



## Death - Paying Parent



If death of a Paying Parent is reported at the enquiry stage, refer to [Application - Receiving Parent](#), section **Close the Enquiry**.

A change of circumstances (CofC) is when a client or third party notifies us that a client's details have changed and need to be updated. This process will be dealt with as a CofC within the system. Notification of death for a paying parent can be via an inbound call, letter, email or through the interface. These sources are:

- Other relevant parties within the case;
- Other third party;
- Employer;
- Customer Information System (CIS).

When a call is received to inform the Child Maintenance Group (CMG) of a paying parent death, caseworkers will need to ensure sensitivity when dealing with the caller and:

- Remain courteous and treat the person with sensitivity, as the person on the phone may have just lost a loved one (offer your condolences if appropriate);
- Apologise for having to ask questions but explain that you need to gather as much information as early as possible to take action on the child maintenance case;
- Advise them that by answering your questions now, we may not need to make further contact at a later date, avoiding additional distress;
- Moderate your tone of voice so that the questions are asked sensitively.

Certain questions must be asked in order to gather relevant information to help with the CofC. The caseworker should ask:

- When did the death occur;
- Can they provide a copy of the death certificate;
- Who is the executor of their estate;
- Are there other documents to verify the death (if no death certificate is available);
- Has a funeral been arranged at that point, if so, could copies of the funeral documents be provided (only required if they cannot provide a death certificate);
- Is there anything else they could provide us to assist the process;
- Contact details of the person making the call.

For those cases where the death isn't from natural causes, the death certificate won't be issued until the coroner has held an inquest. A burial or cremation certificate may be issued in the interim.

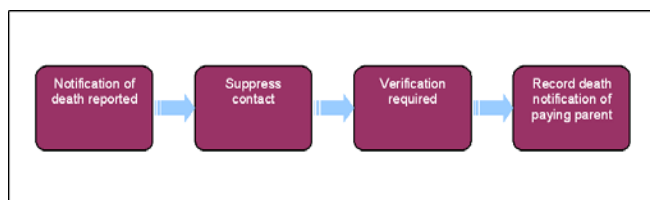
The caseworker must be satisfied that the claim of the death is factual and has not been made for any possible financial gain (i.e. if the paying parent's death is reported by a third party or relative, this could lead to any ongoing action being taken against the paying parent being placed on hold) before taking further action. The caseworker will investigate the claim to confirm death before applying any changes to the case.

This process will show all caseworkers how to verify a death notification, to suppress the contact and record the change on the system.

This action will be undertaken by the caseworker that has ownership of the case.

To reverse the marking of a paying parent as deceased on the system or correct the effective date of contact death refer to [Revision/Correction - Death](#).

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 the [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.

## Notification of Death Reported



Where notification is received to advise of a client suicide this must be immediately escalated to the Line of Business Director.



If a decision has been made to decline/reject a **Death of a Client** SR as evidence was not received within 14 days, but evidence is then received within allowable time i.e. 30 days + 2 days for posting, from the date the decision to decline/reject the change was made, refer to [Mandatory Reconsideration](#).

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



Where a case is in the Proactive Case Closure journey and notification of a death is reported by a receiving parent or a third party before the Transition date is reached, the 2012 caseworker must notify the Case Closure Support team via [CSF/CSA1620](#) so that CSA action can be carried out. The 2012 case will require closing. Refer to the **Close Enquiry** section of the relevant application procedure.

When information is provided by CIS through the interface, the system generates a **Death of Client** SR. The system will automatically set the process, area, sub area and source within the SR where the notification has come from CIS.

1. If the notification comes from any other party, create the following SR:

- **Process = CofC**
- **Area = Change Client Status**
- **Sub Area = Death Of A Client**

If the person reporting the change is the receiving parent, create the SR at **Contact** level.

2. Update the **Source** dropdown to advise who has reported the change.

3. In the **CoC More Info** tab enter the details of the paying parent in the **Subject Details** field and select **NRP** from the **Subject Type** dropdown.



To correct an effective date of the death of a contact or reinstate the status of a contact in the event of a successful challenge or notified error refer to [Revision/Correction - Death](#).

4. Update the **Status** in the SR to **In Progress** in order to generate the initial Activity Plan. Set the lock assignment flag on the case to stop it from moving segments, for more information refer to [BOM - Segments Summary](#).

## Suppress Contact

5. Create an SR to manually suppress contact on the relevant case or to stop all standard contact with clients. You will need to set the **Area** of the SR to **Suppress Contacts**. For more information refer to [Outbound Contact - Suppress](#) in related items.

6. Check whether any letters have been fulfilled on the day the **Death of a Client** SR was raised. If so, raise an incident for Service Management to attempt to prevent the letters being issued. For further information refer to [Incident Management - Manage Incident Locally](#).

7. **Close** the SR to complete the suppression process.

## Check MOPF


8. Check the Method of Payment From to determine if there is a Deduction from Earnings Order in place. If a DEO is in place, cancel the DEO in the following scenarios to prevent the paying parent being added to future schedules:

- **Verified by CIS, or;**
- **Notification received from an employer, or;**
- **Evidence provided by third party e.g. death certificate.**

## Verification required

9. Investigate whether CIS has populated the **Verified Date of Death** field. If this field is blank go to **step 10**. If the date is populated the date of death has been verified to **level 1, 2 or 3**, go to **step 13**. For more information refer to the Policy, Law and Decision Making Guidance






 In CIS, check to see if the person reported as being deceased is present on 1993/2003 schemes and where this is the case, provide this information to the correct scheme.

