending the wait time and/or contact the receiving parent to confirm the paying parent's address change. If unsuccessful contact with the receiving parent issue **CMSL9545**, and set a Wait for 14 days from today, repeating **step 3**.

10. When evidence has not been received or reasonable wait period has lapsed go to **Reject**.

#### Returned Envelope - NFA/DLO

 If a NFA, DLO or 'Gone Away' is reported on a correspondence address, end the address.


 If there are multiple SRs for NFA/DLO received for the same client, only one of these is required. Any additional SRs can be closed by setting the **Status** to **Closed** and the **Sub Status** to **Cancelled**.

### Returned Envelope

Where an envelope has been returned NFA/DLO or has been marked as 'Gone Away' (known as DLO), the client no longer lives at the address held on Siebel, the source activity field will populate with **Returned Envelope** and the source will show as **3rd Party**.

 To prevent the SR from going into an error status, take the following steps:

- Remove the DLO status in **Subject Current Address** applet in the work item
- Remove the **Address Ended Date** and un-tick the **Address Ended Flag**.
- If a confident address is known, update this in the **Subject New Address** and go to **Other Party/Third Party notifies of an address change**.
- If a confident address is not known, complete the DLO address as per instruction refer to **NO fixed Abode/Dead Letter Office**

 Do not select the Address Ended box.


### No Fixed Abode/Dead Letter Office

 If the NFA/DLO has ended as a result of a new address obtained remove any suppression. Refer to **Outbound Contact - Suppress**.

 The permanent residential address should not be updated as NFA or DLO as this will cause an error with CIS. Instead, DLO and NFA addresses should be input as Correspondence addresses.


1. If advised of a change of address to no fixed abode or dead letter office (also known as client 'Gone Away'), firstly check if there is an existing correspondence address for the client. If there is not, continue from **step 2** below. If a correspondence address exists, first complete the **Other Party/Third Party/CRA notifies of an address change** section above before continuing from **step 2** below.
2. If the **Subject Current Address Details** Applet is already populated when the **Change Address Details SR** has generated, close and cancel the SR and a new SR will need to be raised.
3. Create a service request by selecting the following options:
  - **Process = CofC**
  - **Area = Change Personal Info**
  - **Sub area = Change Address Details**

The **Source** is the person reporting the change, from the **Source** dropdown select their role e.g. NRP/PWC, third party or employer.


 The MVG button should only be selected where there is an existing **Correspondence Address** that is being replaced with a DLO address. It is not possible to put the SR **In Progress** if you select the MVG button and populate it with the client's **Permanent Residential** address.

In the **CoC More Info** tab enter the details of the person the change relates to in the **Subject Details** field.

4. Record the details of the address change in the Subject New Address Details applet. Update the address as below:
  - Address Type: Correspondence address
  - Address line 1: Enter No fixed abode or Dead letter office
  - Address line 2: Enter No fixed abode or Dead letter office
  - Country code: Not Known
  - Post code: XX00 0XX
5. Update the **Status** to **In Progress**.
6. Update the **Sub Status** to **Further Evidence N/A**.
7. Update the **Sub Status** to **Residency Confirmed** as this is a generic UK address.
8. Update the **Sub Status** to **CofC Accepted**.

 Before accepting the address change check that the start date of the new address is not earlier than the start date of a previous address on Siebel. Refer to **Start Date of New Address** in the **Procedural Exceptions**.

9. The **Update CIS** button is not required for correspondence addresses.
10. Update the **Resolution Code** to **CofC Accepted**.
11. Create a **Confirm Current Location SR** to trace a new address. For more information refer to [Confirm Current Location](#).
12. Update the **Change Address Details SR Status** to **Close** and **Sub Status** to **Complete**.


 If no new address was traced the outbound contact will need to be suppressed and record the suppression reason as no fixed abode/dead letter office. The case will enter a 6 month review period. For more information refer to [Outbound Contact - Suppress](#).



#### Accept

Before accepting the address change check that the start date of the new address is not earlier than the start date of a previous address on Siebel. Refer to **Start Date of New Address** in **Procedural Exceptions**.


1. Check and update the **Effective Date** before accepting the change. This is important in scenarios such as recording a paying parent as being in prison as this will determine the effective date held within the **Perform Calculation SR**.
2. Update the **Sub Status** to **CofC Accepted**.
3. Select **Update CIS** to send the new information to CIS, a confirmation response is returned. This isn't necessary if the address changed is a correspondence address. For more information refer to [CIS - Send Update](#).

 When a status of prison, residential care, hospital, not habitually resident and active duty has been applied ensure the **Additional Contact Status** and **Review Date** is updated before the **Resolution code** is changed to generate **Review Paused Arrears SR**. For more information refer to [Arrears \(Paused\) Review](#). Ensure the **Resolution Code** is updated before the **Review Date** passes otherwise the SR will be unable to close. If the receiving parent's status has been changed to not habitually resident, the system will create a case closure child SR.

