



Confirm Current Location

This procedure details the steps to take in confirming the current location of a case participant at pre-provisional calculation stage, the provisional calculation stage and post-initial calculation stage. The case participant could be the paying parent (PP) or the receiving parent (RP).

 This procedure is not to be confused with the procedure: [Identify The Non Applicant](#). This is only to be used in a new application when the non applicants national insurance number (NINO) needs to be verified.

 To ensure clients receive a professional service enter all names, titles and addresses onto the system accurately as exact details are pulled through onto letters for more information refer to the Names, Titles and Addresses section within [2012 System Overview](#) procedure.

There are two service requests that are used by the confirm current location process; the first is only used during the application stage and only generates where the address held on the customer information system (CIS) is older than 30 days. It is used to locate the non-applicant's last known or notified address and telephone number:

- **Process = Application**
- **Area = Confirm Current Location**
- **Sub Area = Application**

 The confirm current location process is also initiated if a letter to a client is returned by the post office marked dead letter office (DLO) or if a client cannot be contacted at a previously confirmed location. The action is completed by the segment with case ownership.

There are selectable options for the location tools that can be used through the Confirm Current Location SR, these should be worked through in order, to attempt to confirm a last known or notified address and/or a telephone number:

- Customer Information System (CIS) using residential information only.
- Credit Reference Agency (CRA). For more information refer to the [CRA interface overview](#) page
- Internet based databases using residential information only.
- Contact with the applicant to obtain information about the unconfirmed location.
- Contact with the non applicant's employer to obtain information about the unconfirmed location.
- Her Majesty's Revenue & Customs (HMRC) using residential information only (only in the case of locating a paying parent) to obtain the employer details for the employer to confirm location (unless the paying parent is self employed).

 All databases are available via the 2012 system and accessed in a set sequence, as described within procedure

At the application stage, where the address provided from the Customer Information System (CIS) does not have a start date within the previous 30 days, the caseworker will need to use the locate tools within the SR and make a discretionary decision as to whether they have a last known or notified address for the other party and continue to progress the case. For more information on discretionary decisions refer to policy, law and decision making guidance 

If the case is at the post-provisional calculation stage, caseworker will need to complete trace action using the locate tools within the SR and make a discretionary decision as to whether they have a last known or notified address for the client, if the location is confirmed complete the Confirm Current Location SR continue to progress the case.

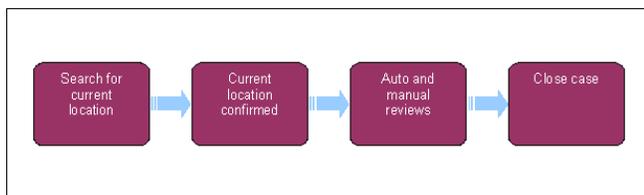
For more information on last known or notified address, refer to the Policy, Law and Decision Making Guidance 

 If a new location is confirmed and the caseworker is confident it is the most up to date address, the caseworker will trigger an update to CIS.

The Child Maintenance Group (CMG) will continue searching until an up to date current location is found or it is clear that there is insufficient information available to locate an address:

- if the case is pre-provisional calculation or post provisional calculation and:
 - if after six months there is no new information available for the PP current location to be confirmed and the RP is unable to supply further information, case will be closed due to no confirmed location.
 - if after six months there is no new information available for the PP current location to be confirmed and the RP does not wish to continue with the case, case will be closed.
- if the case is post-initial calculation and:
 - if after six months there is no new information available for the PP current location to be confirmed and the RP wishes to proceed, caseworker will set a further manual review for six months and the cycle process will continue.
 - if after six months there is no new information available for the PP current location to be confirmed and the RP does not wish to continue with the case, case will be closed.

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.

Confirm Current Location

Where the case is in its lifecycle will determine which service request will be used:

- The case is pre-provisional calculation and the address needs to be located, go to **Locate an address at application**
- The case is after the provisional calculation has been issued, go to **Locate an address after provisional**
- The case is pre-provisional calculation and needs a telephone contact number locating, go to **Locate a telephone number at application**
- The case is after the provisional calculation has been issued and needs a telephone contact number locating, go to **Locate a telephone number after provisional**

Although this procedure uses two different SRs the same tools to locate an address and telephone number are used.

 In the event that a critical/technical errors occurs whilst you are working on a case, check the Errors tab for the reason why an error has occurred. You should then wait 24 hours for the SR to be put back to In Progress. Calls to AAC are not required in most instances.

Once an address has been determined, notes will need to be updated to include the decision made to use that address and/or telephone number including the locate tools used.

For more information on last known or notified address, refer to the policy, law and decision making guidance 

Locate an address at application

Locate an address at application

The application confirm current location SR will only generate towards the end of the application process, where the system determines that the address held is older than 30 days. The SR will generate with the following values:

- **Process = Application**
- **Area = Confirm Current Location**
- **Sub Area = Application**

This is only completed once for an application. While a case is in applications, other factors such as post returned Dead Letter Office (DLO) or No Fixed Abode (NFA) may result in this SR being raised. If this happens, refer to **Check Customer Information System (CIS) updates** below.

