



Change - Name/Gender/DOB

The purpose of this process is to guide you through updating a request to change a client's personal detail information, specifically a change of name, gender and/or date of birth (DOB).

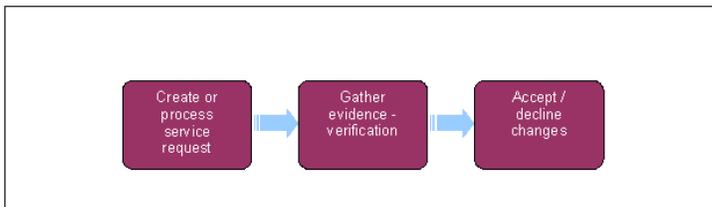
A receiving parent, paying parent, employer, Customer Information System (CIS) and/or other third parties may initiate a request for change. A child in Scotland (CiS) can request a change from the age of 12 but this is subject to the same verification. The request can be received from a telephone call or letter.

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 process will start from step 4.

Verification is necessary for all requests for changes to name, gender and/or DOB, though, as an exception, verbal evidence is acceptable for a change to married/maiden name. Clerical evidence will be in the form of any legal document such as a birth/gender change certificate. If suitable evidence is provided the request is approved by the team leader and the change processed. If no suitable evidence is received the request for change is declined. All changes will be handled by the segment in which the case is owned.

This process will be completed by all caseworkers and can be requested at any time during the life of a case.

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.

Create/process service request (SR)

1. A receiving parent, or paying parent may call or write to the Child Maintenance Group (CMG) to change their personal details. Changes may also relate to children in the household. You may also receive information from employers or Customer Information System (CIS).

 You will also follow this process if a client reports an error with their records. For example the title, gender or a child's name might be incorrect. If this happens explain to the client what action you're taking to resolve this and the possible timescales involved.

2. Confirm who is reporting the change and whether the change is about:
 - Receiving parent
 - Paying parent
 - Qualifying child (QC)
 - Relevant other child (ROC)
 - Child in family based arrangement (CIFBA)

 When a child is identified as transgender, the case will need to be referred to special client records (SCR), suppress all notifications and use the known as field to correctly record the name the child is known as. Where this is being reported as part of the application process, complete the application before transferring to SCR. For more information on referring a case to SCR refer to [Personal Interest - Register](#).

3. Generate a new service request (SR) recording the **Status** and **Sub Status** of the SR as shown below. Failure to do this will mean you cannot progress the case. From the drop down lists select:
 - **Process = Change Of Circumstances (CofC)**
 - **Area = Change Personal Info**
 - **Sub Area = Change Personal Details**

4. 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.

 In the **Subject Details** field, the **Subject Type** dropdown does not give you the options, **QC/ROC**. When the change refers to the QC/ROC, you will populate the **Subject Details** field with the details of the person reporting the change and then populate the **Child Details** field with the QC or ROC's details. This will then automatically populate **Subject Current Personal Details** and **Subject New Personal Details** with the QC/ROC's details, allowing amendments to be made, verified and applied as normal.

In the **CofC SR**, select a value for the following:

- **Child Details** = if applicable. i.e. QC/ROC is the person the change relates to.
- **Subject Current Personal Details** = this will be pre populated for CofC requests received via an interface, self service (e.g. CIS/employer) or when you follow the process above.

 If you have been notified of a change via the **CIS** interface, you do not need to request further evidence, change the **SR Status** to **In Progress**, go to **step 13**.

Gather evidence/verification

Change type	Change source	Verification required
Personal details	CIS (Interface)	No further verification required.
	Paying parent	Clerical evidence required. Exception: If a female client is reverting to her maiden name or has reported a new married name, verbal evidence is acceptable. 
	Receiving parent	Clerical evidence required. Exception: If a female client is reverting to her maiden name or has reported a new married name, verbal evidence is acceptable. 
	Other third party	Client whom changes relate to
	Employer	Paying parent

5. Change the SR **Status** to **In Progress** and complete the steps in the Activity Plan.
6. If a change to personal details is reported by the receiving parent or paying parent, no further verification is required except where the change relates to name/DOB. Ask for clerical evidence of this type of change (see table above)

 Go to **step 13** to accept verbal confirmation or if correcting a typo or misspelling as a result of user error. All other types of change in this process require clerical evidence.

