



Change - Carer Status - Receiving Parent Not Primary Carer Of QC

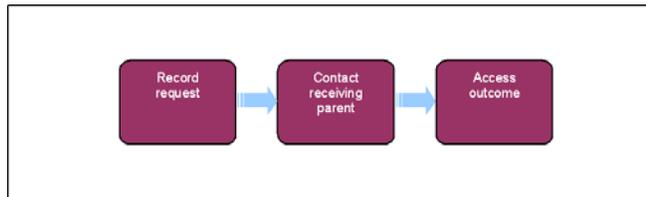
A client change of circumstances (CofC) is a change that results in an update to the system and is handled by caseworkers within the segment that has case ownership.

This guidance shows users how to action a change that the qualifying child (QC) is no longer living in the receiving parent household.

A primary carer is the person or other party (for example local or health authority) who has day to day care of the QC who usually receives child benefit (CHB) for the QC. For more information regarding this refer to the Policy, Law and Decision Making Guidance: 

This change can be reported by the receiving parent or the paying parent, and also Her Majesty's Revenue and Customs (HMRC) providing information on CHB status. Never refer to CHB as HMRC CHB to a client.

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



 When speaking to clients always use the new terminology. For more information refer to the [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.

Record Request For Receiving Parent No Longer Primary Carer Of QC

 If a decision has been made to decline/reject a **PWC Not Primary Carer of QC** 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. If the paying parent or receiving parent calls to report a change of carer for the qualifying child (QC), thank them for doing this. It may be a stressful time for the client so keep this in mind when speaking to them and ensure that they understand temporary changes are recorded in notes but not actioned on the system and therefore do not affect the case. For more information please refer to the Policy, Law and Decision Making Guidance: 

 When HMRC reports a change to the carer role, the system processes the change automatically.

 If a third party reports a change to the carer role, refer to procedural exception **Third Party Reported Change to Carer Role**

2. Create the following service request (SR) when applicable, against the person reporting the change:

- **Process = CofC**
- **Area = Change Carer Role**
- **Sub Area = PWC Not Primary Carer Of QC**

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

3. Open the SR, the **CofC More Info, Change Carer/Income Details** view is displayed automatically. Complete the following fields
 - **Subject Contact** = input the details of the receiving parent and select PWC in the subject type field
 - **QC Details** = record the QC that the change relates to
 - **SR Details** = record the date the child moved out under **Effective date** :
 - **Effective Date** = The date the change occurred



If the change relates to more than one QC create a new SR for each QC.

4. Set the SR **Status** to **In Progress** and complete the steps in the Activity Plan.

Accept Change Reported By Receiving Parent

5. When the receiving parent reports the change no further evidence is needed. The system automatically completes a Maintenance Calculation or Closure work item depending on whether there are other active QCs in the case.
6. Update the Resolution code as **CofC Accepted**. Where there are other active QC's on the case Refer to [Calculation - Post Initial](#) and where the QC is the last or only QC in the case refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) for further information.
7. Once the case is updated call the paying parent to explain the action taken and how this affects their payments.

Reject Change reported by the receiving parent

8. Reject the change if you decide the receiving parent is still the primary carer of the QC. Record the outcome of your decision on the system updating the following:
 - Update **Sub Status** to **CoC Declined**
 - Change the **Resolution Code** to **CofC Rejected**
9. Record your decision for rejecting the change in the **Notes** field. The most common reason for rejecting the change is where the receiving parent has reported shared care as 175 nights or more but is still considered to be the primary carer of the QC. For more information on determining who is the primary carer of the QC refer to the Policy, Law and Decision Making Guidance.
10. Notify the clients of your decision, issue CMSL9505 to the paying parent and CMSL9648 to the receiving parent.
11. Record your decision in the **Notes** field, detailing any evidence used to make your decision.
12. To complete your action close the SR by setting the **Status** to **Closed** and the **Sub Status** to **Complete**.

