

Death - QC

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 qualifying child (QC) can be notified by various sources whether it is through an inbound call, letter, email or through the interface. These sources are:

- Client
- Other relevant parties within the case
- Other third party
- Customer Information System (CIS)

All cases involving the death of a QC are currently being micromanaged through the special client record (SCR) team. This action will be undertaken by the caseworker that has ownership of the case, and the SCR team will carry out the CofC actions.

When a call is received to inform the Child Maintenance Group (CMG) of a QC death, caseworkers will need to ensure sensitivity when dealing with the caller. Certain questions will need to be asked to gather relevant information to help with the CofC.

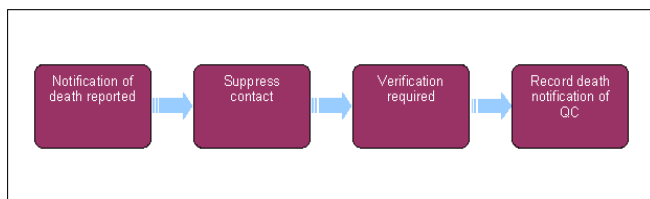
- Remain courteous and treat the person with sensitivity, as the person on the phone may have just lost a loved one (offer your condolences if appropriate)
- Apologise for having to ask questions but explain that you need to gather as much information as early as possible to take action on the child 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

With 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.

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


 All cases involving the death of a QC are currently being micromanaged through the special client record (SCR) team.




 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.

 All cases involving the death of a QC are currently being micromanaged through the special client record (SCR) team. Telephone the SCR team to make them aware that you are referring a case to them due to the death of a QC.

Notification of death reported

 If a decision has been made to decline/reject a **Death of QC** 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](#).

 If a telephone call is received advising of a QC's death, be sensitive to the circumstances of the contact.

Certain questions will need to be asked 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;
- Are there other documents to verify the death;
- 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;
- Is the client(s) aware of the death.

Thank the caller for taking the time to call us at such a difficult time, and advise them of the possible timescales involved for confirmation to be received from the Customer Information System (CIS), and for the Child Maintenance Group (CMG) to complete the change.

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

Caseworker action


1. Refer the case to the SCR team by setting a personal interest flag. For more information refer to [Personal Interest - Register](#).


SCR team action

2. The system will populate a **Death Of A Child** SR when information is provided by CIS through the interface. If the notification comes from any other party, the SR will need to be created and the following selected:
 - **Process = CofC**
 - **Area = Change child status**
 - **Sub Area = Death of QC**

Ensure the **Source** is entered correctly. The **Source** is the person who is reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or

3. In the **CoC More Info** tab enter the details of the receiving parent in the **Subject Details** field and select **PWC** from the **Subject Type** dropdown.
4. In the **CoC More Info** tab enter the details of the QC who the death notification has been raised for in the **QC Details** field.

 The system will automatically set the process, area, sub area and source within the SR where the notification has come from CIS.


CIS will provide one of two notifications. This will be either Verified Date Of Death or Not Verified. If the date of death is **Not Verified** then a **Wait** period is required for 14 days awaiting update from CIS of a verified death. For more information refer to the Policy, Law and Decision Making Guidance 

To correct an effective date of 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](#).

5. 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

6. Create an SR to manually to 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 contact**. For more information refer to [Outbound Contact - Suppress](#).

 System will automatically set the case/s to Pause Liability Status.

7. 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 more information refer to [Incident Management - Manage Incident Locally](#).
8. Close the SR to complete the suppression process.




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**, manually change the **Verified DoD verified by CIS** field on CMS2012 to "**Y**" go to **step 13**.

 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 **DoD verification level** on CMS to **verified** and update the **Verified effective date** field. Continue from **step 13**.

 If CIS is the source the **Verified Date of Death** field is un-editable.

11. If CIS has not updated the verification of death or has not verified the date of death for the receiving 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 call the notifying party. If telephone contact is unsuccessful issue **CMSL4982** via contingency to the notifying party. Select the **Gather Record Evidence** tab, update the applet with the required evidence and select **Generate Evidence**. Change the **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 the CMG

Record Death Notification of QC

13. Once a verified date of death has been provided by CIS or clerical evidence has been obtained, set the **Sub Status** to **Child Death Verified**.
14. If you have requested clerical evidence, determine if this has been provided:

- When clerical evidence has been provided you will need to update this on the system, which will then update CIS. Go to **Step 12**

-  If no clerical evidence has been provided and CIS does not verify date of death, issue letter **CMSL4984** to the paying parent or **CMSL4985** to the receiving parent depending on who requested the change. These letters will be issued automatically once caseworker has set the **Sub Status** in the SR to **Decline** and the SR has been closed. Save the record and update the remaining activities. Change the **Resolution Code** to **CofC Declined** and **Close** and **Cancel** the SR to 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 date of death.

Update CIS

16. Select the **Update CIS** button when the date of death has not been verified by CIS, this sends a message via the interface to CIS to update the date of death (DOD) for the QC and will verify the death on CIS. Change the **Sub Status** to **CofC Accepted**, and the **Resolution Code** to **CofC Accepted**.

When a QC dies after the application fee payment has cleared but before a case is established and no QC details are held on the system, refund the application fee to the applicant. For more information refer to [Payment - Non Standard](#).

