



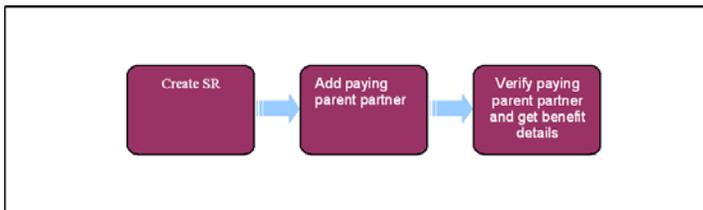
Existing Case - Add Paying Parent Partner

Paying parent partners are only added to a case when the paying parent and their partner are in the same benefit award, but only the partner is the benefit recipient (i.e. not a joint claim). We need to record the partner's personal details as the on/off benefit interface transactions and deduction from benefit (DFB) will be in the partner's name. It is against data protection to hold the paying parent's partner's information on the 2012 system otherwise.

The process is completed during the maintenance stage of a case when you find out that a paying parent is in a benefit claim with a partner. To add a paying parent partner during paying parent applications, refer to [Paying Parent Application - Add Paying Parent Partner](#).

This procedure shows you how to add a paying parent partner to a case, so that their benefit information is received via interface with the Customer Information System. This is necessary so that paying parents who are in a joint benefit claim receive an accurate child maintenance calculation.

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.

Create SR

- Following an inbound telephone call or letter go to the paying parent's **Contact** screen and create a new service request (SR). From the drop down lists select:

- **Process = Change Of Circumstances (CofC)**
- **Area = Change Employment/Income**
- **Sub Area = Change Benefit Details**

Select the **Case** Multi Value Group (MVG) button.

- **Subject = NRP**
- **Source = NRP**

- Go to the **COC More Info** applet, select **Last Name** and select the Pick button within that field. This pulls the Paying Parent details onto the screen. Select the Paying Parent and select **OK**. Select **Go to Benefit Summary View** within the COC applet to take you to **NRP Benefit Details**. Update the **Status** of the SR to **In Progress** and once the drop downs are selected as above the appropriate applet and activity plan are generated. The activity plan is a list of instructions for completing the work item.

Add Paying Parent Partner

- Select **New** and then select **Benefit Name**, from the dropdown select the appropriate benefit.
- Go to the **Benefit Partner NINO** field and select the **Pick** button within the MVG. Search for the relevant partner by typing the correct name in the appropriate fields.
- Where the partner details already exist, select the partner in the MVG and complete **step 11**. When they are not listed in the pop up complete **steps 6-10**.
- Select the **Add Contact** tab within the SR screen, select **New** and input the details of the partner in the appropriate fields of **Contact Details**. Fill this in, gathering as much information as possible. Once you have filled in as much information as possible, select **Save**.
- Select the **Benefits** tab and go to the **Benefit Partner NINO** field. Select the Pick button within this field and search for the NINO, select **Go** and the relevant query results show.
- Select the **'Call Transition'** button, this will check to see if the Paying Parent Partner exists in Legacy Schemes and will return data if applicable. This can be found in the More Info tab.

9. Go to **Contact** tab and Select the **Relationship** tab to view the **partner** details. Check the **Status** of the partner to see if it is **Verified**. If verified, go to **Step 12**.
10. If not verified, check the paying parent's NINO is within the **Benefit Contact NINO** field within the **Go to Benefit Summary View**, select the **MVG** to review and ensure the correct paying parent's NINO is added before selecting **Verify Partner Details**. Select **CIS** to verify the NINO.



The **Benefit Household** flag should only be selected when the paying parent's partner is a paying parent in their own right.