7. Update the SR with details of what evidence is expected and when it is due. In the **Gather Record Evidence** tab, create a new entry. Record the following details:
 - **Requested evidence**
 - **Requested date = today's date**
 - **Due date = 14 days from today**

and select the **Generate Activity** button.

8. Set the SR **Status** and **Sub Status** to **Wait** to allow time for a response. If the change was reported by another party, go to **step 9**.
9.  If any other changes are reported by the receiving parent or paying parent these do not need verification. If any personal details are reported by other parties or employers, call the client whose household the change relates to and ask the client to send in proof of the change. Update the SR **Status** to **Wait** and **Sub Status** to **Awaiting Evidence**.

 If another party reported a change to the client's details, always contact the client first to verify the change. If the client can't be contacted or if the client doesn't respond, ask the party who reported the change to send in proof.

10. If the call is unsuccessful, ask the client to confirm the change by sending one of the following letters:

Letter	To	Asking for
CMSL9638	Receiving parent	Verification of receiving parent title or name, receiving parent date of birth, receiving parent gender.
CMSL9641	Receiving parent	The reason why the QC's name has changed  A QC or ROC name change could indicate adoption. For more information refer to QC/ROC Adopted .
CMSL9636	Receiving parent	Verification of QC name, QC date of birth or QC gender
CMSL9634	Paying parent	Verification of paying parent title or name, paying parent date of birth, paying parent gender, ROC title or name

CMSL9640	Paying parent	The reason why the ROC's name has changed
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 Ensure that CMSL9636 and CMSL9641 are correctly addressed to the receiving parent.

Set a Wait period in the SR for 14 days or 16 days for the CMSL9634/9638 to allow time for a response

- On the due date, check for a response from the client. If the client has responded and sent in proof of the change, go to **step 14**. Consider if SMS is appropriate - for more info refer to [SMS Text](#)
If the client hasn't done this, go to **step 12**.
- Call the party who reported the change and ask for clerical evidence, if the client hasn't sent this in themselves. Send one of the following letters:

Letter	To	Asking for
CMSL9541	Receiving parent	Verification of paying parent title or name, paying parent date of birth, paying parent gender, ROC title or name - when the paying parent hasn't responded
CMSL9542	Employer	Verification of paying parent title or name, paying parent date of birth, paying parent gender, ROC title or name - when the paying parent hasn't responded

Set a Wait period in the SR for 14 days to allow time for a response.

 Where the change has not been reported, for example changing a clients name from upper to lower case following a CIS broadcast, team leader approval is required. Go to **step 15**.

Accept or decline changes

- Review the available evidence before accepting or declining the change. If the client or other party hasn't sent any evidence, consider whether you have enough evidence to accept the change. Complete the relevant step depending on your decision:

- **Accept change** – go to **step 14**

- **Decline change** – go to **step 18**

- Accept the change if you've received suitable evidence, for example a birth certificate, other personal documents or the change has been notified by CIS. Update **Subject New Personal Details**.

 All titles must be populated using the dropdown field, e.g. MRS/MR, to prevent an error when the information is sent to CIS.

 Where a date of birth was updated prior to 2nd October 2016, the system may have sent a date of death to CIS. If this is identified, raise an incident via AAC.

- When the change is notified by CIS, update **Sub Status** to **New Name Verified**. Select outcome of change in the appropriate **Activity Plan Outcome** field. Seek team leader (TL) approval by changing the **Status** to **Pending Approval** and the **Sub status** to **Pending Approval - TL**. The system sends an approval task to your TL.

 If the change is reported by the PP or RP this **sub-status** does not need to be entered before referring to the team leader for verbal approval.

 Once returned by the team leader, do not change SR Status as this will cause TL decision to no longer be visible. Case worker will be unable to re-enter this information and will be unable to progress with this SR.

- Once this is completed update the **Sub Status** to **CofC Accepted**.

 When changing a clients gender, you will need to inform the client that this information will be updated with other Government organisations eg Job Centre. If the client doesn't wish for other Government organisations to be informed at this time, decline the change. If the change is to be made, complete form [CIS500A Amendment to Benefit Details](#).