13. Once the case details are updated call the receiving parent and paying parent to explain the action you've taken. Ensure the paying parent understands the reasons behind your decision and manage their expectations on what happens next. Consequence: Failure to contact both the RP and PP may result in unnecessary inbound client contact.

Investigate Change Reported By Paying Parent

14. Complete **steps 15 - 38** when the paying parent reports that the QC has left the receiving parent's household.
15. Select **Get CHB Details** in the **CofC More Info, Change Carer/Income Details** view. The system checks child benefit (CHB) records to see whether CHB is in payment. View the response in the **CHB Response** field.
 - An offline CHB check using the Child Benefit Index (CBIX)/Child Benefit Online (CBOL) can be used as a guide to whom CHB is in payment to. For more information on using CBIX/CBOL refer to 1993/2003 scheme procedures.
16. Call the receiving parent and explain you've been advised the child has left their household. Ask the receiving parent to confirm this and the date it happened. Consequence: Failure to contact RP may result in unnecessary inbound client contact and potentially AAC intervention may be required if the case has been closed in error.
 - It may be a stressful time for the receiving parent therefore show consideration when discussing this and explain what happens next and alleviate any concerns the receiving parent may have. If the receiving parent denies the change, confirm whether the QC has moved out temporarily and when they intend to return.
 - For more information please refer to the Policy, Law and Decision Making Guidance
17. If the call was unsuccessful, send **CMSL4666** to the receiving parent to ask for confirmation the QC has left their household and set a **Wait** period of **14 days** to allow time for the receiving parent to respond.
18. Discuss the change with the receiving parent and record the decision in the notes field or allow time for them to respond to the letter. Update the **Activity Plan Outcome** and the SR **Sub Status** with the relevant response:

- **PWC Confirms change**, go to **step 26** Consider if SMS is appropriate - for more info refer to [SMS Text](#)
- **PWC Declines change**, go to **step 19**
- **No Response**, go to **step 19**

19.  If the receiving parent:

- denies the change or doesn't respond, check who is claiming CHB for that QC. If CHB is still in payment to the receiving parent, go to **step 20**.
- confirms the child has moved out temporarily, ask them to send proof that they are still claiming CHB.
- does not respond and CHB is no longer in payment, accept the change and refer to **step 26**.

 HMRC may not update the CHB status for up to three weeks. If the receiving parent needs to reinstate their CHB claim to prove they have care of the child, explain this to the receiving parent and advise them to contact CHB. Set a Wait period in the SR to allow time for the receiving parent to resolve this.

CHB in payment for QC

20.  Call the paying parent when CHB shows the receiving parent is still the primary carer. Tell the paying parent you've investigated the change and explain the evidence you've gathered.
- If the paying parent does not dispute CHB status of in payment to receiving parent and does not dispute who is the primary carer, go to **step 32**.
 - If CHB is still in payment to the receiving parent and the paying parent still disputes who is the primary carer, explain what evidence you need them to send in. Set a Wait period in the SR to allow time for the paying parent to gather the evidence.
21.  If the call is unsuccessful, send **CMSL9507** to the paying parent to confirm whether they want to dispute the evidence. Then set a **Wait** period of **seven days** to allow time for the paying parent to respond.
22. When the paying parent disputes evidence from CHB follow the CHB dispute process. Select the relevant option in the **Activity Plan Outcome** and SR **Sub Status**:
- **Launch CHB Dispute**, go to **step 23**
 - **CHB Dispute Not Appropriate**, go to **step 26**

For more information on deciding who is the Primary Carer of a QC refer to the Policy, Law and Decision Making Guidance: 

CHB Dispute

23.  Call the paying parent and receiving parent for further evidence where necessary to resolve a CHB dispute. Explain what information you need and manage the clients' expectations on what happens next. Set a **Wait** period in the SR to allow time for the clients to send in the evidence.
24. On the due date, check whether either party has responded and update the **Activity Plan Outcome** to show who has supplied evidence.
-  The outcome is the **PWC, NRP, Both** or **Neither Party**.
25. When all the evidence is gathered for the CHB dispute, make a decision on whether the receiving parent is still the primary carer of the QC. Record your decision in the **Notes** field.
-  If the receiving parent does not respond and either the paying parent or HMRC confirm the receiving parent is no longer primary carer record the evidence on the system.
26. Update the **Activity Plan Outcome** and SR **Sub Status** to reflect your decision:
- **PWC Primary Carer - go to step 32**
 - **PWC Not Primary Carer - go to step 27**