11. Select **Verify Partner Details** from the **NRP Benefit Details** applet and then select **CIS** from the **Spouse** applet to verify the Partner NINO.
12. At this stage the data warehouse automated lookup will check the paying parent partner's details against 1993/2003 scheme cases to check for the 13 week rule. Ask the paying parent if they are aware if their partner has any other open or closed child maintenance cases and check the answer provided against the lookup response in the paying parent partners contact **More Info** tab taking the appropriate action:
 - If the **NRP Case Group Look Up Outcome** is **Continue With Application** and the **NRP Case Group Look Up Reason** is **NRP Doesn't Have Legacy Case In Role Of NRP** and this matches the answers provided by the paying parent, continue with the application
 - If the **NRP Case Group Look Up Outcome** is **Continue With Application** and the **NRP Case Group Look Up Reason** is **NRP Is In Transition** and this matches the answers provided by the paying parent, continue with the application
 - If the **NRP Case Group Look Up Outcome** is **Reactive Transition With Pause** and the **NRP Case Group Look Up Reason** is **NRP's Partner Has Ongoing Liability** and this matches the answers provided by the paying parent, continue with the application. You will also need to manually trigger the Legacy Transition Request (LTR), for more information refer to **C3 Transition Contingency**
 - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up Reason** is **NRP's Partner Has Arrears Only Case Group** and this matches the answers provided by the paying parent, raise the below SR. Update the SR notes advising the look up response is reactive transition without pause and applications need to carry out the data capture. Update the **SR Status** to **Pending Assignment**.

In any instances where the responses recorded by the look up do not match the answers provided by the paying parent, the Applications team will need to carry out a manual 1993/2003 scheme lookup. Raise the following SR:

- **Process = Transition**
- **Area = Manual Handling**
- **Sub Area = NRP Partner Look Up**

Update the SR notes to inform the Applications team the SR has been raised due to the answers provided not matching the response from the automated look up. Once updated set the **Status** to **Pending Assignment**. For more information about the 13 week rule refer to the Policy, Law and Decision Making Guidance 

Where the paying parent's partner is a paying parent in their own right, select the **Benefit Household** flag.

Get Benefit Details

13. Select the backward arrow at the top of the browser window and you are taken back to the SR view. Go to the **NRP Benefit Details** applet and select the **Get Benefit Details** button, which pulls the benefit information from the Customer Information System (CIS) interface.
14. Update the **Sub Status** to **Obtain TL Approval** and complete the activity plan. Once the activity plan is completed, update the following:
 - **Status = Pending Approval**
 - **Sub Status = Pending Approval - TL**

Save the SR, it becomes read only as it is assigned to your team leader (TL).

Team Leader

15. Go to **My Approval Inbox** applet, select the SR and you are taken to the **Inbox** view.
16. In the **More Info** applet, update the **Action** field to **Approved** or **Rejected** as appropriate and save the record. The SR automatically assigns to the caseworker who started this action.

Caseworker

17. Find the SR by going to **My Service Requests** applet and **My Approval Inbox**, within that.
18. Where your TL rejects the SR review the reason provided for the rejection and correct the information where necessary. Return to **step 6** and re-submit the SR for TL approval.
19. Update the **Resolution Code** to **COC Accepted**.
20. For Income Support, Job Seekers Allowance (Income Based), Employment Support Allowance (Income Related), or Pension Credit the following actions happen automatically:

The benefit details are completed in the **NRP Benefit Details** applet, the **Status** updates to **Closed** and **Sub Status** to Complete. Deduction from benefit is set automatically as the method of payment from (MOPF). Refer to **DFB - Set Up** for more information.

For all other benefits, go to **Child** SRs, select **New** and update the following:

- **Process = Payments**

- **Area = Method of Payment From**

- **Sub Area = Benefit Agency**

21. Select the SR number and follow the payments process in [Change - MOPF](#).
22. Select the SR hyperlink to return to the **COC** parent SR. Update the **Resolution Code** to **COC Accepted**. The **Status** and **Sub Status** automatically update to **Closed** and **Complete**.



When the paying parent partner already exists in another case on the 2012 system as a paying parent, it checks the benefit household flag in both the paying parent's case and the paying parent partner's case. This will trigger a recalculation for both liabilities, as we can not ask for more than the flat rate to be deducted from a benefit.



A paying parent partner details will be ended on the case when the benefit with the paying parent partner as the main benefit recipient is ended via Change Benefit Details SR to record an off benefit change.

Related Items

[C3 Transition Overview](#)

[Change - MOPF](#)

[CIS - Get Benefit Award Information](#)

[CIS - Verify NINO/CRN](#)

[DFB - Set Up](#)

[Paying Parent Application - Add Paying Parent Partner](#)

[Manual Handling 1993/2003 scheme look up - Paying Parent Partner](#)