When the receiving parent states during the application that the paying parent is in the armed forces and has a BFPO address, if this cannot be confirmed during this process or by CIS, contact the Joint Personnel Administration Centre (JPAC). For more information refer to **Armed Forces Overview**.

For cases going through case closure, when the automated **NRP Case Group Look Up** returns an outcome of **Reactive Transition (With or Without Pause)**, and you are unable to confirm the paying parent's address on the same day, manually change the **NRP Case Group Look Up** outcome to enable you to continue with the application. Refer to **Making sure transition isn't triggered until a paying parent location is confirmed** in **Procedural Exceptions**.

If the transition has been triggered prior to the paying parent's address being located, you must inform the 1993/2003 Scheme Transition Team of this and confirm the paying parent's details. Refer to **Manage cases where transition has been triggered and the paying parent location is unconfirmed** in the **Procedural Exceptions**.

Once you have found a last known or notified address for the paying parent, return to the relevant application procedure to complete the action required. Don't mark the address as confirmed before this.

Locate an address after provisional

Locate an address after provisional

1. A **Confirm Current Location** SR can be either automatically created by the system with the below values or manually created when an address held on the system is determined to no longer be correct. Where the address is found to no longer be correct and locate action is required manually create a service request with the following values:

- **Process = Change of Circumstances**
- **Area = Confirm Current Location**
- **Sub Area = Existing Case**

The **Source** is the person reporting the change, from the **Source** dropdown select their role on the case e.g. NRP, PWC or Third Party. Where the SR is automated the **Source** will be **Internal/System**.

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



If the change is automated this field will be automatically populated.

2. When the SR is created after provisional calculation go to either **Contact applicant** or **Call non applicant** first to contact the client to obtain new residential address. If this is unsuccessful then proceed to use the locate tools in order, until a last known or notified address is located.



If post is returned Dead Letter Office (DLO) or No Fixed Abode (NFA) this may result in this SR being raised. If this happens, refer to **Check Customer Information System (CIS)** below.

Locate a telephone number at application

Search for a contact telephone number

Select correct service request



Home and mobile telephone numbers will be returned through the CRA interface when available.

1. Depending on where the case lifecycle is, the correct SR must be used for locating a telephone number



Where the case/s are pre-provisional, the **Confirm Current Location** SR will also be used to confirm the location, before closing the SR ensure that both the telephone number and the location have been added before closing the SR:

- Pre-provisional calculation:
 - **Process = Application**
 - **Area = Confirm Current Location**
 - **Sub Area = Application**

When creating the SR, the **Subject** field must be updated with the person the search is for.

2. Once selected, some of the tools can be used within the SR, others will need to be used offline:

- **Tools to be used within the SR:**
 - CRA Residency Check
 - Use Public DomainWebsearch
 - Contact Applicant
 - Contact Employer/Use HMRC
- **Tools to be used offline:**
 - Check Customer Information System (CIS) Updates



The offline tools refer to actions taken "outside" of the SR

Locate a contact telephone number

3. Use the tools specified in the order below, bearing in mind where they need to be used offline as stated in **step 2**. Use each one in turn until a telephone number has been located. If all the tools have been used and no telephone number has been located, go to **step 6**.
4. Once a telephone number has been located, create a change contact/security info SR to update the contact number fields with the appropriate telephone numbers located. For more information on creating this SR refer to **Change - Contact Details**.



This step is only to be completed after the provisional calculation has been issued. For cases pre provisional, the number should be recorded in the correct **Notes** field.

5. Update the **case notes** with the telephone numbers located, also in the note, record the tool used to locate the number and the date that the contact number was last updated with the tool. Where you're completing an application SR, go to **step 7**. For all other SRs continue normal case action.
6. Update **case notes** to record that locating a contact number has been unsuccessful and record all the tools used to locate the telephone number. Where you're completing an application SR, go to **step 7**. For all other SRs continue normal case action.

For Application caseworkers and team leaders only Caseworker action

7. Once location action for the telephone number has been completed, email your team leader with the case number so the team leader can confirm all locate actions have been completed.

Team Leader action

8. Review the **case notes** and, where present, change contact/security info SR to confirm that all possible locate tools have been used and telephone numbers, where located are updated on the system and **notes**.
9. Where tools have been missed or notes not updated correctly, advise the caseworker to complete the missing actions before returning the case for you to review. Once all possible actions have been completed, update **notes** to advise that once address location is completed the case is ready to move to New Case.

Caseworker action

10. Complete any outstanding actions to correctly complete the application.

Locate a telephone number after provisional

Search for a contact telephone number after provisional



Home and mobile telephone numbers will be returned through the CRA interface when available.

1. Where trace action is required to locate a telephone number create a service request with the following values:

- **Process = Change of Circumstances**
- **Area = Confirm Current Location**
- **Sub Area = Existing Case**

The **Source** is the person reporting the change, from the **Source** dropdown select their role on the case e.g. NRP, PWC or Third Party. Where the SR is automated the **Source** will be **Internal/System**.