-  If there are other CofC work items open, the Contact Synchronisation button will enable for selection. Update the activities and change the **Resolution Code** to **CofC Accepted**. If telephone contact is unsuccessful, to confirm the relevant details have been updated issue one of the following letters to the client:

Letter	To	Outcome
CMSL9547	Receiving parent	Receiving parent details updated
CMSL9548	Paying parent	Paying parent details updated
CMSL9549	Receiving parent	QC details updated
CMSL9550	Paying parent	ROC details updated

 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](#).

- Update the **Sub Status** of the SR to **CofC Declined** and save the record. Update the **Resolution** Code to CofC rejected. The system will automatically generate an outbound letter activity, open the activity and select the correct template from the list below.

Letter	To	Outcome
CMSL9543	Paying Parent	Paying Parent details not updated
CMSL9544	Receiving Parent	Receiving Parent details not updated
CMSL9544	Receiving Parent	Qualifying Children details not updated
CMSL9637	Receiving Parent	Paying Parent details not updated
CMSL9639	Paying Parent	Receiving Parent details not updated

19. Close the SR by updating the following:

- **Status = Closed**
- **Sub Status = Complete**

Known as / Alias

A client can request to be known by an alias (or false name). This is entered separately and does not affect the personal details held. This does not need verification.

1. Complete **steps 3 to 4**.
2. Record the alias name within the SR **Subject New Personal Details** applet, **Alias** field. then continue to **step 16** to accept the change.

 Confirm with the client whether they wish to receive correspondence from CMG using their legal name held on CIS or their **Known As** name.

- If the client is happy to receive correspondence with their legal CIS name, continue with the process as normal no further action is needed.
- If the client wishes their **Known As** name to be used for all correspondence, suppress outbound contact by following **Outbound Contact - Suppress** and mark the case as sensitive, refer to [Personal Interest - Register](#).

 Inform the client that although their **Known As** name will be used for all correspondence, should there be need to take legal enforcement action we may be required to use their legal name in any relevant documentation.

CMSL9541 We need some information from you

When Receiving parent advises of a change to Paying parent personal details, letter to receiving parent to request further suitable evidence in order to accept the change in the scenario where the paying parent is not complying with the change.

Under the heading "We need some information from you", select the following that need to be changed:

- If the Paying parent name has changed, use paragraph **TM_09002_E** -'NRP name has changed'
- If the Paying parent title has changed, use paragraph **TM_09003_E** -'NRP title has changed'
- If the Paying parent date of birth has changed, use paragraph **TM_09004_E** -'NRP date of birth has changed'
- If the Paying parent gender has changed, use paragraph **TM_09005_E** -'NRP gender has changed'
- If the ROC details have changed, use paragraph **TM_10121_E** -'ROC details have changed'

Under the heading "What you need to do now" add the paragraph that relates to the change and record the evidence you need in the free text box.

- 'For the new name' -use paragraph **TM_09007_E**
- 'For the new title' -use paragraph **TM_09008_E**
- 'For the new date of birth' -use paragraph **TM_09009_E**
- 'For the gender' - use paragraph **TM_09010_E**
- 'For the relevant child's details' - use paragraph **TM_10120_E**

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

CMSL9542 We need some information from you

When employer advises of a change to Paying parent personal details, letter to employer to request further suitable evidence in order to accept the change in the scenario where the Paying parent is not complying with the change.

Under the heading "We need some information from you", add the paragraph that is relevant to the details that need to be changed:

- If the paying parent's name has changed, use paragraph 'NRP name has changed'
- If the paying parent's title has changed, use paragraph 'NRP title has changed'
- If the paying parent's date of birth has changed, use paragraph 'NRP date of birth has changed'
- If the paying parent's gender has changed, use paragraph 'NRP gender has changed'

Under the heading "What you need to do now" add the paragraph that relates to the change and record the evidence you need in the free text box.

- If the paying parent's name has changed, use paragraph 'NRP name has changed'
- If the paying parent's title has changed, use paragraph 'NRP title has changed'
- If the paying parent's NRP date of birth has changed, use paragraph 'NRP date of birth has changed'
- If the paying parent's gender has changed, use paragraph 'NRP sex has changed'

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

CMSL9543 Your personal details will not change

When a change to the paying parent's personal details is reported, decline letter to the paying parent to advise that the change has been declined as not enough suitable evidence was provided or the paying parent did not confirm the change.

