



Gather Paying Parent Information

This procedure follows on from the [Calculation - Provisional](#) procedure and is not required for a paying parent application.

This process guides you through how to establish contact with the paying parent and gather information to perform a calculation.

 When collecting information and before entering it on to the system you must be confident that the information is correct. Any error has serious complications for clients and is also in breach of the Data Protection Act. If you need to locate the paying parent at this point, please refer to the procedure for [CRA - Case Surveillance](#). For more information refer to the Policy, Law and Decision Making Guidance 

The paying parent is given up to a maximum of 14 days to respond to the provisional calculation.

A paying parent may prefer to provide the required information in writing, if this is the case, the timescales remain the same as though the paying parent was responding during a telephone call.

Telephone contact with the paying parent can only start on the effective date, generally this is five days after the issue date of the provisional calculation letter, but this can be different for transitioned cases.

If the applicant is a child in Scotland, manually set the five and 14 day review reminders on the case.

A successful resolution for this procedure is to have a conversation with the paying parent. Having a conversation and gathering the paying parent's information improves the likelihood of the paying parent making the first payment on time. For more information on handling the initial call from the paying parent refer to [New Case Call Guidance](#).

As many attempts as is necessary should be made to contact and talk to the paying parent up until the 14 day response time.

To help the caseworker cover all the information that they will need to collect, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to [CMG Gather paying parent information checklist](#).

This process is completed by the caseworker in the owning segment. In the majority of cases this will be the New Case team.

The paying parent has received the provisional calculation letter showing the yearly gross amount retrieved from Her Majesty's Revenue & Customs (HMRC), any benefits they receive.

 HMRC may return an N/A income source. This may be a correct return or a default setting. If the paying parent has never worked or applied for benefits (due to lifestyle, age etc.) the interface returns an N/A decision. You should always re-trigger the HMRC income interface if the income source is N/A after provisional calculation unless you know the N/A income is correct. For more information refer to [HMRC - Summary of Earned Income](#).

If the paying parent states that the income figure used is incorrect, the difference between the figure obtained through HMRC and the figure supplied by the paying parent must be at least 25%. If the paying parent disputes the figure used they need to speak to their employer or accountant as they provide the figure to HMRC.

Some employers will never be returned by HMRC, as HMRC have marked them as Sensitive. For more information refer to **HMRC Sensitive Employers in Procedural Exceptions**.

Through the process the paying parent will have the opportunity to dispute parentage and/or ask for a variation.

The paying parent will need to provide information on shared care.

The system validates shared care and where the banding doesn't align the system launches the resolve shared care dispute to allow the caseworker to investigate and resolve. For more information refer to [Shared Care Dispute At Application](#).

Where contact with the paying parent fails or the paying parent becomes uncooperative then we apply defaults to allow us to progress to a calculation.

Defaults should only be applied after all efforts have been exhausted to contact the paying parent. Where contact information held for the paying parent is inaccurate or not present attempt to locate the paying parent's current contact information. For more information refer to [Confirm Current Location](#).

If the paying parent fails to respond to the application within the allocated time or states outright that they don't intend to pay Child Maintenance, then a Deduction of Earnings order can be applied.

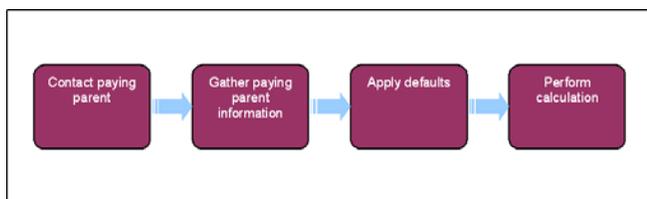
If the Paying Parent has responded to the Application but refuses to provide details to allow a preferred method of payment from (MOPF), then in this instance consider the use of a default standing order as the MOPF. A default standing order should always be regarded as a temporary measure.

