



## Existing Case - New QC

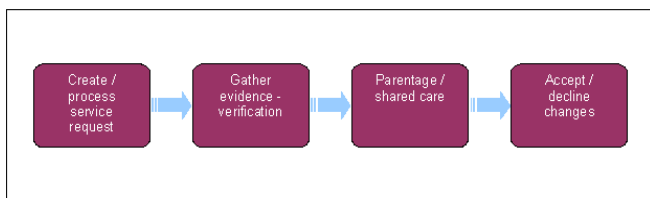
The purpose of this process is to guide you through updating a request to add a new qualifying child (QC) to an existing case.

A request to add a new QC is generally received from a receiving parent, or paying parent via inbound telephone contact or letter. The effective date is set 5 days after the letter is issued notifying the paying parent of the new QC by the Child Maintenance Group (CMG). 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 service in which the case is owned.

This process will be completed by caseworkers and can be requested at any time during the life of a case.

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.

### Create/process service request



When you have calculated a change of circumstances that generates a new promise to pay (P2P) schedule, for more information refer to [Calculation - Post Initial](#).



When the P2P schedule has been created as a result of the change, you will need to follow the below guidance, in order to allow the paying parent enough time to make the first payment:

- Where the method of payment from (MOPF) is monthly Bank Head Office Collection Account (BHOCA) or standing order, if the requested collection date is within seven days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed
- Where the MOPF is a default standing order, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed. (You must try to persuade the paying parent to change their MOPF from a default standing order to a preferred MOPF)
- Where the MOPF is weekly BHOCA, if the requested collection date is within four days of the date the new schedule is issued - call the paying parent to arrange a new collection date, which should be after the requested collection date has passed



When a client reports a change to their circumstances, adopt a helpful and welcoming tone. Bear in mind that they may be struggling financially and concerned about the impact this change will have on their assessment.

1. Following an inbound telephone call or letter, create a new service request (SR) recording the **Status** and **Sub Status** of the SR as shown below. Failure to do this will mean you cannot progress the case. From the drop down lists select:


- **Process = Change Of Circumstances (CofC)**
- **Area = Change Child Status**
- **Sub Area = New QC In PWC Household**





The **Verified Effective Date** field in the SR must be the correct date of the change of circumstance, the effective will need to be updated at the appropriate step. This will be set as a future effective date. This date is set by taking the date of the next working day after the letter was generated and adding 5 calendar days to that date.




2. In the **New QC In PWC Household** SR complete the following:

- The **Source** - this 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 PWC.
  - 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.
3. Select the SR hyperlink and select the case **MVG** button. Assign the case to the SR. If there is more than one case listed, be certain to assign the correct one.
  4. Select the **Add Contact** tab and then select **New**. Enter the **Qualifying Child** (QC) information, once all the information is entered select **Save**.
 


 You will need to search by NINO if the child is already a QC in another case, if the QC is already in a child role or may have had a child role in another case. If the previous role needs to be ended refer to: [Receiving Parent not Primary Carer of QC](#) or [Paying Parent not Carer of ROC](#)
  5. Return to the **CoC More Info** tab and select the **MVG** button from the QC **Last name** field. Pick the QC that has just been created.
  6. Update the SR to **In Progress**:
    - If the paying parent requested the change, go to **step 7**
    - If the receiving parent requested the change, go to **step 12**


### Gather evidence - Paying parent request

7.  Where the information has come in from the paying parent, contact the receiving parent to verify the new QC information - confirm name and date of birth (DOB), gather shared care details. If the receiving parent is not contactable by phone issue **CMSL4959** to request verification and set the SR for a **Wait** of 14 days.
8.  If the receiving parent confirms the changes issue letter **CMSL4966** to the paying parent and confirm child benefit (CHB) is in payment. Go to **step 10**. Consider if SMS is appropriate - for more information refer to [SMS Text](#)

 The **CMSL4966** must be sent to set the effective date and the effective date is set the same way as the initial effective date is set in Phase 2. This date is set by taking the date of the next working day after the letter was generated and adding 5 calendar days to that date. For more information on effective dates for new QCs, refer to the Policy, Law and Decision Making Guidance 
9.  If the receiving parent does not confirm the change, issue the relevant letter to the paying parent and update the SR with **Notes** to explain and continue to **step 10**.
  - **CMSL4961** – inform the paying parent that the receiving parent did not confirm the change.
  - **CMSL4962** – inform the paying parent that the receiving parent replied and said no.

