Department for Work & Pensions Procedures ▸ Existing Case - New ROC

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Existing Case - New ROC

A relevant other child (ROC) is a child who is living in the paying parent's household and is being financially supported. If a paying parent has a ROC the Child Maintenance Group (CMG) will recognise the child when calculating the paying parent's liability to ensure their financial responsibility to all of their children is accurately reflected.

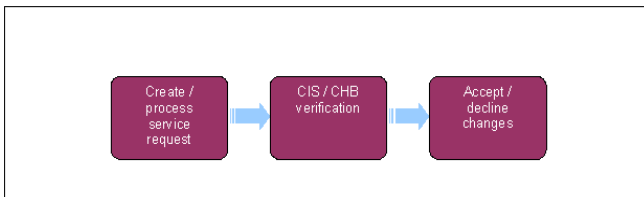For more information refer to the Policy, Law and Decision Making Guidance.

The paying parent or their partner must be in receipt of child benefit (CHB). Signpost the client to child benefit GOV.UK for more information on child benefit.

A request to add a new ROC to an existing case is generally received from a paying parent but can be received from a receiving parent via inbound telephone contact, letter or self service request. Where the change concerns a ROC the effective date is the date the change is reported, unless the change is being completed as part of Gather Paying Parent information, in this scenario the effective date should be the initial effective date of the case. The change is subject to a verification process.

Once the change is verified, the information is recorded and a new maintenance assessment 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.

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

⚠️ If a decision has been made to decline/reject a **New ROC 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.

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

    - Full name

    - Date of birth

    - Confirmation that the paying parent or their partner are in receipt of Child Benefit (CHB).

    ⚠️ Do not raise the SR and proceed until the minimum information has been obtained, verbal evidence of CHB in payment is acceptable.

    ℹ️ Where the paying parent or their partner have not yet applied for CHB, advise that CHB can be applied for even if they are over the earnings threshold to receive it or they do not want to receive any money awarded and to call back once CHB is in payment. If the paying parent or their partner are unwilling to make a claim for CHB advise the paying parent that we cannot make the change and include the child into their calculation. Consider signposting them to child benefit GOV UK. For more information refer to the Policy, Law and Decision Making Guidance.

    ℹ️ If notified of a new possible ROC before the child is born ask the paying parent to call back once the child is born and CHB has been applied for and in payment.

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 in the **Last Name** and **First Name** fields of the SR, 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 ROC.

   ⓘ A child can not have multiple roles within a master casegroup, if the ROC is already a QC or a CIFBA 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. Ensure that the match presented is the ROC being reported, select **Pick** where there is an exact match, or **Ignore**.
   ⓘ 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 ROC search details to match those held on CIS. 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 ROC details and repeat the **step 4** to assign the role to the correct child.

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

Receiving parent reports ROC in paying parent household

1. 🌐 If the receiving parent reports a new ROC in the paying parent household, advise that we need to confirm the paying parent's eligibility and confirm the details.
   ⓘ If the child the receiving parent is reporting the change for is currently a QC in their household refer to Receiving Parent not Primary Carer of QC.

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 in the **Last Name** and **First Name** fields of the SR, 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. 📞 Call the paying parent to gather and confirm the minimum details for the ROC/s. The following information is needed:

   - Full name

   - Date of birth

   - Confirmation that the paying parent or their partner are in receipt of Child Benefit (CHB).

   ⓘ Where the paying parent or their partner haven't yet already applied for CHB, advise that CHB can be applied for even if they are over the earnings threshold to receive it or they do not want to receive any money awarded. If the paying parent or their partner are unwilling to make a claim for CHB advise the paying parent that we cannot make the change and include the child into their calculation. You may consider signposting them to child benefit GOV UK. For more information refer to the Policy, Law and Decision Making Guidance. ⚖

   ⓘ A separate SR must be raised for each ROC to be added.

   ⓘ If notified of a new possible ROC before the child is born ask the paying parent to call back once the child is born and CHB has been applied for and is in payment.