17.  If the QC details had already been entered on the system, check if the QC is the only child in the application before refunding the application fee.
18. Where the QC death is for the last QC or only QC in the case, the verification of the DOD will trigger the closure process. Verified notification will result in case closure and the effective date will be set from the date the change occurred. When it is not the last QC a new calculation will need to be completed. Perform Calculation or Final Calculation will be completed during the Close Case process. For more information refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).
19. When all CofC actions have been complete, return to the original **CofC Death Of A Child** SR. Update the **Status** to **Closed**. If the QC was the last QC in the case it will now be marked as closed and the system will take all the required action to close the case. If any arrears remain outstanding the case will be marked as Arrears Only. You can now remove the lock assignment flag.
20.  System letters CMSL4104 to the paying parent and CMSL4105 to the receiving parent are issued on completion of the SR where the death of QC has been verified. This letter will be in the form of a maintenance calculation letter as this change will affect the liability if there is more than one QC within a case. CMSL4092 should be issued to the receiving parent on any linked cases to advise them their payments will change.
21. Unsuppress contact at this stage if you are going to decline the CofCs or alternatively a liability schedule is to be issued to reflect the change. For more information refer to [Outbound Contact - Suppress](#).

[CMSL4104 Important information about your child maintenance case](#)

Template for a calculation letter following death of a QC / ROC and there are other QC's remaining on the case – to paying parent recal.

Under the sub heading 'Important information about your child maintenance case'

- Use the paragraph for 'Death of QC'
- Under the sub heading 'What this means for you'
- If the income source is HMRC, paying parent, paying parent accountant best evidence or the employer, use the paragraphs for 'Income source = HMRC, NRP, Employer, accountant OR best evidence'
- If the income source is benefits, use the paragraphs for 'NRP on benefits'
- If the paying parent is on active duty, use the paragraph for 'If NRP is on active duty'
- Use the paragraph which applies to the paying parent's service type e.g. calculation and collection/ maintenance direct
- If the paying parent's preferred method of payment is direct debit, use the paragraph 'Because you pay child maintenance by direct debit'
- If the paying parent's preferred method of payment is standing order, use the paragraph 'Because you pay by standing order'
- If the paying parent's preferred method of payment is transcash, use the paragraph 'Because you pay child maintenance by using transcash'
- If the paying parent's preferred method of payment is BHOCA, use the paragraph 'Because you pay child maintenance by using bank giro credit'
- If the paying parent's preferred method of payment is deduction from benefit, use the paragraph 'Because you pay child maintenance by deduction from your benefits'
- If the paying parent's preferred method of payment is DEO, use the paragraph 'Because you pay child maintenance by deduction from your earnings'
- Under the sub heading 'What happens next'
- If the paying parent's income source is HMRC, use the paragraphs for 'If income source = HMRC'
- If the paying parent's income source is employer, accountant or the NRP', use the paragraphs for 'If income source = NRP or Employer or Accountant'
- If the paying parent's income source is best evidence, use the paragraphs for 'if income source = Best Evidence'
- If the paying parent is on benefits, use the paragraphs for 'if income source = Benefits'

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

[CMSL4105 Important information about your child maintenance case](#)

Template for a calculation letter following death of a QC – to receiving parent recal.

Under the sub heading 'What this means for you'

- If the income source is HMRC, paying parent, paying parent accountant best evidence or the employer, use the paragraphs for 'Income source = HMRC, NRP, Employer, accountant OR best evidence'
- If the income source is benefits, use the paragraphs for 'NRP on benefits'
- If the paying parent is on active duty, use the paragraph for 'If NRP is on active duty'
- Use the paragraph which applies to the paying parent's service type e.g. calculation and collection/ maintenance direct

Under the sub heading 'What happens next'

- If the paying parent's income source is HMRC, use the paragraphs for 'If income source = HMRC'
- If the paying parent's income source is employer, accountant or the NRP', use the paragraphs for 'If income source = NRP or Employer or Accountant'
- If the paying parent's income source is best evidence, use the paragraphs for 'if income source = Best Evidence'
- If the paying parent is on benefits, use the paragraphs for 'if income source = Benefits'

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

[CMSL4982 Please can you give us more information](#)

When death of QC is reported and seven days later, CIS has not provided a verified date of death. Letter to request further evidence of the death. This is only sent to the parent who reports the death.

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

[CMSL4983 Your child maintenance case](#)

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

[CMSL4984 Your child maintenance has not changed](#)

When death of QC is reported and CIS has not provided a verified date of death, letter to decline the change if either party can't provide suitable evidence of the change.

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

[CMSL4985 Your child maintenance has not changed](#)

To the receiving parent when death of QC is reported and CIS has not provided a verified date of death, letter to decline the change if either party can't provide suitable evidence of the change

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

[CMSL9582 Your child maintenance case](#)

Letter to the receiving parent where the last QC has died, stating that we will close the case.

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

[CMSL9687 Important information about your child maintenance payments](#)

Letter to the paying parent last QC in the case dies - paying parent may or may not have other active cases in casegroup. Paying parent may not be aware of QC death.

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

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

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

[Death - Paying Parent](#)

[Death - Receiving Parent](#)

[Death - ROC](#)

[Outbound Contact - Suppress](#)

[Personal Interest - Register](#)

[Revision/Correction - Death](#)

[Terminology Changes](#)

[Variation - Cancel](#)