Where this is agreed by the team leader, make contact with the paying parent after the calculation letter has been issued to secure preferred MOPF before the case moves to the next segment

The default method of collection at this time is Standing Order, however this should be regarded as a temporary measure and caseworkers should look to change this to a preferred method of payment from (MOPF) at the earliest opportunity.

Where the paying parent states outright that they don't intend to pay child maintenance or make no contact during the seven days following the reminder letter being issued then a deduction from earnings order (DEO) can be applied.

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

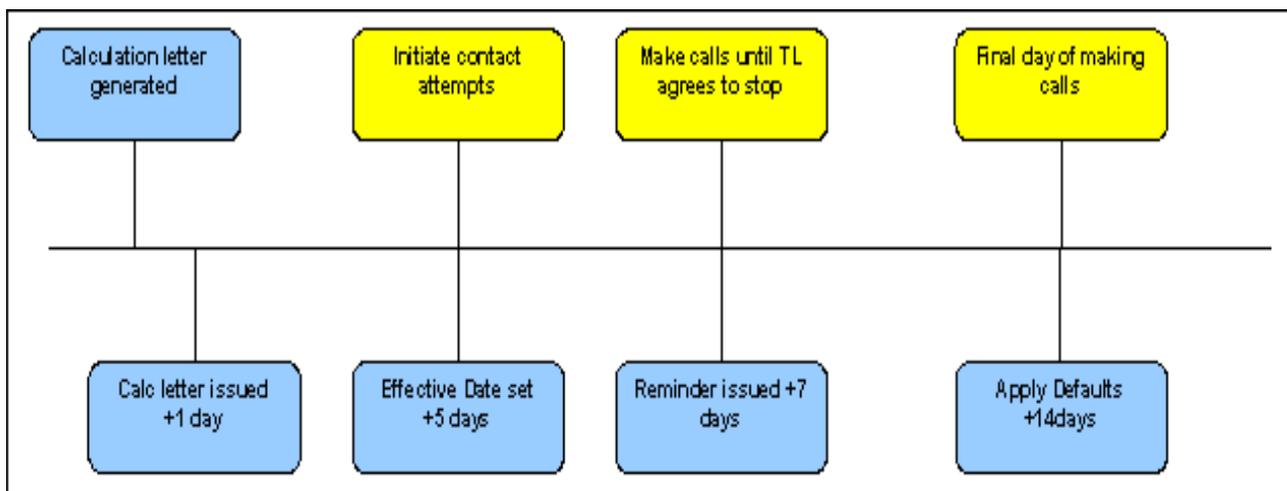


 When speaking to clients always use the new terminology. For more information refer to the [Terminology Changes](#).

 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.

Gather paying parent information timeline



Make contact with the paying parent

Make contact with the paying parent

To help the caseworker cover all the information that they will need to collect, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to [CMG Gather paying parent information checklist](#).

Once a case is ready for the paying parent's information to be gathered, the receiving parent may contact the Child Maintenance Group to change their information or even ask for the application to close. In these circumstances the caseworker must create the relevant service request (SR) to progress the case. For more information refer to [Changes at Application/New Case](#).

- Before continuing with the gather process, determine whether the new application is either; a new case joining an existing casegroup, a new case as a result of proactive case closure or whether a note states that a workaround has been used to manually correct the initial effective date. For:
 - A new case joining an existing casegroup:
 -  Issue CMSL0039 to the paying parent and set the effective date based on the letter issue date. For more information on effective dates, refer to the policy, law and decision making guidance 
 - A new case joining an existing casegroup that's arrears only, a new case as a result of proactive case closure and where notes state that the effective date has been changed as part of case closure:
 - If not already aligned, set the **annual review date** in the **Mastercase** view of the case to align with the new case effective date; eg the effective date of the new case is 20/08/2013, the annual review date is 20/08/2014
 - If not already aligned, set the **annual effective date** of the new case, eg new case effective date is 20/08/2013, the annual effective date will be 20/08/2013
-  When the provisional calculation (CMSL0039/0084) is generated on CMS2012, an outbound call activity generates with a due date of seven calendar days to allow the paying parent time to review the provisional calculation. Where the original application was made by a child in Scotland (CiS), manually create a **Wait** status to contact the paying parent seven calendar days after the provisional calculation.