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



Where the case/s are post provisional, the **Confirm Current Location** SR can also be used to confirm the location, before closing the SR ensure that both the telephone number and the location have been added before closing the SR.

2. Once selected, some of the tools can be used within the SR, others will need to be used offline:

- Tools to be used within the SR:
 - CRA Residency Check
 - Use Public DomainWebsearch
 - Contact Applicant
 - Contact Employer/Use HMRC
- Tools to be used offline:
 - Check Customer Information System (CIS) Updates



The offline tools refer to actions taken "outside" of the SR

Locate a contact telephone number

3. When the SR is created after provisional calculation go to either **Contact applicant** or **Call non applicant** first to contact the other party to obtain the telephone number where possible.
4. If this is unsuccessful then proceed to use the locate tools in order to locate the client telephone number:
 - if a telephone number has successfully been located, go to **step 5**
 - if all the tools have been used and no telephone number has been located, go to **step 9**

Accept

- Once a telephone number has been located, create a **Change Contact/Security Info** SR to update the contact number fields with the appropriate telephone numbers located. For more information on creating this SR refer to [Change - Contact Details](#).



If the client provides a telephone number for the other party with acceptable verbal evidence to support the change, e.g. the client calls the other party on the supplied number daily regarding shared care, no further verification is required.

- Update the client contact notes with the telephone numbers located, record all the locate tools used to locate the number and the date that the contact number was last updated with the tool.
- Change the **Sub Status** to **CofC Declined** and update the **Resolution Code** to **CofC Rejected**.



The **Confirm Current Location** SR must be declined and not accepted when successfully locating a telephone number only, if an address is also being located complete the relevant locate action then refer to **Confirming location after provisional** to complete the SR or when trace action for an address is unsuccessful go to **Placing the case in autoreview** to apply a review period.

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

Reject

- Update client contact notes to record the locate action has been unsuccessful for a telephone number and record all the locate tools used to locate the telephone number.



If an address is also being located complete the relevant locate action then refer to **Confirming location after provisional** to complete the SR or when locate action for an address is unsuccessful go to **Placing the case in auto review** to apply a review period.

- Change the **Sub Status** to **CofC Declined** and update the **Resolution Code** to **CofC Rejected**.
- Update the **Status** to **Closed** and **Sub Status** to **Complete**.

Below is selectable options for the various locate tools that can be used through either of the confirm current location SRs. They should be worked through in order, until an address or telephone number is located.

There are additional locate tools that can be used, these don't appear in the sub status drop downs, these include:

- Prisoner location, for more information refer to [Prison](#)
- Joint Personnel Administration Centre for the armed forces, for more information refer to [Armed Forces Overview](#).

Check Customer Information System (CIS) Updates

Check Customer Information System (CIS) updates



Always check for CIS updates in other service requests (SR) before using other tools to locate a client.

Any change received by CIS to the location of a person of interest to the Child Maintenance Group (CMG) is automatically sent to the 2012 system.

When generated as a result of a dead letter office (DLO) post, the service request (SR) is created as a child SR within a **Change Address Details** SR. This SR is created automatically when a DLO envelope is returned and recorded on the system. For more information refer to [Change - Address Details](#).



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

- Select **Contacts**. Highlight and select the client from the drop down list.
- Select **Service Request**. A list of SRs relating to that client is displayed. Open the SRs and check if a CIS update is enclosed. If there are no CIS updates use the other tools listed below in sequence.
- Select the **Source** as **Internal System**.



Where the address has been returned by CIS as No Fixed Abode (NFA) check the Common Enquiry Service (CES/Opstrat) to see if the client is in receipt of benefit. If so, the benefit office may be used as a correspondence address if no other location can be confirmed after following the other trace tools instructions below. Contact the owning benefit office and inform them we will be using them as a correspondence address. Ask when the client's next appointment is and record this in **Notes**.

Use Credit Reference Agency (CRA) Interface

Use Credit Reference Agency (CRA) interface

Location Search

- Open the **Confirm Current Location** SR and set **Status** to **In Progress**, the system will then generate an activity plan, this can be viewed in the **More Info** or **CoC More Info** tabs
- Always complete the CRA check via the Confirm Current Location SR