Under the heading "**What you need to do now**" record in the free text box the type of evidence you need to verify the change.

This letter is correctly filled out by the system, you should not try to change the order of paragraphs. Once you have completed the letter, review it to ensure that you have included the correct information.

CMSL9544 Your personal details will not change

When a change to the receiving parent's personal details is reported, decline letter to the receiving parent to advise that the change has been declined as receiving parent did not confirm the change

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

CMSL9547 We've updated your personal details

When a change to the receiving parent's personal details has been updated, letter to the 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 is required.

CMSL9548 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 is required.

CMSL9549 We've updated your child's personal details

Data sheet about QC details but sent to receiving parent only

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

CMSL9550 We've updated some personal details for a child

Data sheet about ROC details but sent to the paying parent only

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

CMSL9634 We need some information from you

Ask the paying parent to confirm personal details change request as advised by the receiving parent or other third party. This includes ROC details.

Under the heading "We need some information from you", add the paragraph that is relevant to the details that need to be changed:

- If the paying parent's title or name has changed, use paragraph 'NRP title or name change'
- If the paying parent's date of birth has changed, use paragraph 'NRP date of birth'
- If the paying parent's gender has changed, use paragraph 'NRP Gender'
- If the ROC title or name has changed, use paragraph 'ROC title or name change'

Record the evidence you need to verify the change in the free text box.

CMSL9636 We need some information from you

Once the receiving parent confirms that QC name/D.O.B change is valid, letter to be sent to request clerical evidence

Under the heading "We need some information from you", add the paragraph that is relevant to the details that need to be changed:

- If the QC name has changed, use paragraph TM_09065_E 'New name for QC....'

- If the change is about the QC date of birth, use paragraph TM_09066_E 'New date of birth....'
- If the change is about the QC gender, use paragraph TM_09067_E 'New gender....'

Under the heading "What you need to do now" add the paragraph that relates to the change and record the evidence you need in the free text box.

- If the QC name has changed, use paragraph TM_01512_E 'For the new name....'
- If the change is about the QC date of birth, use paragraph TM_01513_E 'For the new date of birth....'
- If the change is about the QC gender, use paragraph TM_09068_E 'For the new gender....'

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

[CMSL9637 We have not updated our records](#)

When a change to the paying parent personal details is reported, decline letter to the receiving parent to advise that the change to paying parent details has been declined as not enough suitable evidence was provided or the paying parent did not confirm the change – as 9543 but to the receiving parent.

[CMSL9638 We need some information from you](#)

Confirm with the receiving parent new personal details when reported by the paying parent or 3rd party.

Under the heading "We need some information from you", add the paragraph that is relevant to the details that need to be changed:

- If the receiving parent's title or name has changed, use paragraph 'PWC title or name change'
- If the receiving parent's date of birth has changed, use paragraph 'PWC DOB change'
- If the receiving parent's gender has changed, use paragraph 'PWC Gender change'

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

[CMSL9639 We have not updated our records](#)

When a change to the receiving parent's personal details is reported, decline letter to paying parent to advise that the change to receiving parent details has been declined as receiving parent did not confirm.

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

[CMSL9640 We need more information about a child](#)

Letter to the paying parent to confirm the reason why the ROC name has changed. (Adoption process – this may suggest ROC has been adopted)

If you haven't tried to call the client before sending the letter, deselect the paragraph 'We tried to call you'.

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

[CMSL9641 We need more information about a child](#)

Letter to the receiving parent to confirm the reason why the QC name has changed. (Adoption process – this may indicate QC has been adopted)

If you haven't tried to call the client before sending the letter, deselect the paragraph 'We tried to call you'.

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

2012 System Overview

[CIS500 \(Intranet\)](#)

[Letters \(Outbound\) - Send to client](#)

[QC/ROC Adopted](#)

[Sensitive Case - Handle](#)

[Terminology Changes](#)

[Can a child's name be changed on the system without any verification?](#)

No. Verification is necessary for all request for change/s to name, gender and/or DOB.

[Does a client need to provide verification to change their name?](#)

Yes, unless its a change to a married name where we can accept verbal confirmation.