The **Gather NRP information** SR will be blank. This SR serves as a reminder to the new segment that an application needs to be completed. The timeline highlights the required contact points.

3. Open the **Other Party Call** activity and confirm there is a contact telephone number for the paying parent, check:

- **Contact number field** - This number will have been provided either by CIS when the national insurance number (NINO) is verified or by the paying parent if they have other cases
- **Notes** - Number/s here will have been provided by the applicant

If no contact number is present attempt to obtain one by using all available trace tools, successfully. For more information on using locate tools refer to [Confirm Current Location](#).

4. Check the HMRC return to see if it has a value of N/A against the income source, if this is the case, re-trigger the HMRC Interface, for more information refer to [HMRC - Summary of Earned Income](#).

5. Complete the outstanding Method Of Payment (MOP) SR, For more information refer to [Method of Payment To - Set Up Initial](#).

6. Create an additional **outbound call activity** and set the due date for the day after the provisional calculation letter generated plus five calendar days. Due date will be one day before the system generated outbound activity call at **step 2**.

7.  On the due date, open the **Other Party Call activity** from **step 6** and contact the paying parent. Attempt making calls as many times as necessary, at different times of the day, check the applicants **Comments** in the **More info** tab for a preferred contact time. Keep attempting contact until you are satisfied that to continue call attempts will delay progression of the case. Once contact with the paying parent is established go to **Gather the information** Feedback

 Refer to [Security Check](#) for further information on security checks prior to making a call.

8.  if no contact is made with paying parent, seven calendar days after the provisional calculation has generated, create a **Case Level** activity to issue letter CMSL0080 as a reminder to the paying parent. Where the applicant is a Child in Scotland (CiS) manually create a **call back activity** with a wait of seven calendar days.

9. Where CMSL0080 has been issued select the **Open Generated Document** button and view CMSL0080, confirming the post date shown on CMSL0080.

 CMSL0080 may not be available to view until the next working day.

10.  Continue to attempt to contact the paying parent for a further seven calendar days (after the date shown on CMSL0080 identified at **step 9**) repeating the steps taken so far including further attempts to locate a contact number for the paying parent. Where a phone number wasn't located or there's been no success on the number provided or gathered, use the locate tools as used in **step 3**. If after the further seven days there has been no response from the paying parent go to **Applying defaults** to set defaults and progress the case.

Gather the information

Gather the information

 If the paying parent becomes un-cooperative and/or no longer responds to requests for information at any point in the process, go to **Applying defaults** to apply defaults to the case.

 During the call the paying parent indicates that they are making payments still on a 1993/2003 scheme case with the named receiving parent, check the case to confirm whether the Data Warehouse look up has been triggered, where it hasn't, refer the case to the Applications Dual Liability single point of contact (SPOC).

1. Select the Case number hyperlink and Contacts to confirm the paying parent's identity using information currently held:

- National insurance number (NINO)
- Postcode
- Date of birth
- QC date of birth
- Scheme client identification number (SCIN)

2. Confirm if the paying parent has an alias, record this in the **Known As** field. Confirm with the paying parent whether they wish to receive correspondence from CMG using their legal name held on CIS or their **Known As** name. If the paying parent is happy to receive correspondence and for correspondence to be sent to the other party with their legal CIS name, continue with the process as normal. If the paying parent wishes their **Known As** name to be used for all correspondence, suppress outbound contact by following [Outbound Contact - Suppress](#) and mark the case as sensitive, refer to [Personal Interest Register](#).