3. Set **Sub Status** to **CRA Address** and select the **CRA/Websearch** tab.
4. Select the **CRA Search** button.
 -  Name and Date of Birth is used as default.
5. The **CRA Matches** view will display a maximum of 20 potential matches based on the information you provided.
6. The **CRA Matches** view displays information on each match under a number of columns. For more information refer to the [CRA interface overview](#) page
 - **Title** = Title of the matched contact
 - **First Name** = First name of the matched contact
 - **Middle Name** = Middle name of the matched contact
 - **Last Name** = Last name of the matched contact
 - **Date of Birth** = Date of Birth of the matched contact
 - **House Number** = House number of a returned matched contact's address
 - **Street** = Street name of a returned matched contact's address
 - **Town/City** = Town or City of returned matched contact's address
 - **Post Code** = Post Code of the returned matched contact's address
 - **Last Updated** = The date of the last activity recorded on the CRA database.
 - **Residency Indicator** = This gives an indication of the likelihood that the contact is residing at this address. This will return a High, Medium or Low likelihood. A great deal of information is used to form this indicator, such as: is the subject on the electoral roll?, recent credit searches, utility provider accounts at address , bank account linked to address etc.
 - **Non Residency Indicator** = This gives an indication of how unlikely the subject is residing at this address. This will return a High Medium or Low likelihood. A great deal of information is used to form this indicator, such as: is the subject on the electoral roll?, recent credit searches, utility provider accounts at address, bank account linked to address etc.
 - **Home Phone** = Home telephone number
 - **Mobile telephone#** = Mobile telephone number
 -  At this point the Residency Indicator, Non Residency indicator, Home phone and Mobile telephone# columns will be blank, these are updated later in the process.
7. Review the list of returned addresses, these will be in date order with the most recent updated address at the top.
 -  The record at the top of the list may not always be the most appropriate to search, use your discretion to search on the most appropriate record. This may be due to a Paying Parent not moving all of their financial accounts to the current address.
8. If unsure of a confident address at this point you can obtain further information by pressing the **Residency Check** button. This will populate information in the Residency Indicator, Non Residency Indicator, Home phone and Mobile telephone# columns. Review the information provided to establish the correct address:

Residency Indicator

 - **High** - There is a strong likelihood that the contact resides at this address
 - **Medium** - There is an average likelihood that the contact resides at this address.
 - **Low** - There is little or no likelihood that the contact resides at this address.

Non Residency Indicator

 - **High** - There is a strong likelihood that the contact does not reside at this address
 - **Medium** - There is an average likelihood that the contact does not reside at this address.
 - **Low** - There is little or no likelihood that the contact does not reside at this address.
 -  The return of High Residency Indicator and Low Non Residency indicator will be the strongest combination of a confident address.
9. If you are not confident on the first address continue down the list until a confident address is established.
10. Once you are confident of the address, select it and then select **Pick**. CMS2012 will then transfer the details to the Contact Address Details on the client record. Refer to the section **Confirming Location at application/after provisional**.
11. If you are unable to find a confident address through a CRA search consider using other options available such as Employer or Websearch etc.

[Use Public Domain Information/Websearch](#)

Use public domain information

1. In the Confirm Current Location SR set the **Sub Status** to **Websearch**.
2. The **Websearch** applet will open, Select New and the applet will display a drop down list of the following available websites :
 - **CompaniesHouse.gov.uk** - If there is reason to believe the client owns (or is a director of) a company this site provides information to confirm the owner of the company, its directors, and whether the company is still trading. Companies house is free to browse.

If the client is confirmed as an owner or director the company address can be used as a confirmed current address.

 - Access the link to CompaniesHouse.gov.uk
 - In the **Search Company Information** section, select **WebCheck**
 - Enter the company name where prompted and select **Search**
 - Select the company from the list displayed and the company details will be shown
 - Select **Order Information** on this company and the current owners and directors will be displayed
 - **Yell.com** - Yell.com is the online Yellow Pages classified information service providing telephone numbers and address details of over 1.7 million businesses in more than 2,400 product and service categories. The service covers the whole of the UK except the Isle of Man and the Channel Islands.
 - Access the link to Yell.com
 - Enter the nature of business in the **I'm Looking For** field and the area (town, city or county) in the **In** field and select **Search**
 - Select **Advanced Search** to enter more detailed search criteria
 - **ThomsonLocal.com** - This site is a free business search needing no registration.
 - Access the link to ThomsonLocal.com
 - Input nature of business in the **What Are You Looking For?** field and the area (town, city, or county) in the **Where Is This Service Located?** field, then select **Search**
 - **Scoot.com** - This site is a free business search needing no registration.
 - Access the link to Scoot.com
 - Enter the nature of business in the **What** field and the area (town, city, or county) in the **Where** field and select **Search**
 - **192.com** - This site is a free business and people search needing no registration for the search people, search businesses and directory enquiries services. The electoral roll service is chargeable but unnecessary for our purposes as these enquiries have already been made through the CRA interface (as above).
 - Access the link to 192.com
 - Select **Search** and select **Nature Of Search** from the drop down displayed, e.g. **People, Businesses** or **Places**.
 - Enter the name of the person or name of the business in the **Who/What** field and the area (town, city, county or postcode) in the **Where** field and select **Search**
 - **ThePhoneBook.com** - This site allows free business and people searches needing no registration
 - Access the link to ThePhoneBook.com
 - Enter the nature of the business in **Business Type** and the area (town, city, or postcode) in **Location** and select **Search**
 - Select **Find A Business By Name, Find A Person**, and **UK Area Codes** as appropriate and initiate searches with relevant criteria

The list of available websites displayed in the drop down is expected to be added to in due course.

