Department for Work & Pensions Procedures ▶ Existing Case - New CIFBA

Procedures > Pages > Maintain-Client-Details > Existing-case-new-CIFBA

Existing Case - New CIFBA

A child in a family based arrangement (CIFBA) case is where a paying parent has a private agreement to support a child outside the statutory scheme. On the system the term for a CIFBA is Child in Private Arrangement (CIPA).

For more information on the legal definition of a CIFBA refer to the Policy, Law and Decision Making Guidance.

If a paying parent is supporting a CIFBA the Child Maintenance Group (CMG) recognises the arrangement when calculating the paying parent's liability to ensure their financial responsibility to all of their children is accurately reflected.
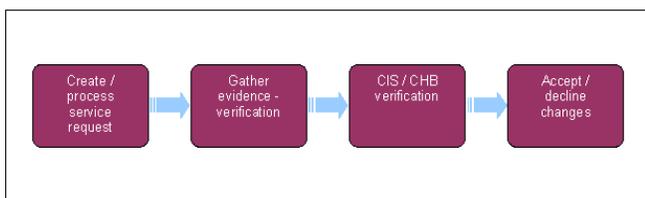
A request to add a new CIFBA to an existing case is generally received from a paying parent via inbound telephone contact or letter.

Where the change concerns a CIFBA the effective date is the date the change is reported. The change is subject to a verification process. Once the change/s is verified, the information is recorded and a new maintenance calculation completed. All changes are handled by the segment in which the case is owned. This process is completed by caseworkers and can be requested at any time during the life of a case.

If the paying parent notifies you that they are supporting a child abroad, contact Advice and Guidance to discuss this.

The purpose of this process is to guide you through updating a request to add a new CIFBA to an existing case.

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 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.

⚠️ If a decision has been made to decline/reject a New CIFBA in NRP Household 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 (Valid Mandatory Reconsideration).

Create/process service request (SR)

1. 📞 Gather the minimum details for the CIFBA/s prior to raising the SR. The following information is needed:

    - Full name

    - Date of birth.

    ⓘ Do not raise the SR and proceed until this minimum information has been received as you will not be able to add the child to the case. Where a CRN is not available for a UK CIFBA, and all avenues to obtain a CRN have been exhausted, refer to the **Procedural Exceptions** tab.

    ⓘ If the paying parent is liable to support a child living abroad this can be taken into account. For more information refer to the

    Procedural Exceptions tab and to Policy, Law and Decision Making Guidance.

2. Create a new service request (SR) recording the **Status** and **Sub Status** of the SR as shown below. From the drop down lists select:

    - **Process** = **Change Of Circumstances (CofC)**

    - **Area** = **Change Child Status**

    - **Sub Area** = **New ROC in NRP Household**

    The **Source** is the person reporting the change. From the **Source** dropdown select their role on the case e.g. NRP.

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

3. Select the **Multi Value Group** (MVG) button, enter the details of the new CIFBA.

   ⓘ A child can not have multiple roles within a master casegroup, if the CIFBA is already a QC or a ROC on the master case group refer to Receiving Parent not Primary Carer of QC or Paying Parent Not Carer Of ROC to consider ending the other role.

4. Matches will be displayed in the popup, select **Pick** or **Ignore**. For more information on selecting the correct child refer to CIS - Verify NINO/CRN.

   ⚠ It is important to verify the matches and confirm that the match presented is the CIFBA being reported, only select **Pick** if there is an exact match to prevent duplicate records being created.

   ⓘ If a child is already a contact on the 2012 system a match with a score of 90-100% will be presented.

5. Where there is no 1:1 match the caseworker will be prompted to do a relaxed search and where appropriate pick the relevant record from multiple records.

   ⓘ If unable to verify the NINO after conducting a relaxed search, check CIS manually. If the D.O.B or spelling is incorrect on CIS this will prevent NINO verification. Edit the CIFBA details to match CIS within the **Contact List** view on the CIFBA **Last Name**. A Change of Circumstances SR can be raised after completing this process to correct any misspelling and send the correct details to CIS. For more information see Change - Name/Gender/D.O.B.

6. Where CIS cannot find a match and the following message is displayed: No records found. Select the **Add Contact** tab and **New** to add the CIFBA details and repeat the **step 3** to assign the role to the correct child.

7. Update the SR **Status** to **In Progress**.

8. Select the **CIPA** tick box to confirm the SR is to add a CIFBA.

CIS verification

⚠ The Effective Date in the SR must be the correct date of the change of circumstances before selecting **Verify CIS**. Once the child has been verified via CIS the system will lock down the effective date which cannot be amended. The effective date is the date the change was reported, unless this process is being followed as part of Gather Paying Parent information. In this scenario the effective date will be the initial effective date of the case. For more information refer to the Policy, Law and Decision Making Guidance. ⚖

1. Check the CIFBAs NINO/CRN is verified, if this shows as **NINO verified** proceed to **Step 2**. If this is not verified then **Verify CIS** you will then automatically be taken to the **Relationship** view. Highlight the CIFBA, the **CIS** tab will then become available. Select **CIS** in the **Relevant Child** applet and select **PICK** to confirm the CIFBA's NINO/CRN. The system will automatically update the **CIFBA NINO Status** to **NINO Verified/Declined**.