Accept Change Reported By Paying Parent

27. Accept the change when you've decided that the receiving parent is no longer the primary carer of the QC, Change the SR **Sub Status** to **CofC Accept**. Record the outcome of the decision on the system and update the following details:
- Record the **Verified Effective Date**
 - Update the **Outcome** field of the Activity Plan with the relevant option from the dropdown menu
 - Update the **Resolution code** to **CofC Accepted**
28. The system updates the QC Status, and creates a Maintenance Calculation or Closure work item depending on whether there are any other active QCs in the case;
- If it creates an Calculation SR you need to go to the **Procedural Exceptions** tab in [Calculation - Post Initial](#) to complete the **Perform Calculation Checks**.

- If it creates a Closure SR refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).



Check the Closure SR generated is for the correct case. If not, close and cancel the SR and manually generate one on the correct case.



If this change is being completed prior to an initial calculation being completed the system will not create a child calculation SR. Once this SR is complete, return to where you were in the application process to continue

29. Once the Calculation or Closure SR is completed, return to the CofC SR and record your decision in the **Notes** field, detailing any evidence used to make your decision.
30. Close the CofC SR by changing the Status to Closed and the Sub Status to Complete.
 - If the QC is a ROC on another case, the system generates a work item to remove them from that case. For more information refer to [Change - Carer Status - Paying Parent Not Carer of ROC](#).
31. Once the case details are updated, call the receiving parent and paying parent to explain the action you've taken. Explain your decision fully with the clients so that they understand what has happened. Manage their expectations on what happens next.

Reject Change Reported By Paying Parent

32. Reject the change if you decide the receiving parent is still the primary carer of the QC. Record the outcome of your decision on the system by updating the following details:
 - Select **PWC Primary Carer** in the **Sub Status** field, save record
 - Select **CofC Decline** in the **Sub Status** field
 - Update the **Resolution Code** to **CofC Rejected**
33. Record your reason for rejecting the change in the **Notes** field.
34. Notify the clients of your decision by sending **CMSL9505**, **CMSL9645** and **CMSL9648** as appropriate.
35. Record your decision in the **Notes** field, detailing any evidence used to make your decision.
36. To complete your action, close the SR by setting the **Status** to **Closed** and the **Sub Status** to **Complete**.
37. Once the case details are updated call the receiving parent and paying parent to explain the action you've taken. Ensure the paying parent understands the reasons behind your decision and manage their expectations on what happens next. Consequence: Failure to contact both the RP and PP may result in unnecessary inbound client contact.

Third party reported change to carer role

Third party reported change to carer role

There are certain scenarios where a viable third party may report a change to the carer role. A third party can include; Social Services, a Grandparent or a CMG caseworker making the decision that the QC has left the RP household.

1. If a third party calls to report a change of carer for the QC, thank them for doing this. Ask if the change is temporary and ensure they understand temporary changes are recorded in notes but not actioned on the system and therefore do not affect the case. For more information please refer to the Policy, Law and Decision Making Guidance
2. If applicable, ask the third party if they are willing to supply their contact details. If so, gather the details and record within the SR **Notes**. Ask the third party if they are receiving child benefit (CHB) for the QC or if they know who the CHB recipient is. If they are unable to confirm, ask the third party if they have any evidence to support a change of carer for the QC.



If the third party is an organisation check if they are set up on the system, if they are willing to be recorded on the system as a third party, refer to [Third Party - Set Up](#)

3. Create the following service request (SR), for a third party against the NRP:

- **Process** = **CofC**
- **Area** = **Change Carer Role**
- **Sub Area** = **PWC Not Primary Carer Of QC**
- **Source** = **NRP**



All correspondence created via the system within the **PWC Not Primary Carer of QC** SR must be cancelled, as the change request is notified by a third party the letters created within the activity plan are incorrect. Any required letters must be manually issued to the clients.