For more information on accessing the internet refer to the [DWP Media Policy](#).
3. From the drop down list displayed, select the website required. Search that website, as shown above, for information to confirm current location.
4. Close the website when the search is complete noting any information obtained. Return to the **Websearch** applet drop down and select any further web site/s required.
5. Check any new information obtained by using the CRA interface. A location cannot be confirmed by information contained in these internet sites alone.
6. Record any information obtained in the **Notes** field.
7. If you have been informed that the client is currently in prison refer to [Prisoner Location Service Summary](#).

Contact Applicant

Contact applicant

1.  Select the Outbound Call activity within the SR if a telephone number is available, call the applicant. If the call is to gather:
 - information for the non-applicant advise the applicant it is important that they provide as much information as possible. If the applicant is able to provide a number continue to **step 4**. If the applicant is not able to provide a contact number or date of birth, where appropriate request that they attempt to obtain this information, for example by asking friends/family or checking social media sites. For more information on making calls refer to [Call - Overview](#). Continue to **step 4**. If the call is unsuccessful, go to **step 2** or **step 3**.
 - information for the applicant advise the client that it is important that they provide as much information as possible. Gather the address and/or contact telephone number, continue to **step 5**. If the call to the applicant is unsuccessful, continue locate action to confirm their current location. Go to **step 5**.
2.  Pre initial calculation, if unable to contact the applicant by telephone send **CMSL0056** asking them to contact us with any information they have about the current location of the non applicant. If the case is being manually reviewed issue **CMSL0062** instead of the CMSL0056.
3.  Post initial calculation, ask the applicant for any information that could confirm the non applicant's current location. Issue **CMSL0056** if unable to contact them by telephone. If the applicant is not the paying parent and you are advised that the paying parent is in prison refer to [Prisoner Location Service Summary](#) for more information.

 When the receiving parent states that the paying parent is in the armed forces and has a BFPO address, if this cannot be confirmed during this process or by CIS contact the Joint Personnel Administration Centre (JPAC). For more information refer to [Armed Forces Overview](#).
4. Use CIS and CRA to attempt to confirm any information given.

 If the client confirms their confident address and is verified through Hopewiser (the system validates postal addresses by using Hopewiser software) no further verification is required. If Hopewiser is overwritten, clerical verification is needed, e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill. Go to **Confirming Location after provisional**.

 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 go to **Confirming Location after Provisional** to accept the change.
5. Go to the relevant section below that applies to information gathered:
 - Confirming location at application
 - Confirming location after provisional
 - Placing the case in autoreview
 - Pre-provisional calculation
 - Pre initial calculation
 - Post initial calculation

Call Non Applicant

Call Non Applicant

 If you have exhausted all other attempts to confirm a confident address for the paying parent at the application stage, attempt to contact the paying parent if you have got a confident telephone number. Making contact with the paying parent will not affect the setting of the effective date.

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

1.  Select the Outbound Call activity within the SR, call the non applicant and ask them to confirm:
 - their current location, gather their address and/or contact telephone number, go to **step 3**. If the call to the non applicant is unsuccessful, continue to **step 3**.
 - information for the applicant, advise the client that it is important that they provide as much information as possible. Gather the address and/or contact telephone number for the applicant, go to **step 2**. If the call to the non applicant is unsuccessful, continue with locate action to confirm their current location. Go to **step 3**.
2. Use CIS and CRA to attempt to confirm any information given.

 If the client confirms their confident address and is verified through Hopewiser (the system validates postal addresses by using Hopewiser software) no further verification is required. If Hopewiser is overwritten, clerical verification is needed, e.g. driving licence, library card, recent utility bills, recent bank statement, credit card bill. Go to **Confirming location after provisional**.

 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 go to **Confirming Location after Provisional** to accept the change.

3. Go to the relevant section: **Confirming Location, Autoreview** or **Calculation** below.

Use HMRC Employer information

Use HMRC Employer information

1. Update the SR **substatus** to **Employer Details** and within the **CRA/Websearch** tab select the **Employer Details** applet. This will automatically trigger a trace with the HMRC database. A message prompt appears if the system is updating new information at this stage. Allow the system to complete the update before proceeding. If the paying parent is self employed the information will pull straight through into the **Contact Record** and not show in the **HMRC** applet. If employer details are available go to **step 2**.
2. Select the **Outbound Call** activity within the SR if a telephone number is available. Where there is no telephone number go to **step 5**.
3.  Call the non applicant's employer.
4. Ask the employer to confirm the client currently works for them and for the non applicant's current address.
5.  If a telephone number is not available or, the employer refuses to give information about an employee over the telephone, send CMSL0057 by post or fax asking them to contact us to supply information. The employer will need to be added to CMS2012 as a third party record in order to issue the letter. for more information refer to **Third Party - Set Up**. Where the employer is set up as a third party, from within **SR Information** select the **3rd Party Account** MVG. Select the relevant employer to link the employer to the case and then issue the letter.
6. If the employer does not have the client's address but has confirmed the client currently works for them use the employer's address as a correspondence address.