2. If CIS verifies the CIFBA, set the **Sub Status** to **CIS Verified New ROC/CIFBA** and continue to CHB verification.

   ⚠ If CIS returns a response indicating that the CIFBA does not have a CRN, refer to the procedural exceptions **CIFBA does not have a CRN**.

   For more information on CIS and CHB and how they relate to CIFBA, refer to the Policy, Law and Decision Making Guidance. ⚖

CHB verification

1. Select **Get CHB Details** in the CofC **More Info** tab of the SR. The **CHB Response** field will update automatically with either **Yes, No** or **Child Not Found**. If the CHB response is:

   - **Yes** - Update the SR **Sub Status** to **CHB is in payment for ROC/CIFBA**, complete **step 2** then go **Gather Evidence of the Family Based Arrangement**

   - **No** - Update the SR **Sub Status** to **CHB is not in payment for ROC/CIFBA** go to **Gather Evidence of the Family Based Arrangement**

   - **Child Not Found** - If the paying parent states CHB is in payment, use the Child Benefit Index (CBIX)/Child Benefit Online (CBOL) to confirm and the go to the correct step depending on the result. For more information on using CBIX/CBOL refer to 1993/2003 scheme procedures. After checking CBIX or CBOL override the response to **Yes** if necessary and add the CHB reference number in the **Comments** box. This is recorded in the **Relationships** tab. Update the SR **Sub Status** to **CHB is in payment for ROC/CIFBA**, complete **step 2** then go **Gather Evidence of the Family Based Arrangement**

   ⓘ Child Benefit can confirm a child for verification purposes but for a CIBFA, evidence of the Family Based Arrangement to include the child/children is also needed.

2. Check the change has been completed successfully by navigating to the paying parent's **Relationship** tab and accessing the **Relevant Child** applet. CHB in Payment should show as **Yes** and the **Source** of CHB as **HMRC**.

Gather evidence of the Family Based Arrangement

1. 📞🖥 Call the paying parent for evidence on the family based arrangement, for more information on the types of evidence and what the evidence needs to confirm refer to the Policy, Law and Decision Making Guidance. ⚖

   ℹ Any information collated or used to record the evidence can be held within the paying parents contact notes or the case evidence.

2. Where evidence is required issue **CMSL4973** for clerical evidence of the CIFBA and set the SR for a **Wait** of **14 days**.

3. Once the **Wait** period has passed, record the outcome in the activity plan as follows:

   - **Further evidence not acceptable (NA)** and go to **Decline Change** below.

   - **Evidence provided** and either go to **Accept Change** below.

   - **No response** and go to **Decline Change** below.

Accept Change

1. Update the **Sub Status** to **Evidence Provided** which will generate a new set of Activities to be completed.

2. Record outcome of the change in the activities as **New ROC/CIPA Confirmed**.

3. Update **Sub Status** to **CoC Accept** and update the **Resolution Code** as **Accepted**.

4. A **Perform Calculation** SR is automatically generated. Send letter **CMSL4092** to the receiving parent, and **CMSL4098** to the paying parent.

   ℹ If there is more than one CIFBA to be added to the case, only send the final liability calculation letters and select 'Not Required' for the previous calculation letter/s. Refer to Calculation - Post Initial.

5. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.
   If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in Calculation – Non-HMRC to complete the **Perform Calculation** Checks.

6. Select the **CoC More Info** view and change the **Status** of the SR to **Closed** and the **Sub Status** to **Complete.**

   ⚠ If the CIFBA is being added as part of the Mandatory Reconsideration process then do not change the **Status** of the SR to **Closed** and the **Sub Status** to **Complete** until the appropriate MR letters have also been issued, as these are issued from the **Perform Calculation** SR within the **Revision/Change** SR & not the **Mandatory Reconsideration** SR.

Reject Change

1. 📞 Inform the client of the decision to decline the change to add the CIFBA to the case as sufficient evidence of a family based arrangement has not been supplied or not received. For more information on the types of evidence acceptable refer to the Policy, Law and Decision Making Guidance. ⚖

2. Update the **Sub Status** to **CoC Decline**

3. Record outcome of the change in the activities as **New ROC/CIPA Not Verified.**

4. Update the **Resolution Code** as **Rejected**.

5. Issue **CMSL4980** to the paying parent.

6. Select the **CoC More Info** view and change the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

CIFBA doesn't have a CRN

CIS response indicates that CIFBA doesn't have a CRN

1. If a CIFBA does not have NINO/CRN or is a foreign national, confirm if the paying parent is supporting the child who is living abroad by gathering evidence i.e. foreign court order. For more information refer to the Policy, Law and Decision Making Guidance. ⚖

   ⚠ Where the case has been agreed for transfer to the SCR Team due to a foreign CIFBA issue, the Personal Interest status must be set. Once the Personal Interest status is set a Team Leader warm handover must be completed to the SCR Team Leader to provide the SCR Team Leader with details of the case (e.g. Client name, scheme identification number (SCIN) case number and SR number). Refer to Personal Interest - Register

2. If the CRN is temporary (starts UU or UX), please raise an incident via the AAC. They will complete a CHB proforma for Nation Advice Team NAT to contact child benefit via the Service Level Agreement SLA team to arrange for the CRN to be allocated. This should only take a few days. Set a Wait on the case for seven days. Once a CRN has been provided, return **CIS Verification step 1** to re-trigger the interface. If no response has been received from the AAC, please contact AAC to escalate.

