



Death - Receiving Parent

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 is dealt with as a CofC within the system. Notification of death for a receiving parent can be notified via an inbound call, letter, email or through the interface. The sources are:

- Other 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 receiving parent death caseworkers 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 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 the 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 needs to ask:

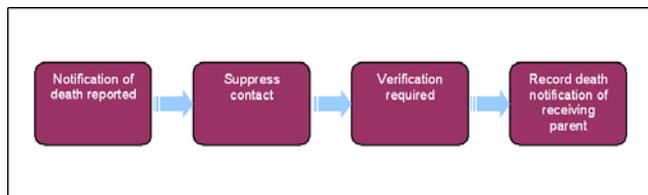
- When the death occurred;
- Can they provide a copy of the death certificate;
- Who is the executor of the estate;
- Are there other documents to verify the death (if no death certificate available);
- Has a funeral been arranged at that point, if so, could copies of the funeral documents be provided (if no death certificate available);
- 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.

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

To reverse the recording of a receiving 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 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](#).

 If a telephone call is received advising of the receiving parents death, be sensitive to the circumstances of the caller. Thank the caller for taking the time to inform us and advise them of the possible timescales involved for confirmation to be received via 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 

 If the person reporting the change is the paying parent, create the SR at **Contact** level. If the person reporting the change is a third party, it is not necessary that the person is the client representative, create the SR at **Case** level.

When information is provided by CIS through the interface the system generates a **Death Of Client** service request (SR).

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

- **Process = CofC**
- **Area = Change client status**
- **Sub Area = Death of client**

2. Update the **Source** dropdown to advise who has reported the change e.g. paying parent

If the person reporting the change is a third party it is not necessary that the person is the client representative, create the SR at case level and select **NRP** as the **Source**. If a client representative record needs to be set up, refer to [Client Representative - Set Up](#) for further information.

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.

 To correct an effective date of the death of a contact or to 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** to generate the initial activity plan. Set the lock assignment flag on the case to prevent 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. Set the area of the SR to **Suppress case contacts**. For more information refer to [Outbound contact - suppress](#).
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**, manually change the **Verified DoD verified by CIS** field on CMS2012 to "Y" 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 **Date Of Death Verified By CIS** field in CMS2012 to **Y** and update the **Verified Date Of Death** field to the correct date. Continue from **step 13**.
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 and telephone contact is unsuccessful issue **CMSL9670** clerically 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 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 Receiving Parent

13. Once a verified date of death is provided by CIS the system sets the **Sub Status** to **Client Death Verified** and continue to **step 17**.
14. If clerical evidence has been requested, confirm this has been received:
 - When clerical evidence has been provided update CIS and BaNCS fields and go to **step 15**
 - If no clerical evidence is provided and CIS does not verify the date of death, issue letter **CMSL9609** declining the change request. Update the **Sub Status** to **CofC Declined**. 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 the Sub Status to **Evidence Provided**.
16. Check and update the MOPT details if there are arrears outstanding.

Update BaNCS and CIS

17. 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.

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

 Updating BaNCS suspends any arrears on the case. If a case has arrears, it cannot 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 creates an SR to close the case.

19. When the DOD is verified the closure process is triggered.
20. Update the **Sub Status** in the SR to **CofC Accepted**.
21. Update the **Resolution Code** to **CofC Accepted**. The system will now generate a **Close Case** child SR for completion. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) to complete the process.
22. Arrears management must be considered once this action is complete. For more information, refer to [Arrears Recovery - Receiving Parent Estate](#).
23. The **Death of a Client** SR will remain open until the **Close Case** child SR has been completed. Once completed, close and complete the **Death of a Client** SR. If declining the change of circumstances, unsuppress contact at this stage.
24. Update the **Status** to **Closed**.

[CMSL9574 Your child maintenance application has been withdrawn](#)

Letter to the paying parent where the receiving parent has died, stating that we will withdraw the application.

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

[CMSL9575 Important information about your child maintenance case](#)

Letter to the paying parent where the receiving parent has died, stating that we will close the case but they must still pay child maintenance as normal for the other cases in their casegroup.

Under the sub heading 'What this means for you'

- If there are no outstanding arrears, use the paragraph 'As a result, we closed the case on'

Under the sub heading 'What happens next'

- If there are outstanding arrears, use the paragraph 'But, our records show that you owe £XX.XX in unpaid child maintenance'
- If the paying parent has other active cases, then include the paragraph 'You must still pay child maintenance for your other cases. But the amount you have to pay may change. We will write to you separately about this'

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

[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.

- Paragraph **TM_10259_E** is a freetext field that must be completed with the appropriate name of the person who has passed away. Check the letter to ensure that, once populated, this extra information is set out correctly in the paragraph

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

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

Letter which asks third party (paying parent, receiving parent, employer) to provide clerical evidence of death of client as CIS hasn't provided a verified date of death.

Use the editable text box to enter the name of the deceased party

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

[Arrears Recovery - Receiving Parent Estate](#)

[Change MOPT - Summary](#)

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

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

[Death - Paying Parent](#)

[Death - QC](#)

[Death - ROC](#)

[Letters \(Outbound\) - Send to Client](#)

[Outbound Contact - Suppress](#)

[Revision/Correction - Death](#)

[Terminology Changes](#)