4. The **CofC More Info**, **Change Carer/Income Details** view is displayed automatically. Complete the following fields:

- **Subject Contact** = select PWC details.
- **QC Details** = record the QC that the change relates to.
- **SR Details** = record the date the child moved out under **Alleged Effective Date** when the third party reports the change.

 If the change relates to more than one QC create a new SR for each QC.

5. Set the SR **Status** to **In Progress**

Investigate Change Reported By a Third Party

6. Select **Get CHB Details** in the **CofC More Info, Change Carer/Income Details** view. The system checks CHB records to see whether CHB is in payment. View the response in the **CHB Response** field.

7.  Call the receiving parent and explain you have been advised the child has left their household. Ask the receiving parent to confirm this and the date it happened. If the:

- Call was successful and the receiving parent accepts the change no further evidence is required.
- Call was successful but the receiving parent does not accept the change, ask them if they have any evidence of the child remaining in their household. Set a wait period of 14 days to allow for the evidence to be received.
- Call was unsuccessful, send **CMSL4666** to the receiving parent to ask for confirmation the QC has left their household and set a **Wait** period of 14 days to allow time for the receiving parent to respond.
- Receiving parent does not respond to the letter, complete an offline CHB check using the Child Benefit Index (CBIX)/Child Benefit Online (CBOL) can be used as a guide to whom CHB is in payment to. For more information on using CBIX/CBOL refer to 1993/2003 scheme procedures.

 This may be a stressful time for the receiving parent therefore show consideration when discussing and explaining what happens next and alleviate any concerns the receiving parent may have. If the receiving parent disagrees with the change, confirm whether the QC has moved out temporarily and when they intend to return.

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

8. Record the decision in the **Notes** field, update the **Sub Status** with the relevant response:

- **PWC Confirms change**, go to **step 11**
- **PWC Declines change**, go to **step 9**
- **No Response**, go to **step 9**

9. If the receiving parent:

- Disagrees with the change or does not respond, check who is claiming CHB for that QC. If CHB is still in payment to the receiving parent, go to **step 10**.
- Confirms the child has moved out temporarily, ask them to send proof that they are still receiving CHB. Set a **Wait** period for 14 days within the SR to allow time for the clients to send in the evidence.
- Does not respond and CHB is no longer in payment, accept the change and refer to **step 11**.

 HMRC may not update the CHB status for up to three weeks. If the receiving parent needs to reinstate their CHB claim to prove they have care of the child, explain this and advise them to contact CHB. Set a Wait period in the SR to allow time for the receiving parent to resolve this.

CHB in payment for QC

10.  Call the third party when CHB shows the receiving parent is still the primary carer. Tell the third party you've investigated the change and explain the evidence you've gathered.

- If the third party does not dispute CHB status of in payment to receiving parent and does not dispute who the primary carer is, continue to reject the change.
- If CHB is still in payment to the receiving parent and the third party still disputes that the receiving parent is the primary carer, use the evidence from both parties and CHB to make a decision.
- If contact with the third party if unsuccessful, use the evidence from both parties and CHB to make a decision.

11. Select the relevant option to update the SR **Sub Status**:

- **Launch CHB Dispute**, go to **step 12**
- **CHB Dispute Not Appropriate**, go to **step 16**

 When the third party disputes evidence from CHB follow the CHB dispute process.

