



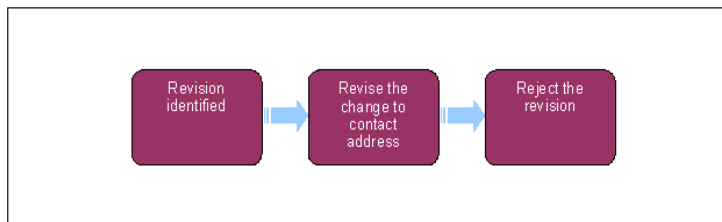
## Correction - Contact Address

This procedure will show you how to correct a previous decision to change the receiving parent's and qualifying child's (QC) contact address.

The correction can be initiated by the client or a third party. You need to obtain the required evidence, check the address using the postal address finder (PAF) and then carry out the revision to correct the address.

This process will be dealt with by the owning caseworker at the time the revision is identified.

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.

### Correction identified

If the error is being reported by telephone and is a result of a mistake by the Child Maintenance Group (CMG) apologise to the client and advise them of the steps that you will take to action the error.

1. Create a service request (SR) using the values;
  - **Process = CofC**
  - **Area = Revision/Correction**
  - **Sub Area =Revision Address Details**
2. Update the SR **Sub Status** to **In Progress**.
3.  Suppress letters. For more information refer to [Outbound Contact - Suppress](#).
4. Update the **Sub Status** to **PWC/QC Revision** or **NRP/ROC Revision**.
5. Record the revision effective date and update the revised address.
6.  If insufficient or no evidence has been provided, contact the client to ask for the evidence. If two calls over three days are unsuccessful, issue CMSL5402 – more information required to request the information. Set the SR **Status** to **Wait** for 14 days. When verification received consider if SMS is appropriate - for more info refer to [SMS Text](#)
7. Update the **Revise Details** applet with **Source of Revision** and the **Resolution Action**.

### Correct the change to contact address

8. If no response is received after 14 days consider if enough evidence is available to continue or whether to reject the correction. If no suitable evidence is received go to **step 16**.
9. Verify the address using the postal address finder (PAF) and record the outcome.
10. If the address is in Wales, set the Welsh language preference flag as follows:
  - Select the **more info** tab in the applet,
  - Select the **language preference** field,

- From the drop down menu, select **Welsh**

Refer to [Letters \(Outbound\) Contingency Summary](#) and [Letters \(Outbound\) - Off System](#).



If the client address is in Wales and the client requests to be dealt with in spoken Welsh, open the contact notes field in the applet and create a note stating **Welsh Language Service requested**. Advise the client that future notifications will be issued in English and Welsh. Advise clients to select **option 2** when calling the Child Maintenance Group (CMG) to speak to the Welsh Language Unit.

- Record whether a non UK address has been provided. If a non UK address has been provided and the client is no longer habitually resident in the UK a **Pause Case Review** SR will be automatically generated. For more information refer to [Change - Address Details](#). When the client is habitually resident in the UK, continue to **step 9**.
- The system will determine how the address status has changed for the paying parent and SRs will be automatically generated by the system.
- Record whether PAF was overridden using the drop downs.



You can override PAF to input the address; this might be used, for example, when the address is a new build house.

- Record **Notes** for reason and decision made. You now need to obtain team leader approval in order to progress the case. Update the **Notes** of the SR giving reasons for the revision request and set the SR **Status** to **Pending Approval** and the SR **Sub Status** to **Pending Approval - TL**.

### Team leader action

- Open inbox work item and self allocate the SR. Open the SR and consider the revision request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate the SR back to the caseworker. For more information on revisions refer to the Policy, Law and Decision Making Guidance

### Caseworker action

- If the team leader has:
  - Rejected the correction go to **step 17**
  - Accepted the correction, apply the new address details against the client and select **Approved** from the activities **Outcome**.



CIS must be updated and the address correction accepted before the revision SR is completed.

- The system will automatically trigger an interface to update CIS with the new information. Manually update the **Resolution Code** to **Revision Accepted**. This triggers a workflow item which will carry out the necessary tasks of updating and creating other relevant SRs.
- The system may generate a Maintenance Calculation SR for the paying parent, for more information refer to [Calculation - Post Initial](#).



Any **Payment** SRs that have been generated must be completed before the revision SR is completed.

- Remove the suppression, for more information refer to [Outbound Contact - Suppress](#) and manually select the suppressed communications that need to be sent to the client. Close the SR and issue CMSL5400 – confirmation of revision letter.
- If address change is rejected or the request for change is declined by the team leader. Select **Rejected** in the SR and manually update the **Resolution Code** to **Revision Rejected**. Record the reason, issue CMSL5401 – refuse to revise letter and close the SR.

### [CMSL5400 Important information about your child maintenance payments](#)

Generic free-text template with optional paragraphs for a range of scenarios including both case closure and end of ongoing liability as well as cases with an ongoing child maintenance liability

#### If letter going to the paying parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'
- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'
- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If there is still unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to pay'
- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you need to make in future'
- If the revision will result in case closure, use the paragraph 'You do not need to make any further child maintenance payments'
- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made'

### If letter going to the receiving parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'
- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'
- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If the paying parent still has unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to receive'
- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you should receive in future'
- If the revision will result in case closure, use the paragraph 'You will no longer receive any ongoing child maintenance payments for the above child'
- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received'

Once completed review the letter to ensure the correct information is provided.

### CMSL5401 Important information about your child maintenance payments

Generic Refuse to Revise template with free-text and optional paragraphs for any scenario where the Request to Revise is to be declined and the existing refusal to revise letter (CMSL5971) is not suitable

### If letter going to paying parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'
- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you must pay has not changed'

### If letter going to receiving parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'
- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you should receive has not changed'

Once completed review the letter to ensure the correct information is provided.

### CMSL5402 - We need some information from you

Generic request for information in the Revisions process – to be issued when more information is required before a decision to revise or refuse to revise can be made. Includes free text paragraph depending on nature of information required

Under the sub heading 'What this means for you' complete the free text area to inform the client what further information we require

Under the same heading

- If we need the client to contact us by telephone, use the paragraph 'The easiest way to give us this information is to phone us'
- If we need the client to send us information by post, use the paragraph 'Please send us the information we need'.

Once completed review the letter to ensure the correct information is provided.

[Calculation - Post Initial](#)

[Change - Address Details](#)

[Letters \(Outbound\) - Contingency Summary](#)

[Letters \(Outbound\) - Off System](#)

[Outbound Contact - Suppress](#)

[Terminology Changes](#)