 If not already present add the paying parent's gender when entering the details on to the system, doing this allows the system to include gender specific text in future letters.

 Inform the paying parent that although their **Known As** name will be used for all correspondence, should there be need to take legal enforcement action we may be required to use their legal name in any relevant documentation.

Confirm contact, address details and special requirements

3. Confirm and record in the designated field, a contact telephone number for the paying parent along with a preferred calling time. Notify the client that you have recorded the preferred contact time, however we may also attempt calls at different times of the day. Where the paying parent provides a mobile number or confirms a mobile number provided by the receiving parent, confirm whether the paying parent is happy to receive text messages from us. If the paying parent agrees to text messaging the Welcome Pack SMS can be issued. Remind the client it is their responsibility to keep the SCIn safe and loss or disclosure should be reported to us without delay. Telephone is the assumed contact preference for CMS2012. Only record an alternative (eg Letter) if the client requests this, otherwise leave this field blank. For more information on the SMS service refer to [SMS Text](#). For more information on setting the client as **Opt In/Opt Out of SMS Text** refer to [Change - Contact Details](#).

 Where no mobile number is provided, the client will need to be set as **Opted Out of the SMS Service**. This will prevent future errors generating.

4. Confirm the paying parent's address, go to the **Case** and select the **Eligibility** tab and check if the habitual residence box is ticked, if the address is marked as not habitually resident confirm that the paying parent is considered to be habitually resident. If they are not, update the paying parent's address and look to close the case. For more information refer to [Change - Address](#).
For more information refer to the Policy, Law and Decision Making Guidance 

 If the country code for the address is set as Wales set the Language preference to Welsh if requested by the client.

Answerphone message

5. Confirm with the client if they are happy that we leave a more specific answerphone messages by following the script below:

When I call you again, if you're not available, would it be okay if I left you a message which will advise I am calling from the Child Maintenance Service giving you an update to prevent you having to call us back? We will not leave case specific details in the message but where appropriate a letter providing full information will follow a few days later.

I see we have your home/mobile [detail as appropriate] number(s) listed. Which number are you happy for us to leave a message on? Please inform us if you prefer that we did not do this in future.

6. Information on preferred contact times and CMS specific answerphone messages can be recorded by creating an Activity - Record at contact level with a start date of 01/01/2035. Record the preferred contact times within the description field in the format of 24hr clock. If the client would like to be left CMS specific answerphone messages please input the codes below into the activity alongside the preferred contact times:
- For home telephone number enter code **answerphone01**
 - For mobile telephone number enter code **answerphone02**

Scripts for leaving CMS specific answerphone messages can be found in [Call - Overview Making a Call](#)

 This activity will always appear at the top of the activities tab making it easier for caseworkers to locate the preferred times.

7. Confirm whether the paying parent has any special requirements such as requiring braille letters or hard of hearing and refer to the relevant procedure for guidance eg [Letters \(outbound\) - Alternative formats](#) or [Change - Contact Preferences](#).

 If the client specifically asks to be spoken to in Welsh, record in the **Contact Notes** "Welsh Language Service requested". Suppress outbound contact as all Welsh letters will need to be sent off system, for more information refer to [Outbound Contact - Suppress](#) and [Letters \(Outbound\) - Contingency Summary](#). Email the clients SCIN and NINO to CM Welsh language contact list, this will allow the Welsh contact list SPOC to add the clients details to the **Welsh Contact List**.

Set up security details

8. Set up the paying parent's security details. For more information refer to [Security - Set Up](#).

Maintenance order confirmation

9. Confirm with the paying parent whether a maintenance order is in place for the QC/s. For more information on recording maintenance orders refer to [Maintenance Orders Overview](#).