- **Agrees** - Confirm the location
- **Refuses** - Continue using locate tools

 When sending correspondence to an paying parent via their employer, send the letter within a larger envelope addressed to the paying parent C/O the employer's address, including covering letter CMSL5509. For further information on issuing this letter refer to **Letters (Outbound) - Third Parties/Forward**.

7. Use CIS and CRA to attempt to confirm any information given about the non applicant's current location by the employer.
8. Go to the relevant section based on the information gathered:
 - Confirming location at application
 - Confirming location after provisional
 - Placing the case in autoreview
 - Pre-provisional calculation
 - Pre initial calculation
 - Post initial calculation

Contact Employer (not provided by HMRC)

Contact Employer (information not provided by HMRC)

 Contacting employers this way should only be used where the HMRC interface hasn't returned an employer and the receiving parent is certain that the paying parent is employed by them

1. Depending on the amount of information provided by the receiving parent complete one of the following:

- **Telephone number provided** - Select Outbound Call activity and go to **step 2**
- **Address provided** - go to **step 3**

 Where the receiving parent can only provide a name of an employer you may need to search for the employer's contact details.

2.  Call the paying parents potential employer and confirm whether the paying parent works for them and whether they hold a current address for the paying parent.
3.  If a telephone number is not available or, the employer refuses to give information about an employee over the telephone, clerically send CMSL0057 by post or fax asking them to contact us to supply information. The employer will need to be added to CMS2012 as a third party record in order to issue the letter. for more information refer to **Third Party - Set Up**. Where the employer is set

up as a third party, from within SR Information select the **3rd Party Account MVG**. Select the relevant employer to link the employer to the case and then issue the letter.

4. If the employer does not have the client's address but has confirmed the client currently works for them use the employer's address as a correspondence address.
 - **Agrees** - Confirm the location but select **Ignore** when updating to CIS
 - **Refuses** - Continue using locate tools



When sending correspondence to an paying parent via their employer, send the letter within a larger envelope addressed to the paying parent C/O the employer's address, including covering letter CMSL5509. For further information on issuing this letter refer to [Letters \(Outbound\) - Third Parties/Forward](#).

5. Use CIS and CRA to attempt to confirm any information given about the non applicant's current location by the employer.
6. Go to the relevant section below based on the information gathered:
 - Confirming location at application
 - Confirming location after provisional
 - Placing the case in autoreview
 - Pre-provisional calculation
 - Pre initial calculation
 - Post initial calculation

Confirming Location at application

Current location confirmed

1. Depending on the route this SR generated from complete, one of the following:
 - **Application SR** - Select the **CRA/Websearch** tab and highlight the correct address. If this address is correct select the **Location Confirmed** check box and go to **step 4**
 - **CofC SR** - Select the **CRA/Websearch** tab and confirm the address is correct

Ensure that the post code for the address you've confirmed is in the correct format ie NEX XAA, SWXX XAA. If the address selected as the confirmed contains an apostrophe ('), remove this from the address. Any blank address lines must be the last line, eg Address lines one, two and three need to be completed with four left blank, if there is a blank line between, this needs to be replaced otherwise the SR will go **Error/Technical**.
2. From the **CoC More Info** tab, select the client the change of address refers to. Review the information and add the appropriate country for the address.

If the new confirmed address found will result in a change in Jurisdiction ie if the case is currently held in Great Britain and the new address is in Northern Ireland, ensure that you complete all outstanding work on the case before closing this service request as the case will move segments immediately. If there is a complaint or other reason (enforcement SR) to retain case ownership, set the lock assignment flag to prevent the case moving. For guidance refer to the **Lock assignment flag** section in [BOM - Segments Summary](#).
3. Change the **Sub Status** to **CofC Accepted**. Select the **Update CIS** button, an applet is displayed. Select the **Address** field and **Update** (to update CIS with the new confirmed address), **Ignore** or **Cancel** (if CIS update not appropriate). Depending on which Confirm Current Location SR you are using do the following.

Only one address can be a confirmed, permanent address on the system.
4. Update the **Activity plan** with the correct responses.
5. Update the SR **Resolution Code**.

When completing this procedure as part of an application, a resolution code must be selected. Failing to select a resolution code can cause problems with work allocation in the future.
6. Update the SR notes with your decision to use the address selected and the locate tools used, for more information on discretionary decision refer to policy, law and decision making guidance
7. From the drop down menu select **Status** as **Closed**.
8. From the drop down menu select **Sub Status** as **Complete**.
9. If this process is being completed due to an application refer to the relevant application procedure to complete the application; [Application - Receiving Parent](#), [Application - Paying Parent](#) or [Application - Child in Scotland](#). No further action is required from this procedure.