3. If all avenues to to obtain CRN have been exhausted and is not a foreign CIFBA issue, arrange for case to be moved to the Special Client Records (SCR) team. Once the Personal Interest status is set a Team Leader warm handover must be completed to the SCR

Team Leader to provide the SCR Team Leader with details of the case (e.g. Client name, scheme identification number (SCIN) case number and SR number). Refer to Personal Interest - Register.

CMSL4098 Your child maintenance payments have changed

Under the heading 'what this means for you' select the relevant optional paragraph:

If there are multiple changes of circumstances reported by the client and more changes are to follow, use paragraph TM_28534_E 'Although we were told about more than one change of circumstances, this letter only shows how the change listed above affects your child maintenance payments.'

If there are multiple changes of circumstances reported by the client and no more changes are to follow, use paragraph TM_28535_E 'We were told about more than one change of circumstances at the same time. We have already written to you to tell you how other changes affect your child maintenance payments.'

CMSL4092 Your child maintenance payments have changed

Notice of recalculation to the receiving parent following a change of circumstances.

Under the sub heading 'What this means for you':

If multiple changes of circumstances are reported by the client and more changes are to follow, use paragraph **TM_25891_E** 'Although we were told about more than one change to (paying parent's) circumstances at the same time, this letter shows how the change listed above affects your child maintenance payments.'

If multiple changes of circumstances are reported by the client and no more changes are to follow, use paragraph **TM_25892_E** 'We were told about more than one change to (paying parent's) circumstances at the same time. We have already written to you to tell you how other changes affect your child maintenance payments.'

To receiving parent– maintenance liability calculation after paying parent change of circs.

Under "What this means for you" select the relevant optional paragraph:

- If multiple change of circumstances were reported and more changes are to follow, select paragraph "If multiple change of circumstances reported by client in one contact and more changes are to follow"

- If multiple change of circumstances were reported and no more changes are to follow, select paragraph "If multiple change of circumstances reported by client in one contact and no more changes are to follow"

CMSL4973 We need some information from you

If either party reports a new child in private arrangement (CIPA) for the paying parent, letter to the paying parent to request further evidence from them if child benefit (CHB) does not confirm the CIPA.

Complete the free text box with evidence we accept when the paying parent is supporting a new child in private arrangement (CIPA)

All other fields in this letter are system generated. Review the letter before sending.

CMSL4980 Your child maintenance has not changed

When either party reports a new CIPA for the paying parent, letter to the paying parent to decline the change as customer information service (CIS) and CHB have not confirmed and the paying parent has not provided any/suitable evidence to confirm.

All fields in this letter are system generated. Review the letter before sending.

CMSL4981 Your child maintenance has not changed

When either party reports a new child in a private agreement (CIPA) for the paying parent, letter to the receiving parent to decline the change as CIS and CHB have not confirmed and the paying parent has not provided any/suitable evidence to confirm.

All fields in this letter are system generated. Review the letter before sending.

Calculation - Post Initial

CIS - Verify NINO/CRN

HMRC - Verify CHB In Payment For ROC/CIFBA

Parentage Dispute - Log

Shared Care At Application

Terminology Changes
Can verbal evidence be accepted that there is a CIFBA in place.

Verbal evidence can be accepted that there is a CIFBA in place where the child is recognised on CIS and Child Benefit is in payment for them. For more information on the types of evidence and what the evidence needs to confirm refer to the Policy, Law and Decision Making Guidance.

Can a child living abroad be considered as a CIFBA?

Yes - under certain circumstances when a paying parent is liable to support a child living abroad, this can be taken into consideration. For more information on CIFBA abroad refer to the Policy, Law and Decision Making Guidance

Contact Advice and Guidance to discuss whether the child living abroad qualifies as a CIFBA. For guidance on how to add this CIFBA to the system please contact AAC.

Will CMG still consider the CIFBA if the other parent does not comply?

Yes, if they fail to do so, you must decide whether there is sufficient evidence of an arrangement based on the available information. The paying parent can provide other evidence to confirm the agreement.

Can I contact the parent of a CIFBA who has no connection with CMG?

Yes, if the paying parent does not have the evidence you may contact the other parent but if they are not a client of the CMG they are not under any obligation to reply.

What does child in private arrangement (CIPA) mean?

On the system a CIFBA is known as a child in private arrangement (CIPA).

What does a child in family based arrangement mean?

A child in a family based arrangement (CIFBA) is one where a
paying parent has a private agreement to support a child outside the statutory scheme