### CIS/child benefit verification



10. Check child's NINO is verified on 2012. If the NINO is not verified refer to [CIS - Verify NINO/CRN](#)
11. Only then can Child Benefit be updated to 'In Payment' and QC be made active.
12. Check the new QC details using customer information service (CIS). Enter the QC Name and DOB in the applet, highlight the QC and select **CIS** and **PICK** and confirm the QC's national insurance number (NINO). The system will automatically update or decline the **QC NINO Status** to **NINO Verified/Declined**. For more information refer to [CIS- Verify NINO/CRN](#).
13. Update the **Sub Status** to **CIS Verified** or **CIS Not Verified**.
14.  If CIS does not verify QC details, update the system to show the change request is declined and issue the relevant letter to the receiving parent or paying parent. Specific activity plans to decline the changes are generated and the SR is closed.
  - **CMSL4963** - inform the paying parent that CIS declined the change
  - **CMSL4964** - inform the receiving parent that CIS declined the change
15. Once the QC NINO is verified the QC general interest flag is automatically updated and the QC personal data retrieved from CIS. For more information on Child Maintenance Group (CMG) interest, refer to [CIS - Register/Deregister Interest](#).
16. Select **Get CHB Details** in the applet. This triggers the interface with HMRC to check if Child Benefit is in payment to the receiving parent, for more information on this interface refer to [HMRC - Verify Receiving parent Receiving CHB](#). The outcome is updated automatically.
 

 If CHB isn't in payment it does not mean that a child cannot be a QC. You must check that the child lives with the receiving parent and is in full time education or training and gather acceptable evidence of this. In this scenario, tick the **Education Status** box and proceed.

### Confirm parentage - Receiving parent request

17.   Call the paying parent if not the person reporting the change, advise of reported change and to confirm parentage. Also take this opportunity to ask them about shared care. Issue letter **CMSL4966** and set a **Wait** of 14 days to allow a response to be received. This

letter must be sent to set the effective date and the effective date is set the same way as the initial effective date is set. This date is set by taking the date of the next working day after the letter was generated and adding 5 calendar days to that date.

18.   If the paying parent has been contacted on the phone and agrees to the changes, issue the **CMSL4966** as stated. If the paying parent was not contactable by phone allow a full 14 days from the date the **CMSL4966** was issued to respond before continuing. Set the SR to **Wait** for the remaining days.

For more information on effective dates for new QCs, refer to the Policy, Law and Decision Making Guidance 

19. Update the **Sub Status** with the paying parent response as follows:


- **Confirms change** - go to **Step 33**
- **No response** - presume parentage, go to **Step 26**
- **Disputes parentage** - go to **Step 20**.

 If the paying parent disputes the CHB response signpost them to [Direct Gov CHB](#).

## Parentage decision

20.  If the paying parent disputes parentage the system automatically generates a child SR for Parentage. refer to [Parentage Dispute – Log](#)




### Parentage disproved


21.  If the dispute is upheld, update the **Sub Status** to **Dispute Upheld -NRP Not The Parent**, log the dispute details and issue **CMSL4967** to the paying parent and the receiving parent.
22. Once you have issued the letters, update the effective date. This date is set by taking the date of the next working day after **CMSL4966** was generated and adding 5 calendar days to that date.
23. Update the **Sub Status** of the **New QC in PWC Household SR** to **CoC Decline**.
24. Close the the SR by updating the **Status** to **Closed** and the **Sub status** to **Completed**.

### Parentage confirmed



25. If the parentage is confirmed, set the **Sub Status** to **Dispute Declined - Parentage Confirmed**, continue to **step 26**. For more information refer to the Policy, Law and Decision Making Guidance. 

