



## Change - Carer Status - Paying Parent Not Carer Of ROC/CIFBA

A change of circumstances (CofC) is a change to a client's circumstances that results in an update on the system.

This procedure shows users how to gather the necessary information when a change to the paying parent's status as carer of the relevant other child (ROC) or child in family based arrangement (CIFBA) is reported.

Changes are dealt with by caseworkers wherever the case is located at the time the change is reported.

The change can be reported by the paying parent or receiving parent. The system may also generate the change based on a change of ROC or paying parent address reported by customer information system (CIS).

When the change is reported by the receiving parent, the caseworker will contact Her Majesty's Revenue and Customs (HMRC) to establish if CHB is still in payment for the ROC:

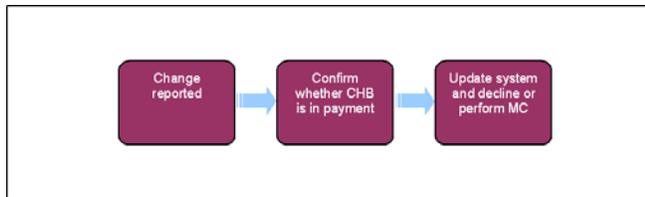
- If CHB is no longer being paid, then the change is accepted and a supersession must be completed.
- If HMRC verifies CHB and the paying parent, when contacted, also verifies that they are still the day to day carer, then the change request is declined.

You can signpost the client to [Direct Gov CHB](#) or in Northern Ireland [NIDirect.gov.uk/child-benefit](#)

Never identify CHB as 'HMRC CHB' to a client.

When the change is reported by the paying parent, the ROC/CIFBA is removed from the case which enables a new maintenance calculation to be completed.

For more information refer to the 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.

### Change reported



If a decision has been made to decline/reject a **NRP Not Primary Carer of ROC** SR as evidence was not received within 14 days, but evidence is then received within allowable time i.e. 30 days + 2 days for posting, from the date the decision to decline/reject the change was made, refer to [Mandatory Reconsideration](#).



When the P2P schedule has been created as a result of the change, follow the guidance below to allow the paying parent enough time to make the first payment:

- Where the method of payment from (MOPF) is monthly Bank Head Office Collection Account (BHOCA) or standing order, if the requested collection date is within seven days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed
- Where the MOPF is a default standing order, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed. (You must try to persuade the paying parent to change their MOPF from a default standing order to a preferred MOPF)
- Where the MOPF is weekly BHOCA, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed

1. Access the **Contact Summary** screen with the case details available.
2. Create a new service request (SR) and from the drop down lists select:
  - **Process = CofC**
  - **Area = Change Carer Role**

- **Sub area = NRP Not Primary Carer Of ROC**
- **Source = The party reporting the change**

3. Complete the **Subject Contact** applet for the change type and then populate **ROC/CIFBA** details using **MVG** button.
4. Set the SR **Status** field to **In Progress**. The system creates an activity plan displaying the list of tasks to complete. If the reported change relates to a ROC, go to **step 5**. If the reported change relates to a CIFBA to **step 11**.

### Confirm whether Child Benefit is in payment

5. When the change is reported by the paying parent, and go to **Step 15** to accept the change. Continue from **Step 6** if the change is reported by the receiving parent.
6. When the change is reported by the receiving parent or CIS, verify via HMRC interface whether paying parent is still receiving CHB and select the appropriate outcome:

- **CHB In Payment**
- **CHB Not In Payment**

7. If CHB is not in payment, go to **Step 15**.
8.   If CHB is still in payment call the paying parent or the paying parent partner (if they are a named representative) and verify they are still the primary CHB claimant:
  - If they confirm they are the primary claimant check that the ROC's circumstances are not about to change or have recently changed e.g. ROC is starting/has started full time work or ROC about to leave or has just left full time education (FTE). Navigate to the **Gather Record Evidence** tab in order to record the evidence provided by client. Go to **step 15** to decline the change.
  - If they confirm they are no longer the primary claimant and/or primary carer of the ROC, navigate to the **Gather Record Evidence** tab in order to record the acceptable evidence provided by client. Go to **step 15** to accept the change.
  - If the paying parent or paying parent partner are not contactable by telephone, issue **CMSL9500** and wait 14 days for a response. Go to **step 9**.
9. Select the **Status Wait** and **Sub Status Awaiting Evidence** to set a wait period to allow time for the paying parent to gather the evidence.
10.   If there is no response from the paying parent accept the information provided by the receiving parent or CIS and go to **Step 15**. If the paying parent advises that the ROC still lives with them, request further evidence to support this where applicable. If a decision is made that the ROC still lives with the paying parent, move to **Step 15** to decline the change.