 If the **Additional Contact Status** is set to Active Duty within the **Subject New Address Details** applet this will set the Active Duty Flag on the paying parent contact. The Active Duty Flag will be removed when the paying parent new address change is accepted with the **Additional Contact Status** field left blank. The paying parent's **Additional Contact Status** can be checked through the paying parent contact, expand the top pane to display more information.

4. Update the **Resolution Code** to **CofC Accepted** and ensure the **CofC Resolution Code Flag** is ticked, expand the top pane to check.
5.  Call the client to advise their address details have been updated. If telephone contact is unsuccessful issue **CMSL9547** to the receiving parent or **CMSL9548** to the paying parent.
-  In addition to contacting the client by telephone or sending a letter, consider issuing the relevant SMS. The SMS does not replace the requirement to contact the client by telephone or issue the relevant notification. For further guidance refer to [SMS Text](#).
6. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.
7. When a residential or correspondence address has been changed, check the system to see if any letters have been issued in the last few days that may not yet have reached their destination. If yes, re-issue the letters to the updated address once the action is complete.

#### Reject

1. Update the **Sub Status** to **CofC Decline** and the **Resolution Code** to **CofC Rejected**.
2.  Issue **CMSL9546** to the paying parent or **CMSL9632** to the receiving parent to notify of the rejected address changes.
3. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

#### British forces post office (BFPO)

Where British forces post office (BFPO) is recorded as a correspondence or residential address for non resident parents (NRPs) in Northern Ireland, caseworkers must set the case to sensitive, so it is handled by the special client record (SCR) team. For further details refer to [Sensitive Case - Handle](#).

#### Client requests to be dealt with in spoken Welsh

If a client living in Wales requests to be dealt with in spoken Welsh open the contact **Notes** and create a note stating **Welsh Language Service Requested**.

Advise the client that future notifications will be issued in English and Welsh and to select the relevant menu option to speak to the Welsh Language Unit when calling CMG.

Suppress outbound contact as all Welsh letters are issued off-system. For more information refer to [Outbound Contact - Suppress](#) and [Letters \(Outbound\) - Contingency Summary](#).

Email the clients SCIN and NINO to **CM Welsh language contact list** to enable the Welsh Contact List SPOC to add the client's details to the **Welsh Contact List**.



[Start Date of New Address](#)

Before accepting the address change check the start date of the new address is not earlier than the start date of a previous address on Siebel. An error message may be displayed if there is a discrepancy with the start date. If this happens, check that the address on CIS is different to the one you are trying to update on Siebel. Ensure that the effective date of the change is later than the existing start date held on Siebel, as well as the start date held on CIS.

[Foreign Address updated via CIS](#)

If a foreign address has been updated via CIS, the Change Address Details SR will auto-complete but the Additional Contact Status in the client contact will not be updated and the Review Paused Case SR will not generate automatically.

1. Check the paying parent's **Additional Contact Status** in the client contact, expand the top pane to display **More Information**.
2. Check the **Additional Contact Status**, if this field is blank manually generate a **Change Address Details** SR. Follow **Habitual Residency** to **investigate** and **update the Additional Contact Status** to **Non Habitually Resident**.

[CMSL4500 We need some information about a change to your address](#)

Client requested address details change for themselves but new address not recognised. Require more information.

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

[CMSL4514 We need some information about a change to your address](#)

Contact client and let them know we have been advised by a third party about a change in their address - ask the client to confirm this information.

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

[CMSL9545 We need some information from you](#)

When receiving parent reports a change to paying parent contact/address details, letter to receiving parent to request sufficient evidence to confirm the change when the paying parent has not verified or is not compliant.

There are six optional paragraphs.

Under the heading "We need some information from you", select the paragraph that is relevant to the change:

- If you're asking for proof of the paying parent's address, use paragraph **TM\_01518\_E** 'NRP's full address has changed'
- If you're asking for proof that the paying parent is in residential care, use paragraph **TM\_01519\_E** 'NRP is in Residential Care'
- If you're asking for proof that the paying parent is in prison, use paragraph **TM\_01520\_E** 'NRP is in prison'
- If you're asking for proof that the paying parent is on active duty, use paragraph **TM\_14080\_E** 'NRP is on active duty'
- If you're asking for proof that the paying parent is in hospital, use paragraph **TM\_14081\_E** 'NRP is in hospital'
- If you're asking for the paying parent's new telephone number, use paragraph **TM\_14090\_E** 'NRP has a new telephone number'
- If you're asking for the paying parent's new email address use paragraph **TM\_14083\_E** 'NRP has a new email address'

Under the heading 'What you need to do now':

- If you're asking for proof of the paying parent's address, use paragraph **TM\_14085\_E** free text field to request suitable evidence
- If you're asking for proof that the paying parent is in residential care, use paragraph **TM\_14086\_E** free text field to request suitable evidence

- If you're asking for proof that the paying parent is in prison, use paragraph **TM\_14087\_E** free text field to request suitable evidence
- If you're asking for proof that the paying parent is on active duty, use paragraph **TM\_14088\_E** free text field to request suitable evidence
- If you're asking for proof that the paying parent is in hospital, use paragraph **TM\_14089\_E** free text field to request suitable evidence
- If you're asking for the paying parent's new telephone number, use paragraph **TM\_14082\_E** free text field to request suitable evidence
- If you're asking for the paying parent's new email address use paragraph **TM\_14091\_E** 'NRP has a new email address', complete the free text area describing what evidence is suitable

Once you have completed the letter, review it to ensure that you have included the correct information.