## Accept/decline changes - Receiving parent request

26.  If the paying parent does not respond or does not dispute the primary carer role update the **Sub Status** to **CHB dispute not appropriate** and go to **Step 35**.
27. If the paying parent disputes the primary carer role update the **Sub Status** as **Launch CHB Dispute**, appropriate Activity Plans are generated.
28.  Contact the receiving parent for further information. create a new line in the **Activities** field for **Letter Outbound** in order to generate the letter template for **CMSL9677**. Issue **CMSL9677** to request further evidence as the paying parent has disputed that the receiving parent is primary carer. Set a **Wait** period of 14 days.
29.  If the receiving parent provides evidence of their primary carer role the change request is progressed. Consider if SMS is appropriate - for more information refer to [SMS Text](#). Issue **CMSL9611** to the receiving parent and **CMSL9678** to the paying parent to inform them that following dispute of primary carer role, the receiving parent is the primary carer. Update the **Sub Status** to **PWC primary carer** and Go to **Step 30**.
30. If the receiving parent fails to respond to the CHB dispute letter, the request to change is declined.
31. Update the **Sub Status** to **NRP primary carer**, and update the effective date. This date is set by taking the date of the next working day after **CMSL4966** was generated and adding 5 calendar days to that date. Then change the **Sub Status** to **CoC Declined**.
32. Update the **Resolution code** to **CoC Declined** and manually close the the SR by updating the **Status** to **Closed** and the **Sub status** to **Completed**.

 If speaking with the client at this point, acknowledge any concerns they have and show sensitivity if they feel that the decision is incorrect. You may consider signposting them to [Direct Gov CHB](#)

## Shared Care - Receiving parent request

33.   If you haven't already discussed shared care with the paying parent, call them to gather shared care details and record in the evidence applet. Send letter **CMSL4969** to the paying parent if telephone contact is unsuccessful to gather and verify shared care information setting a **Wait** of 14 days. If the paying parent does not provide shared care details the system applies assumed shared care based on information provided by the receiving parent. Refer to [Change Shared Care of QC](#).

For further information on shared care please refer to the Policy, Law and Decision Making Guidance. 

34. Update the **Sub status** to either **No response** or **Shared care details provided**, as appropriate.


35. Update the **Sub status** to **CoC Accepted**.

 The effective date will not be automatically populated from the **New QC In PWC Household** SR to the child **Shared Care** SR, enter the effective date manually to align.

36. Update the **New QC In PWC Household** SR **Resolution Code** to **CoC Accepted**

37. A **Perform Calculation** SR is automatically generated where appropriate. Send letter **CMSL4093** to the receiving parent, and **CMSL4097** to the Paying Parent to advise them of the new maintenance liability calculation. Refer to [Calculation - Post Initial](#)

38. Close the **New QC In PWC Household** SR by updating the **Status** to **Closed** and the **Sub status** to **Completed**.

 In some scenarios it is possible that that a Perform Calculation SR may generate before the effective date, in this scenario, the calculation shouldn't be completed until the effective date has passed.

#### CMSL1100 Your Parentage Dispute

Sent to acknowledge parentage dispute and explain next steps. Will be sent with a disputed parentage leaflet.

Under the heading "What this means for you" select the appropriate paragraph from the following two options

- If a Maintenance Calculation has already been made "However, while we are looking at your dispute you still have to pay child maintenance for XXXX born on XXXX. If you do not pay and you are proved to be the parent, you will be in arrears and will still have to make these payments"
- If no calculation made "Please note we will not work out how much child maintenance should be paid for XXXX born on XXXX, straight away. We will wait until we have resolved your parentage dispute. However, if you are proved to be the parent then you will have to make any payments that would have been due from (Effective Date)

Under the heading "What you need to do" select the appropriate paragraph from the following three options

- If the paying parent has not mentioned evidence "You need to provide us with evidence to prove you are not the parent of this child."
- If the paying parent has stated they have evidence they can send in "We now need you to send us the evidence you told us about"
- If the paying parent has already sent in evidence "Thank you for sending us the evidence you told us about. We will look carefully at this and let you know our decision soon"

Under the heading "We will now get in touch with XXXX and ask them for some information that we need to make a decision in your case" Use the following paragraph if a DNA test is required

- You have agreed that it is appropriate to take a DNA test so that we can determine if you are the parent or not. By taking a DNA test we will be able to find out if you are XXXX 's biological parent.