Confirming location after provisional

Confirming location after provisional

- Once the address for the client has been located and deemed as confident update the client contact notes with the address, all the locate tools used and record the decision made to use that address. Update the SR depending on the **Source** of the located address:
 - if the address has been located through the locate tools select the **CRA/Websearch** tab and confirm the address is correct. If not previously completed when tracing, highlight the correct address and select **Pick**. The address will populate in the **Subject New Address** applet in the **CofC More Info** tab. Review the information and add the appropriate country for the address.
 - if the client has confirmed their own residential address or correspondence address, record the details of the address change in the **Subject New Address Details** applet manually 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.

 Ensure that the post code for the address you have confirmed is in the correct format i.e. NEX XAA, SWXX XAA. If the address selected contains an apostrophe ('), remove this from the address. Any blank address lines must be the last line, e.g. Address lines one, two and three need to be completed with four left blank, if there is a blank line between, this needs to be replaced otherwise the SR will go Error/Technical.

 If the new confirmed address found will result in a change in Jurisdiction i.e. if the case is currently held in Great Britain and the new address is in Northern Ireland, ensure all outstanding work on the case is completed before closing this SR as the case will move segments immediately. If there is a complaint or other reason (enforcement SR) to retain case ownership, set the lock assignment flag to prevent the case moving. For guidance refer to the Lock assignment flag section in **BOM - Segments Summary**.
- Change the **Sub Status** to **CofC Accepted** and select the **Update CIS** button, an applet is displayed. Select the **Address** field and update (to update CIS with the new confirmed address), **Ignore** or **Cancel** (if CIS update not appropriate).

 If using a correspondence address, do not select the **Update CIS** button.

 Only one address can be a confirmed, permanent address on the system.
- Update the **Resolution Code** to **CofC Accepted**.
- Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

Placing the case in autoreview

Before setting auto review (pre provisional only)



Before setting the auto or manual review on an application consider some of the following:

- Where the client's address is no fixed abode (NFA) or DLO is there a correspondence address that can be used? If so use the correspondence address to issue the letter. Use CIS and Common Enquiry Service (CES) to help. For more information refer to [CES - View Benefit Info](#)
- With a DLO, did CRA show recent activity at the address? If so, consider continuing to use the DLO address
- Is the receiving parent confident the address of the paying parent is correct? Consider using it, especially if shared care is included
- Is there a confirmed contact number for the paying parent? If so and all attempts at confirming a location have failed, contact the paying parent and attempt to obtain the information

For more information on making a decision around a last known or notified address, refer to policy, law and decision making guidance. 

If the current location has not yet been confirmed, start the auto review process

Auto Review

- Set the SR **Status** to **Wait**.
- Set the **Sub Status** to **Reminder Set** and a review date will be set for 6 months time.
-  Issue **CMSL0058** to the applicant to advise them about the review process.
- The system will automatically receive any updates from CIS concerning the non applicant's location. Updates will be received through the SR process and will appear in the activities list.
- When an SR is generated see Check CIS Updates in the list to review the CIS updates.
- After six months (since the auto review) the Status of the Confirm Current Location SR will automatically change to In Progress.
- This change is visible in My Activities. The SR is reviewed by the team leader and allocated to an appropriate case worker.
-  Carry out all the locate processes again to complete a manual review of the **Confirm Current Location** SR. If a location is confirmed; confirm the location and complete the **Confirm Current Location** SR.

9. Depending on whether the case is either **pre-provisional**, **pre initial** or **post initial calculation**, select the correct option below.

Pre-provisional calculation

Pre-provisional calculation

If the location still can't be confirmed, call the applicant to explain that we've been unable to locate the non-applicant, ask if they have any new information, if information is provided, attempt to confirm the location using the tools available. Where there isn't any more information, advise the applicant that the case will be closed due to no confirmed location. Issue CMSL0088 and return to the relevant application procedure and follow the steps under **Close Enquiry**.

Pre initial calculation

Pre-initial calculation

-  If the location can not be confirmed after the initial six month review period, call the applicant to explain that we have been unable to locate the paying parent, ask if they have any new information:
 - if information is provided, attempt to confirm the location using the tools available. If the location is successful go to **Confirming location after provisional**
 - if information is provided and locate action is unsuccessful, advise the applicant that the case will be closed due to no confirmed location. For more information on closing the application before the initial calculation has been completed, refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).
 - Where there is not any further information, advise the applicant that the case will be closed due to no confirmed location. For more information on closing the application before the initial calculation has been completed, refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).
- Update the client's **notes** to record the locate action has been unsuccessful for an address, record all the locate tools used and that the applicant could not provide further information to locate the address.
- Change the **Sub Status** to **CofC Declined** and update the **Resolution Code** to **CofC Rejected**.
- Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

Post initial calculation

Set manual review

-  Call the applicant to explain that the non applicant location has not been confirmed. Confirm if they have any new information, if not ask the applicant if they wish to pursue the case or close the case on the basis that the non applicant's location cannot be confirmed.
-  If telephone contact is unsuccessful, issue **CMSL0059** to the applicant to advise that the non applicant location has not been confirmed and to confirm if they want to continue with the case.
- If the non applicant current location has not been confirmed and the applicant wishes to proceed, set a new **Review Date** of six months from today. This review date should be set within the Next Action Due Date of the SR.
 -  If the locate action is unsuccessful ensure client contact notes are updated to record the locate action has been unsuccessful for an address, record all the locate tools used and that the applicant could not provide further information to locate the address.
- If the non applicant's current location has not been confirmed and the applicant has advised they do not wish to continue, close the case. For more information, refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).
 -  Ensure client contact notes are updated to record that the locate action has been unsuccessful for an address, record all the locate tools used and that the applicant could not provide further information to locate the address, case closure requested.
 -  Where the address is recorded as DLO place an inhibit on notifications
- The manual review cycle will continue until either a location has been established or the applicant requests that the case be closed.