Review calculation and employment/income information

10. Review the **Indicative Calculation**, which is within the **Perform Calculation** SR that has **Indicative** as the **Sub Area**. Select the **Liability Calculation** screen and then the Calculation Breakdown multi value group (MVG) button, to view a detailed breakdown of the calculation. Explain the calculation to the paying parent and what information is likely to affect the liability. Explain the calculation will be reviewed annually using HMRC income where available. If the paying parent advises:
- That their employment details have changed, for more information refer to [Change - Income](#)
 - That they are unemployed and not in receipt of benefits, for more information refer to [Change - Employment Status](#)

If the paying parent's calculation is set as £0.00 income go to **step 13**.

 If a client queries the income figure, explain we worked out their gross weekly income using information that the client, their employer or a third party (such as their accountant) gave to HMRC. HMRC only hold the income they receive from these sources - nothing more. If they have a concern about the accuracy of the information, they should speak to their employer or third party contact (accountant) about the accuracy of the data as HMRC only react to changes from these sources.

11. Where the paying parent's income is based on HMRC historic income they may be in receipt of [Universal Credit](#) (UC). If the paying parent advises us they are in receipt of UC, ask if they have earned income and record all details of this in the **Notes** field of the SR. Select the option below that best fits the scenario:
- Where UC is not in payment, go to **step 10**
 - Where UC is not in payment and the paying parent has earned income, but it is different to the HMRC historic income go to **step 12**
 - Where UC is in payment and the paying parent has no earned income, go to **step 10**
 - Where UC is in payment and the paying parent has earned income, but it is different to the HMRC historic income, go to **step 10**
 - Where UC is in payment and the historic income matches the earned income (within the 25% threshold), UC is ignored, continue to **step 12**

 Paying parent partner details are not collected where UC is in payment to the paying parent household

12. Obtain employment information and gross taxable income. Confirm if the paying parent is in receipt of benefits and if the paying parent partner is in receipt of benefits. If the paying parent is named on their partner's prescribed benefit claim, collect the partner's information as well. If the paying parent confirms there is no employment, no partner and Her Majesty's Revenue & Customs is set as no response; continue to **step 13**.

For more information on adding a paying parents partner, refer to [Paying Parent Application - Add Paying Parent Partner](#)

 Consider re-triggering the HMRC interface if the income source is set as N/A. For more information refer to [HMRC - Summary of Earned Income](#)

13. Where the paying parent states that their current income is:

- 25% more than historic income - Verbal evidence can be accepted, for more information refer to the Policy, Law and Decision Making Guidance 
- 25% less than historic income - the paying parent must provide evidence of their gross annual earnings. This figure can usually be found on a wage slip or by requesting a statement of earnings. For more information refer to the Policy, Law and Decision Making Guidance 

If necessary ask the paying parent if it would be easier for them if their employer was contacted to supply the required evidence.

 Where the paying parent is employed by an umbrella company refer to the Policy, Law and Decision Making Guidance. 

14. To complete a change to income use the **Change to Income** SR. For more information refer to [Change - Income](#). If the source of the income used is HMRC but the paying parent reports they pay into a private pension this must also be used for the calculation. For more information refer to [Pension Summary](#).

 Where this SR is used before the 'Initial Calculation' has been completed the system will not automatically complete a calculation. In a pre-calculation scenario the caseworker must return to the Application process and complete the remainder of the Gather NRP Info Activity Plan before moving to Perform Calculation.

Relevant other children (ROC) and Child in family based arrangement (CIFBA)

15. Ask the paying parent whether there are any ROC/s in the household or CIFBA/s. If the paying parent has any ROC/s and/or CIFBA/s raise a CoFC SR to add them to the case. For more information refer to [Existing Case - New ROC](#) and [Existing Case - New CIFBA](#) in related items.

 Adding a ROC or CIFBA pre Initial Calculation will trigger a **Perform Calculation Child SR** for a nil liability. This SR can be closed/completed.

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

Shared care

16. Select the **Relationship** tab and confirm the shared care arrangement/s with the paying parent (where applicable) and if there is any Local Authority (LA) care of the QC/s this must be collected. Under no circumstances, when recording shared care should the field **Exceptional Weeks Without NRP** be used. A subsequent system release will remove this field.