#### [CM9546 Your personal details will not change](#)

When a change to paying parent address is declined as it wasn't verified or not enough evidence was provided to update the change, decline letter to the paying parent to say their address hasn't changed.

In Paragraph **TM\_12033\_E** "What you need to do now" record in the free text box what evidence the paying parent would need to send for the change to be accepted.

Once you have completed the letter, review it to ensure that you have included the correct information.

#### [CM9547 We've updated your personal details](#)

When a change to receiving parent personal details has been updated, letter to receiving parent to advise that the change has been updated. This data sheet will include all personal details including address, contact preferences etc.

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

#### [CM9548 We've updated your personal details](#)

When a change to paying parent personal details has been updated, letter to paying parent to advise that the change has been updated. This data sheet will include all personal details including address, contact preferences etc.

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

#### [CM9629 We need more information about a child](#)

To receiving parent or paying parent. This letter is sent when a different address is provided by CIS for the QC or ROC.

Once you have completed the letter, review it to ensure that you have included the correct information.

#### [CM9632 Your personal details will not change](#)

When a change to receiving parent address is declined as it wasn't verified or not enough evidence was provided to update the change, decline letter to the receiving parent to say their address hasn't changed.

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

#### [CM9700 A different organisation is now managing your case](#)

To paying parent - receiving parent changed jurisdiction so we are informing receiving parent of change to branding and contact details.

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

#### [Active Duty Flag](#)

[BOM - Segments Summary](#)

[Change - Contact Details](#)

[Change - Contact Preferences](#)

[Change - Carer Status - Paying Parent Not Carer Of ROC](#)


[Change - Carer Status - Receiving Parent Not Primary Carer Of QC](#)

[CIS - Retrieve Personal Data From](#)

[CIS - Send Update](#)

[Close Case \(Collect and Pay\)](#)[Close Case \(Direct Pay\)](#)[Confirm Current Location](#)[CRA - Case Surveillance](#)[Error Handling](#)[Income - Periodic Check](#)[Incident Management - Manage Incident Locally](#)[Letters \(Outbound\) - Send to Client](#)[Prison](#)[QC/ROC Adopted](#)[Security Check](#)[Sensitive Case - Handle](#)[Terminology Changes](#)[Can CRA be used as validation of an address change without the need to call paying parent or issue CMSL4514?](#)

Where possible caseworkers should be looking to confirm any new address with more than one source. However where the change of address is not by CRA during the lifecycle of a case and there is no change to the maintenance calculation the CRA notification on its own can be used to confirm address, updating Sub Status to Further Evidence NA.

When using CRA as a single source of confirmation caseworkers must fully document their decision. For more information on last known or last not address refer to the Policy, Law and Decision Making Guidance. 

[Can verbal evidence be accepted when the other party notifies of an address change?](#)

If the client provides an address for the other party with acceptable verbal evidence to support the change, e.g. the client has seen the other party leaving this address each morning, no further verification is required the change can be accepted.

[When would I manually add an address?](#)

This might be used for example if the address is a new build house and hopewiser does not identify the address. This will need clerical verification from the client.

[What happens to the liability when a paying parent is in prison or residential care?](#)

The system generates a nil calculation once the change is accepted. A Review Paused Arrears SR automatically creates to be completed after Additional Contact Status, Review Date field and Resolution code are updated.

[What do you do if the Paying Parent is under enforcement action and you find that they are in prison or residential care?](#)

The enforcement action will continue wherever possible.

[If a receiving parent provides a paying parent address that is different to what CIS/CRA hold, can the caseworker accept it?](#)

Yes, there is an option on the system to ignore the interface address if applicable.

[What is the difference between NFA and PWA when dealing with addresses?](#)

NFA relates to someone such as a traveller or someone in mobile accommodation, PWA refers to homelessness or is deliberately evasive.

[If the client has updated their home/correspondence address and the caseworker needs to reissue a letter, will the letter go to the updated address?](#)

No, this is because the letter has already generated and will have that address stamped on it even though the address may have changed in meantime.

[Will CIS/CRA also report a receiving parent or paying parent change of address?](#)

Yes. When CIS or CRA reports an address change for a paying parent or receiving parent the system will generate a SR for the caseworker to complete.

[If a child's address is different in CIS/CRA to the receiving parent/paying parent address, will the child's address automatically update on the system?](#)

No. When the change relates to a QC, ROC or CIFBA, the system will generate a change address details service request for the caseworker to investigate the change.

Can a caseworker override postal address finder (PAF) if the address is not found?

Yes, you can override PAF to input the address manually, e.g. when the address is a new build house.

When will the caseworker need verification of an address change?

Please refer to the table in Step 7 of the procedure.