Department for Work & Pensions Procedures ▸ Child Turns 20 - QC

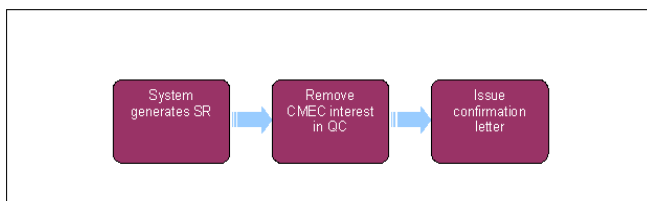Procedures > Pages > Maintain-Client-Details > Child-turns-20-QC

Child Turns 20 - QC

This will take you through the process to follow when the qualifying child (QC) turns 20. A child is a QC in a maintenance case if they are under 20; in full time education (FTE) and one or both parents are paying parents. The change is generated automatically by the system and as such, does not require verification. If a client reports the change in advance of the QC's 20th birthday, thank them for contacting us and advise them that the Child Maintenance Group (CMG) will automatically take action on the QC's birthday.

This action belongs within manage change of circumstances and will be dealt with by the caseworker who owns the case at the time. A change of circumstances (CofC) is a change to a client's circumstances that requires you to update the system.

This process involves opening the service request (SR) and checking all the relevant information is there. The system removes all Child Maintenance Group (CMG) interest from the QC, at which point the QC will be removed from the case and either a new Maintenance Calculation SR or a Case Closure SR will generate. Caseworker action will also be required, to check if there is a special expenses variation in place. This variation will need to be removed manually.

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

ℹ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

ℹ 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.

System generates service request (SR)

1. The system automatically generates a Change Of Circumstances (CofC) service request (SR). For more information on the CMG definition of a child, refer to the Policy, Law and Decision Making Guidance ⚖

2. The system will automatically create the following:

   - **Process = CofC**

   - **Area = Change Child Status**

   - **Sub Area = Child Turns 20**

3. The system populates the SR with information relevant to the QC turning 20. There is no Activity Plan generated, as the system completes this SR.

Remove all CMG interest in QC

4. The notified date is the date an interface transaction is received reporting the change. The effective date of this change is the date that the child turns 20. The system completes these dates automatically.

5. CMG no longer require any information on this child, as they've turned 20. Check the **Relevant QC** has been populated. The system ends the QC and removes the **QC General Interest** flag.

6. 🖥 When this is the only QC in the case, a **Case Closure child SR** generates automatically. Issue **CMSL5026** to the receiving parent and **CMSL5014** to the paying parent where there are no outstanding arrears, or **CMSL5028** where there are arrears. Complete this SR and close the case. For more information refer to Close Case (Collect and Pay) or Close Case (Direct Pay).

7. If there is more than one QC in this case, or if the paying parent has any other active cases a **Perform Calculation** child SR will generate. For more information refer to Calculation - Initial and Calculation - Post Initial.

   ⚠ Where the paying parent has more than one case and one of the QCs turns 20, issue a CMSL4093 clerically for each case.

8. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

CMSL4093 - Your child maintenance payments have changed

Notice of re-calculation to receiving parent following change of circumstances for receiving parent (Supersession)

CMSL5014 - Your child maintenance case has closed

Letter to the paying parent stating that the case will be closed as the QC is now 20 years old - 1 QC no arrears

CMSL5026 - Important information about your child maintenance payments

Letter to the receiving parent stating that paying parent's ongoing liability has ended as the QC is now 20 years old (only QC in case). However we can still take action to collect arrears if any.

CMSL5028 - Important information about your child maintenance payments

Letter to paying parent when last child in case turned 20. Paying parent may or may not have other active cases in casegroup

Calculation - Initial

Calculation - Post Initial

Close Case (Collect and Pay)

Close Case (Direct Pay)

Terminology Changes

Variation - Cancel

If a client notifies that a child in the case is turning 20, will the caseworker pause the service request until the 20th birthday.

No. Action will automatically be taken on the child's 20th birthday by the 2012 system.