Northern Ireland Exceptions

NICMS replaces CMG in Northern Ireland

Making sure transition isn't triggered until a paying parent location is confirmed

- In the paying parent case, drill down on the **NRP Surname**, open the **More Info** tab and select **Continue With Application** from the drop down list in the **NRP Case Group Look Up Outcome** field.
- Populate the **NRP Case Group Look Up Reason** field as **NRP Doesn't Have Any Legacy Case In Role Of NRP**.
- Create a new activity type in the confirm current location SR as **To Do**, enter notes to explain that the **NRP Look Up Outcome** has been changed until the paying parents location has been confirmed. In the notes, record the original **NRP Case Group Look Up Outcome** returned (Reactive Transition With Pause/Reactive Transition W/O Pause) and enter an appropriate **Due Date**.

4. Complete the **Confirm Current Location** process as usual to locate the paying parents address.
5. If you need to pause the application to wait for further information, or to put the case into the 6 month review period, update the activity with the relevant due date.
6. Once an address for the paying parent has been determined, before ticking the **Confirmed** box on the confirm current location SR, you must update the **NRP Case Group Look Up Outcome** to **Reactive Transition With Pause** or **Reactive Transition W/O Pause** as appropriate to trigger transition. The system should then set the **Selected Date For Transition** and **Transition Date**. Check that the appropriate **Legacy System** and **Legacy NRP Person ID** is populated, if not you must populate these manually as per the Manual Handling process.
7. Close and complete the activity. Tick the Confirmed address box and complete the confirm current location SR.

Managing cases where transition has been triggered and the paying parent's location is unconfirmed

1. Send the paying parents name, NINO, transition date and the review date to the 1993/2003 Scheme Transition Team via the shared email box **CMG Hastings Transition Team**.



NI caseworkers are also required to forward the email to the **CMS Belfast Transition** inbox.

2. The 1993/2003 Scheme Transition Team will set the same review period as the 2012 scheme until the paying parents address has been confirmed.
3. When the paying parents address is confirmed, inform the 1993/2003 Scheme Transition Team via the shared email box and provide details of the new address.

CMSL0056 We need some more information from you

Initial request for additional information about other party's location (before review cycle starts)

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

CMSL0057 We need some information about your employee

Request to employer for more information about employee which we need to help us locate them

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

CMSL0058 Your child maintenance application

To applicant to inform them that we cannot locate the other party so their application enters review cycle.

CMSL0059 Your child maintenance application

Still cannot locate other party so applicant given choice to agree new review date or close date.

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

CMSL0062 We need some new information

Request additional, new information about other party needed to locate them (post review).

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

CMSL5509 Important Documents Enclosed

Cover letter for documents that are re-issued or forwarded. Must include optional paragraph for client rep/third party and a free text area for discussion of attached docs. May be cover sheet for duplicate letter sent at client request.

Under the heading 'Important documents enclosed' select one of the following paragraphs:

- If the recipient is a client representative, select the pre-filled optional paragraph **TM_09146_E**- The enclosed document(s) relates to the child maintenance case of <free text: original recipient>, for whom you act as representative. Complete the freetext field within this optional paragraph with the original recipient.
- If the recipient is a third party, select the optional paragraph **TM_09417_E**- The attached document(s) relates to the child maintenance case of <free text: original recipient>. This is in relation to <free text: SR number/reason for sending to third party>. Complete the freetext field within this optional paragraph with the SR number / reason for sending to third party.
- If the recipient is the client, select the optional paragraph **TM_09149E**- As requested, we enclose a copy of a letter previously sent to you:

Under the same heading complete the freetext field with the description of the enclosed document(s).
Once completed review the letter to ensure the correct information is provided.

Application - Child in Scotland

Application - Paying Parent

Application - Receiving Parent

BOM - Segments Summary

Call - Overview

Close Case (Collect and Pay)

Close Case (Direct Pay)

Change - Address Details

Change - Contact Details

Correspondence (inbound)

CES - View Benefit Info

CRA - Case Surveillance

CRA - Interface Overview

Identify The Non Applicant

Prison

Terminology Changes

Third Party - Set Up

Automated Financial Transition Arrears

When I've located an address for a client do I need to record my decision?

Yes, any decision you make as a decision maker will need to be recorded on the system in the correct Notes area. This is to demonstrate that all information has been taken in to account.