



DFB - Change Amount

This procedure provides the steps caseworkers need to follow when changing the amount deducted via a deduction from benefit (DFB) for either a non standard deduction amount, a pension credit, a contributions based job centre plus benefit or via a non automated interface. The following benefits use the non automated interface:

- Incapacity Benefit
- Maternity Allowance
- Retirement Pension
- Retirement Allowance
- Bereavement Allowance (Widows Benefit, bereavement benefit, Widowed Mothers Allowance, Widowed Parent Allowance)
- Severe Disability Allowance
- Industrial Injuries
- Bereavement benefit
- War Disablement Pension
- War Widows Pension
- Carer's Allowance

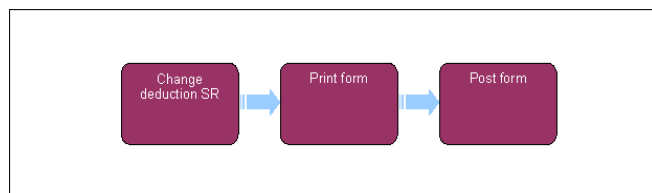
Deduction from benefit (DFB) is where the Child Maintenance Group (CMG) work with Jobcentre Plus or other benefit agencies to make a deduction prior to the paying parent receiving their benefit payment.

This procedure belongs within interfaces and will be used by caseworkers who own the case at the time a change to DFB needs to happen.

A change to the amount of deduction from the flat rate can occur when a paying parent is in receipt of a prescribed benefit in the following circumstances:

- There is more than one receiving parent in the case group and one case involves shared care in the maintenance calculation.
- Where there is a calculation only case in a case group.

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.

Change deduction SR

1. A maintenance calculation service request (SR) is automatically generated when a deduction amount needs to be changed. This can occur when a paying parent is in receipt of a prescribed benefit, there is more than one receiving parent in the case group and one case involves shared care in the maintenance calculation. It can also happen where there is a direct pay case in a case group. The SR is to complete a change of deduction amount.
2. From the dropdown lists select:
 - **Process = Perform Calculation**
 - **Area = Case Maintenance**
 - **Sub Area = Change Client Data**
3. Select the SR and change the **Status** and **Sub Status** to **In Progress**, failure to do this will mean you cannot progress the case. This will generate an Activity Plan for you to follow. An Activity Plan is a list of activities to be processed for the change to take place.



Continue from **step 6**, when changing the amount of deduction from a non standard amount, a Pension Credit or a Jobcentre Plus (JCP) contributory benefit. Continue from **step 4**, when changing the amount of deduction from:

- Maternity Allowance
- Retirement Pension
- Retirement Allowance
- Bereavement Allowance (Widows Benefit, Bereavement Benefit, Widowed Mothers Allowance, Widowed Parent Allowance)
- Severe Disability Allowance
- Industrial Injuries
- War Disablement Pension
- War Widows Pension
- Carer's Allowance
- Incapacity Benefit

Benefits via the clerical interface

4. Refer to [DFB - Set Up](#) for instructions of how to set up deductions from those listed in step 3.

For more information on deduction from benefit refer to the Law and Policy handbook: 



War pension and war disablement pension are paid out from the Ministry of Defence (MOD) and Service and Personnel Veterans Agency (SPVA). As such, changes to these benefits should not be sent to the benefit office ID number. Instead, send the change of deduction forms to the SPVA address found in [DfB - Set up](#) and place them in the normal collection point for external post, do not use couriers.

5. A reply slip is attached to the form, the benefit office must complete this to let the Child Maintenance Group (CMG) know that deductions have changed and the date from which they changed.

Pension credit, Jobcentre plus contributory benefits and non standard deductions

6. When changing the deduction amount from Pension Credit (PC), JCP contributory benefits, or those already requesting a non standard amount, the system automatically enters the new deduction amount in the benefit deduction applet.

Request deductions

7. Go to **Benefit Summary** view and under NRP benefit details tick the **Deduction From Benefit (DFB)** flag.
8. The system automatically sends the request to Jobcentre Plus (JCP) with details of the end date of the current deduction and start date of the new deduction amount. When requesting deductions from Universal Credit, follow from step 18 in [DFB - Set Up](#). Once you've completed that, return to **step 9** in this procedure. Assume that the change of deduction will go ahead unless you receive a rejection in the **Benefit Response** tab in relation to the change. For more information refer to [DFB Failure](#).



The following does not apply to Universal Credit. You must make sure that the SR to change the amount of deduction for the paying parent's partner is completed, where there is a 2 paying parent benefit household. This is where both the paying parent and their partner are paying parents in different cases and both are in receipt of benefit. You do this by contacting the caseworker who has ownership of the other case. This needs to be done to ensure the correct amount of deduction is requested. If the amount goes over the flat rate limit, then it will be automatically rejected. You can tell if the paying parent is in a 2 paying parent benefit household because the benefit household flag will be set to **Y** in the paying parent's benefit record.



For Pension Credit deductions, the DFB will be automatically rejected if both new amounts are not received on the same day. It is therefore essential that you get in touch with the caseworker who owns the paying parent's partner's case and ensure that they also change their calculation and so change the amount for their DFB. You can tell if the paying parent is in a 2 paying parent benefit household because the benefit household flag will be set to **Y** in the paying parent's benefit record.

9. From the dropdown menu select the following:

Status = Closed

Sub status = Completed

10. The 2012 system sends the updated transaction details to JCP systems so that the deduction is updated. Assume that the change of deduction will go ahead unless you receive a rejection in the **Benefit Response** tab in relation to the change. For more information refer to **DFB Failure** in related items.

Division

Social Security Agency

SSA

[Change MOPF](#)

[DFB - Failure](#)

[DFB - Set Up](#)

[Method Of Payment Overview](#)

[Terminology Changes](#)

What amount is the non-standard amount for DFB?

This will be £7 per week.

Is there a need to check that the benefit details held are correct?

No as the benefit details are sent straight over from CIS, so they will be the same as CIS.