For more information on deciding on the Primary Carer of a QC refer to the Policy, Law and Decision Making Guidance 

CHB Dispute

12.  Call the receiving parent for further evidence where necessary to resolve a CHB dispute. Explain what information you need and manage the client's expectations on what happens next. Set a **Wait** period for 14 days within the SR to allow time for the clients to send in the evidence.
13. On the due date, check if the receiving parent has responded and record any evidence in the **Gather Record Evidence** tab. Record in the **Outcome** field who has sent in the evidence.
14. When all the evidence is gathered for the CHB dispute, make a decision on whether the receiving parent is still the primary carer of the QC. Record your decision in the SR **Notes** field.
 -  If the receiving parent does not respond and HMRC or third party confirms they are no longer primary carer record the evidence on the system.
15. Update the SR **Sub Status** to reflect your decision:
 - **PWC Not Primary Carer** - go to **step 16**
 - **PWC Primary Carer** - go to **step 22**

Accept Change Reported By the Third Party

16. Accept the change when you have decided that the receiving parent is no longer the primary carer of the QC. Change the **Sub Status** to **CofC Accept**.
17. Record the reason for accepting the change and any evidence used in the decision in the **Notes** field. Record the **Verified Effective Date** and update the **Resolution code** to **CofC Accepted**.
18. The system updates the QC Status, and creates a **Perform Calculation** SR or **Case Closure** SR depending on whether there are any other active QCs in the case:
 - If a **Perform Calculation** SR is created, refer to [Calculation - Post Initial](#).
 - If a **Case Closure** SR is created, refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#)

 Check the **Case Closure** SR generated is for the correct case. If not, close and cancel the SR and manually generate one on the correct case.

 If this change is being completed prior to an initial calculation being completed the system will not create a child **Perform Calculation** SR.

19. Once either the **Perform Calculation** SR or **Case Closure** SR is completed, return to the **PWC Not Primary Carer Of QC** SR.
20. Update the **Status** of the **PWC Not Primary Carer Of QC** SR to **Closed** and the **Sub Status** to **Complete**.
 -  If the QC is a ROC on another case, the system generates an SR to as a prompt to check if the ROC needs to be removed from that case. Refer to [Change - Carer Status - Paying Parent Not Carer of ROC](#).
21.  Once the case details are updated, call the receiving parent and third party to explain the action you have taken. Explain your decision fully to both clients to manage expectations.

Reject Change Reported By the Third Party

22. Reject the change if you decide the receiving parent is still the primary carer of the QC. Update the **Sub Status** to **PWC Primary Carer** and the **Resolution Code** to **CofC Rejected**.
23. Record your reason for rejecting the change and any evidence used in the decision in the SR **Notes** field.
24.  Issue **CMSL9648** to the receiving parent to notify of the decision.



Cancel all system generated letters to the receiving parent and paying parent, the change request is notified by a third party the letters created within the activity plan are incorrect. Any required letters must be manually issued to the clients.

25. Update the **Status** to **Closed** and the **Sub Status** to **Complete**.

26. Once the case details are updated call the receiving parent and third party to explain the action you have taken. Ensure the clients understand the reasons behind your decision and manage their expectations on what happens next.

CMSL4666 We need to check some information with you

Inform receiving parent that a third party has informed us that they are no longer the primary carer. Can they confirm the information that has been provided is correct?

This is a clerical letter.

CMSL9505 Your child maintenance payments will not change

Inform paying parent that receiving parent no longer primary carer of QC change has been declined, as receiving parent has not verified.

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

CMSL9507 Your child maintenance payments will not change

Inform paying parent that their requested primary carer change has not been confirmed. If they want to dispute they must provide evidence.

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

CMSL9645 No change after primary carer dispute

Letter to paying parent, receiving parent or PeWC to confirm that a change has been declined as evidence provided at dispute stage shows that the receiving parent/PeWC is still the primary carer of the QC.

CMSL9648 We will not be changing your child maintenance payments at this time

Letter to paying parent or receiving parent to confirm that a change has been declined as no evidence has been presented that shows the receiving parent is no longer the QC's primary carer.

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

Calculation - Post Initial

Change - Carer Status - Paying Parent Not Carer of ROC

Child Turns 20 - QC

Close Case (Collect and Pay)

Close Case (Direct Pay)

Reconciled - Receiving Parent/Paying Parent

Terminology Changes

Variation - Cancel

If the paying parent/receiving parent requests any change, what date is used as the effective date?

The 2012 system will use the date that the change occurred (not the first day in the maintenance period).