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

   ⓘ A child cannot have multiple roles within a master casegroup, if the ROC is already a QC or a CIFBA 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.

5. Matches will be displayed in the popup, select **Pick** or **Ignore**.

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

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

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 ROC details and repeat the **step 5** to assign the role to the correct child.

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

Successful contact

8. If the paying parent has:

- Confirmed and supplied all of the minimum details, record outcome to **NRP Confirms Change** in the **Activities** continue to **CIS verification**.

- Confirmed the new ROC but CHB has been applied for but not yet in payment or not in payment. Inform the paying parent of the decision to decline as CHB is not in payment. However the paying parent or their partner can apply for CHB and once in payment call back with the change. Record outcome to **NRP Confirms Change** in the **Activities** and refer to **Decline change, step 2.**

(i) Take this opportunity to advise that CHB can be applied for even if they are over the threshold to receive it or they do not want to receive any money awarded. Or if the paying parent or their partner are unwilling to make a claim for CHB advise the client that we cannot make the change and include the child into the calculation. Acknowledging any concerns they have, and show sensitivity if they feel that the decision is incorrect. You may consider signposting them to child benefit GOV UK.

Unsuccessful contact

9. If unsuccessful contact, issue **CMSL4971** to the paying parent and set a **Wait** of seven days.
(i) Letter should only be issued after all efforts have been exhausted to contact the paying parent in line with the **Make that Call, Make the Difference** guidance.
If verification received consider if SMS is appropriate - for more info refer to SMS Text

10. After continuous telephone contact and seven days have elapsed if the paying parent does not respond or verify the change with all of the minimum details, record the outcome to **NRP Declines Change** in the **Activities** refer to **Decline change**.

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. For information on effective dates refer to Effective Dates for further information. If PP called previously to notify of a future change, use the Child Benefit Index (CBIX)/Child Benefit Online (CBOL) to confirm CHB award date. Record outcome and CHB reference number in **notes**.
If this process is being followed as part of Gather Paying Parent information, 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 ROC's NINO/CRN is verified on 2012, select **Verify CIS**. In the **Relationships** tab highlight the **ROC**, the **CIS** tab will then become available. Select **CIS** in the **Relevant Child** applet and select **PICK** to confirm the ROC's NINO/CRN. The system will automatically update the **ROC NINO Status** to **NINO Verified/Declined**.

(i) If the ROC/CIFBA is already active in another role then a validation message will be shown 'The ROC/CIPA already exists in NRP-Relationship'. Caseworkers should ensure correct contact is identified. Caseworkers should be aware that the system is working as expected and an incident is not required.

(i) Child Benefit can not be updated to in payment and ROC be made active until the NINO/CRN is verified.

(i) If the ROC is already showing as NINO verified the CIS button will not be enabled, proceed straight to Step 2.

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

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

CHB verification

1. Select **Get CHB Details** in the **CofC More Info** view 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 to **Accept Change** below

- **No** - Update the SR **Sub Status** to **CHB is not in payment for ROC/CIFBA** and go to **Decline Change** below

- **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 go to the relevent step depending on the result. 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 to **Accept Change** below.

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**. If manual CHB enquiry is completed, the **Source** will be **Manual**.

Accept Change

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

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

    ⚠️ Ensure that the ROC is active before progressing.

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

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

    ⚠️ If the ROC 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.

3. Complete the **Perform Calculation SR** which is automatically generated at this stage, 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.**

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

Decline Change

1. 🕐 Inform the client of the decision to decline the change to add the ROC to the case as CHB is not in payment to the paying parent or their partner or the claim address is not the same as the paying parent. However the paying parent or their partner can apply for CHB and once in payment call back with the change.

    ℹ️ Take this opportunity to advise that CHB can be applied for even if they are over the threshold to receive it or they do not want to receive any money awarded. Or if the paying parent or their partner are unwilling to make a claim for CHB advise the client that we cannot make the change and include the child into the calculation. Acknowledging any concerns they have, and show sensitivity if they feel that the decision is incorrect. You may consider signposting them to child benefit GOV UK.