All other fields in this letter are pre-populated by the system. Once complete, review the letter to ensure the correct information is provided.

#### 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.'

#### CMSL4093 Your child maintenance payments have changed

To receiving parent- maintenance liability calculation after receiving 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"

#### CMSL4097 Your child maintenance payments have changed

To paying parent- maintenance liability calculation following change of circs for receiving parent (Supersession)

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 **TM\_17060\_E** "Although we were told about more than one change to (PP) circumstances at the same time, this letter shows how the changes listed above affects your child maintenance payments"
- If multiple change of circumstances were reported and no more changes are to follow, select paragraph **TM\_17061\_E** "We were told about more than one change to (PP) circumstances at the same time. We have already written to you to tell you how the other changes affect your child maintenance payments"

#### [CMSL4959 We need some information from you](#)

When paying parent reports they are the parent of new QC in PWC household, letter to the receiving parent to ask the receiving parent to confirm the change

All fields in this letter are system generated, no manual intervention is required (reply envelope enclosed for client reply).

#### [CMSL4961 Your child maintenance has not changed](#)

#### [CMSL4962 Your child maintenance has not changed](#)

When the paying parent reports new QC in the receiving parent's household, decline letter to the receiving parent to advise them that the change was declined as they did not confirm the change. (receiving parent replied and said no)

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

#### [CMSL4963 Your child maintenance has not changed](#)

#### [CMSL4964 Your child maintenance has not changed](#)

#### [CMSL4966 We need some information from you](#)

When a receiving parent reports new QC in existing case, letter to the paying parent to confirm if the change is correct.

All fields in this letter are system generated, no manual intervention is required (reply envelope enclosed for client reply).

#### [CMSL4967 Your child maintenance payments will not change](#)

Letter to the paying parent & the receiving parent confirming their child maintenance payments won't change after an existing receiving parent names an existing paying parent as parent of a new QC in a disproved parentage dispute.

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

#### [CMSL4969 We need some information from you](#)

#### [CMSL9611 Your child maintenance payments will not change](#)

Letter to the receiving parent to confirm that the change was declined as following a dispute about the receiving parent not being primary carer of new QC, it was proved that the receiving parent is the primary carer of the new QC

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

#### [CMSL9677 We need to check some information with you](#)

During dispute process when the paying parent advises that the receiving parent is not the primary carer of the new QC. This letter is sent to the receiving parent and asks for further information around primary carer of QC. The equivalent letter for the paying parent is CMSL9676, where we ask them if they want to dispute and then send info if they do.

There are no optional paragraphs in this letter, they are all mandatory. One paragraph is freetext under code: **Freetext**. This allows you to ask the receiving parent for specific evidence, to prove they are the primary carer of the new QC.

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

#### [CMSL9678 There will be no change to your payments](#)

Letter to the paying parent to confirm that the change was declined as following a dispute about receiving parent not being primary carer of new QC, it was proved that the receiving parent is the primary carer of the QC

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

[Calculation - Post Initial](#)

[Change - Shared Care Of QC](#)

[CIS - Register/Deregister Interest](#)

[CIS - Verify NINO/CRN](#)

[Parentage Dispute - Log](#)

HMRC - Verify PWC Receiving CHB

Terminology Changes

Can a new QC be added to an existing case as part of an MR or revision/correction?

If the client has not been given advance notice of their responsibility to pay for the new QC prior to the effective date of the previous decision, it will not be possible to consider the change from that date as part of an MR or revision/correction. The need to give advance notice of the client's responsibility to pay supersedes the need to correct an accidental error.