### Confirm whether Child in a Family Based Arrangement is in place

11. When the change is reported by the paying parent, go to **step 15** to accept the change. If the change is reported by the Receiving Parent go to **step 12**.
12.   Call the paying parent to explain you've been advised the child in family based arrangement has changed. Ask the paying parent to confirm this change and the date it happened. If the paying parent confirms:
  - the change go to **step 15** to accept the change
  - disputes the change, request further clerical evidence to support this. Select the **Status Wait** and **Sub Status Awaiting Evidence** to set a wait period to allow time for the paying parent to gather the evidence.
  - is not contactable by telephone, issue **CMSL9500** and select the **Status Wait** and **Sub Status Awaiting Evidence** to set a 14 day wait status for a response.
13. If the paying parent responds and acceptable evidence is received and a decision is made that the CIFBA is still in place, go to **step 15** to decline the change.  
Consider if SMS is appropriate - for more information refer to [SMS Text](#)
14. If there is no response from the paying parent accept the information provided by the receiving parent and go to **step 15** to accept the change.

### Update system with outcome

15. Record the effective date by selecting **Verified Effective Date Of Change** and then manually enter the **Effective Date** of the change.
16. Where the change was reported by the RP, move to **step 18**.
17. Where the change was reported by the PP there is no need to change the sub status first, move to **step 19**.
18. Update the **Sub Status** with the appropriate outcome:
  - **CoC Accept**
  - **CoC Decline**
19. Update the **Resolution Code** with the appropriate outcome:
  - **CoC Accepted**
  - **CoC Rejected**

 Remember when the Paying Parent reports the change, DO NOT update the **Sub Status** outcome before updating the **Resolution Code** field with the appropriate outcome.

20.   If the CofC is declined, the system will generate and issue letter CMSL9620 to the receiving parent and letter CMSL9652 to the paying parent. **Call the paying parent and receiving parent to inform them of the outcome.**

**Consequence: Failure to contact both the RP and PP may result in unnecessary inbound client contact.**

21. The ROC/CIFBA contact record will now be removed. Any CIS interest in the ROC/CIFBA is removed, unless he/she exists in another role.

 If the ROC/CIFBA is a QC in another case, the CIS interest level remains unchanged.

 If more than one ROC/CIFBA is to be removed, complete the above steps, creating a new **CofC SR** for each ROC/CIFBA and updating the **status** and **sub-status** as **closed** and **complete**.

22. A **Maintenance Calculation** SR is generated automatically by the system. For more information refer to [Calculation - Post Initial](#).

For more information on supersessions please refer to the Policy, Law and Decision Making Guidance. 

23. After 24 hours the system issues the required letters. Update the **Status** to **Closed**.

NICMS replaces CMG in Northern Ireland.

#### CMSL9500 We need to check some information with you

Inform paying parent that we have been told they are no longer the primary carer of an ROC. Letter asks that they confirm the information that has been provided is correct.

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

#### CMSL9620 Your child maintenance payments will not change

Inform receiving parent that their requested change to paying parent's role as primary carer of relevant other children (ROC) has been declined as paying parent has confirmed that the change has not occurred.

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

#### CMSL9652 Your child maintenance payments will not change

Letter to paying parent confirming we are not changing their calculation as we accept that the ROC still lives with them.

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

#### CMSL9655 We need more information in your child maintenance case

Letter to receiving parent asking for clerical evidence after they report a ROC no longer lives with paying parent and the paying parent has failed to confirm change.

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

QC/ROC Adopted

Terminology Changes

Variation - Cancel