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

3. Update the **Sub Status** to **CoC Decline** and update the **Resolution Code** as **Rejected.**

    Issue **CMSL4976** to the paying parent and **CMSL4977** to the receiving parent (if applicable).

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

ROC doesn't have a CRN

CIS response indicates that ROC doesn't have a CRN

1. Confirm with the paying parent they or their partner have made an application for and are in receipt of CHB. If the claim is in the paying parent's partner's name, the address of the paying parent and the CHB claim must match.

   - If the paying parent or their partner confirm that CHB is in payment, check Child Benefit systems Child Benefit Index (CBIX)/Child Benefit Online (CBOL) to confirm this.

   - If CHB is not in payment but has been applied for, wait until CHB is in payment. The effective date will be either:

     - The date the change was reported if CHB is awarded on or before the reported date.

     - If CHB is awarded after the reported date the date will be the award start date. If the date that CHB was awarded from is required use the Child Benefit Index (CBIX)/Child Benefit Online (CBOL) to obtain the correct effective date. For more information on using CBIX/CBOL refer to 1993/2003 Scheme procedures.

   - If CHB has not been applied for, update the **Sub Status** to **New ROC Not CIS Verified** and decline the change

2. If the CRN is temporary (starts UU or UX) and child benefit has been in payment for 10 weeks, please raise an incident via the AAC. Set a **Wait status** on the case for seven days. Once a CRN has been provided, return to **CIS verification step 1** to re-trigger the interface. If no response has been received from the AAC within seven days, please contact AAC to escalate.

3. If the paying parent or their partner is a foreign national, request their country of origin and the status of their right to remain. This information is required to confirm the paying parent or their partner cannot claim CHB. This will be required for the Exceptional Case Handling.

    ⚠️ Where the case has been agreed for transfer to the SCR Team due to a foreign ROC 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

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_28591_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_28592_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.'

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.'

CMSL4971 We need some information from you

When either party reports a new ROC in the paying parent's, letter to the paying parent to request further details of the ROC.

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

CMSL4976 Your child maintenance payments will not change

When either party reports a new ROC in the paying parent's, letter to the paying parent to decline the change if CHB did not verify the change.

Review the letter before sending.

CMSL4977 Your child maintenance has not changed

When receiving parent reports a new ROC in the paying parent's household, letter to receiving parent to decline the change if CIS did not verify the change.

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

CMSL4978 Your child maintenance has not changed

When a receiving parent reports a new ROC in the paying parent's household, letter to the paying parent to decline the change if the paying parent did not confirm the change.

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

CMSL4979 Your child maintenance has not changed

When a receiving parent reports a new ROC in the paying parent's household, letter to the receiving parent to decline the change if the paying parent did not confirm the change.

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

Calculation - Post Initial

CIS - Register/Deregister Interest

CIS - Verify NINO/CRN

HMRC - Verify CHB In Payment For ROC/CIFBA

Terminology Changes

If the paying parent or their partner is a high earner does Child Benefit have to be applied for?

Yes, otherwise the child cannot be treated as a relevant other child. This is because payment of Child Benefit to the non-resident parent or their partner is a threshold requirement for a child to be treated as a Relevant Other Child.

Where the paying parent or their partner have not yet applied for CHB, advise that CHB can be applied for even if they are over the earnings threshold to receive it or they do not want to receive any money awarded and to call back once CHB is in payment.

If the paying parent or their partner are unwilling to make a claim for CHB advise the paying parent that we cannot make the change and include the child into their calculation. You may consider signposting them to child benefit GOV UK.

EXCEPTION: a relevant other child includes a child, in respect of whom the non-resident parent or their partner would receive Child Benefit but don't, solely because the child is temporarily out of the country. For example, where the ROC is receiving medical care abroad. For more

information refer to the Policy, Law and Decision Making Guidance.