10. Check the date of death verification level recorded on CIS. This is located in the **DoD Verification** field in the CIS **Account Summary** screen. Where CIS displays **Not Verified** or **Verified to level 0** in the **DoD Verification** field, continue to **step 11**. Where CIS displays **Verified to level 1, 2 or 3**, manually change the **Verified DoD verified by CIS** field on CMS2012 to "Y" and update the **Verified Date of Death** field. Continue from **step 13**.


 If CIS is the source the **Verified DoD verified by CIS** field is un-editable.

11. If CIS has not updated the verification of death or has not verified the date of death for the paying parent in the CIS **Account Summary** screen, clerical evidence is required. Enter the date provided in the **Unverified DoD** field.

12.   If clerical evidence is required and telephone contact is unsuccessful issue **CMSL9670** via the system to the notifying party. Select the **Gather Record Evidence** tab, update the applet with the required evidence and select **Generate Evidence**. Change the SR **Sub Status** to **Request Clerical Evidence**. For more information refer to the Policy, Law and Decision Making Guidance. 

 Certain primary evidence on its own may be sufficient for you to take action on a case and raise an SR to investigate, such as:

- Death status verified by the CIS (this check must always be made);
- Death certificates, originals or copies;
- If the person notifying the death does not stand to gain financially, the change could be raised based on their statement alone.

 If there is a possibility that the person could be set to gain financially, you should try to obtain and base your decision on further (secondary) evidence such as:

- Information from life insurance providers;
- Confirmation from the DVLA/Passport office that their drivers license/passport has been cancelled due to their death;
- Funeral Documentation;
- Any media articles (if the deceased was a celebrity or a well known figure.

Secondary evidence, in any form, should be provided by the person reporting the death and not CMG.

## Record Death Notification Of Paying Parent

13. Once a verified date of death has been provided by CIS, update the **Sub Status** to **Client Death Verified**. BaNCS will automatically update to suspend the client account. Continue to **step 16**.
14. If clerical evidence has been requested, confirm if this has been received:
- When clerical evidence has been provided you will need to update this on the system, updating CIS and BaNCS. Go to **step 15**.
  - If no clerical evidence can be provided and CIS does not verify date of death, if receiving parent reported the change, issue letter **CMSL9609** to inform them that change has been declined. Update the **Sub Status** to **CofC Decline**, set the **Resolution Code** to **CofC Rejected** and close the SR. This will complete the process.

As per guidance in the PLDMG, the change should only be declined where Advice & Guidance have reviewed the case first. For more information refer to the Policy, Law and Decision Making Guidance. 

15. Once clerical evidence has been received, update the SR with the **Verified Date of Death** field. Update the **Sub Status** to **Evidence Provided**.

## Update BaNCS and CIS

16. Select the **Update CIS** button when the date of death has not been verified by CIS, this will send a message via the interface to CIS to update the date of death (DOD) for the client and verify the death on CIS.

 Where there is a CIS generated SR BaNCS will be automatically updated.


17. Within the SR, once verified, select the **Update BaNCS** button - this will suspend the client account.

 Updating BaNCS will suspend any arrears on a case, if a case has arrears it will not be able to be fully closed and will show on the system as **Closed Pending** and marked as **Arrears Only**. Once all arrears have been cleared the system will create an SR to close the case.

18. When the DOD has been verified this will trigger the closure process.

19. Set the **Sub Status** to **CoC Accepted**.

20. Update the **Resolution Code** to **CoC Accepted**. The system will now generate a close case child SR to complete. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) to complete the process.

21. Arrears management will now need to be considered. For more information refer to [Arrears Recovery - Paying Parent Estate](#) and refer to Policy, Law and Decision Making Guidance. 

22. The **Death of a Client** SR will remain open until the **Close Case** child SR is completed. Once completed, Close and Complete the **Death of a Client** SR and if the change of circumstances is being declined, unsuppress contact.

 If the paying parent has overpaid child maintenance, send **CSF1681** to [RFE.CMEC@DWP.GSI.GOV.UK](mailto:RFE.CMEC@DWP.GSI.GOV.UK) to obtain executor details to repay

overpaid monies. Set an initial **Wait** period of six months then place case into holding queue, see **Procedural Exceptions** of [Close Case \(Collect and Pay\)](#) for more information. After wait of six months has passed, complete [CMSL6013](#) and send to [RFE.CMEC@DWP.GSI.GOV.UK](mailto:RFE.CMEC@DWP.GSI.GOV.UK) to request an update. Continue this until 2 year period has passed.

#### [CMSL9570 Your child maintenance case](#)

Letter to the receiving parent where the paying parent has died, stating that we will close the case - where there are no arrears on the case.  
All fields in this letter are system generated, no manual intervention is required.

#### [CMSL9609 Your child maintenance case](#)

Letter to the client telling them that we cannot accept this change request as we have not been able to verify the reported death.  
All fields in this letter are system generated, no manual intervention is required.

#### [CMSL9670 We need some information from you](#)

Letter to third party – paying parent, receiving parent, Employer – asking for clerical evidence after they report a client's death and CIS hasn't provided a verified date of death.  
All fields in this letter are system generated, no manual intervention is required.

#### [CMSL9685 Your child maintenance case](#)

Letter to the receiving parent where the paying parent has died, stating that we will close the case – where there are arrears on the case.  
All fields in this letter are system generated, no manual intervention is required.

#### [Arrears Recovery - Paying Parent Estate](#)

[Change MOPF - Summary](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Death - QC](#)

[Death - Receiving Parent](#)

[Death - ROC](#)

[Outbound Contact - Suppress](#)

[Revision/Correction - Death](#)

[Terminology Changes](#)

If the paying parent has died, will the receiving parent be expected to pay back any monies paid in error to them?

No, the receiving parent will not be expected to repay any overpayment.