For more information on shared care see the Policy, Law and Decision Making Guidance. 

 Ensure the paying parent is aware of the impact shared care may have upon the calculation; make them aware that a discrepancy between the two results in a possible delay to the application whilst we attempt to resolve this, which may mean more arrears accruing.

Case closure journey check

17. Check the paying parent contact **More info** tab to identify if a 1993/2003 scheme check has been completed as a result of reactive case closure, if yes refer to **Case in Closure Journey** in **Procedural Exceptions** tab before discussing the service type or method of payment.

 If it is not evident in the paying parents **More info** Tab that the case has been transitioned proactively or reactively, calculate the difference between **T-date** and the date selected for **T-date**, if it is 38 days the case is a reactive case closure type.

Discuss service types and the effects of charging

18. Advise the paying parent of the different service types available to help inform their service type decision:

Direct pay:

- Direct pay is where clients manage payments directly between themselves once we've worked out a child maintenance amount.
- Where domestic violence has not been declared, we expect clients to work together to make the arrangement work or the case may be moved to the collect and pay service and collection charges will apply. For more information refer to [Transfer Data Between Clients](#). We will issue a schedule of when payments should be made.
- Inform the client that it will be a statutory liability, which means that it will be a set amount calculated by the Child Maintenance Service.
- Clients need to arrange payments between themselves ensuring the payment schedule is met. If the payment date on the schedule isn't suitable, advise the paying parent that they must contact us to amend the payment schedule, rather than pay late.
- If the paying parent has a change to their circumstances, they must tell us straight away and continue to make the payments from their latest payment schedule until the change has been applied.
- Failure to make the payment on time will result in the service type being changed to collect and pay.
- Clients must keep a traceable record of payments made. This will help resolve any dispute of payments made at a future date. If payments are reported as missed and we are unable to confirm that payment was made, we will assume no payment was made and will move quickly to change the service type to collect and pay.
- We can transfer bank details and other personal information to help facilitate the arrangement. For more information refer to [Transfer Data Between Clients](#). If either party has any concerns about maintaining direct pay with regards to the other party finding out their location from the sort code, inform them many banks and building societies offer accounts that use a 'central' or 'national' sort code instead of one linked to the local branch where the account was opened. This means that the account details won't give any clue about where the client lives. Clients can also receive payment through money transfer services such as PayPal or Moneygram. For more information refer to the Policy, Law and Decision Making Guidance 

Collect and pay:

- Collect and pay is where CMS calculate child maintenance liability and collects payments from the paying parent and passes them onto the receiving parent.
- Explain the charges associated with collect and pay. For more information, refer to Collection Fees - Summary.
- The clients may not get their preferred service type; explain we will contact the receiving parent to ask for their preferred service type. If they select direct pay, the paying parent will be given the opportunity to make payments before considering changing to collect and pay.
- We will contact the client again when a full decision has been made about the service type.



Direct pay is not suitable for everyone. You must provide information around particular service types, providing unbiased advice to allow the clients to make an informed decision that is suitable for their own individual circumstances.

19. Confirm the paying parent's preferred service type. Use the [Collection Fee Calculator](#) to provide the paying parent an estimate of what charging might mean for them. For more information refer to the Service Type Guide.

20. Where the paying and receiving parents have the same preferred service type, this will be set as agreed with both clients. Update the **Service Type** field as **Direct Pay**. Confirm the preferred frequency and payment date with the paying parent. Update the **NRP Service Type Decision**, **Payment Frequency** and **Payment Date** fields on the case **More info** tab.



If the paying parent has an existing arrears only case with the same receiving parent, the service types for each case must be the same.

Where the preferred **service type** isn't set as **Direct Pay**, one of the following will need to be set:

- Paying parent requests direct pay, receiving parent requests collect and pay; as this is a new case with no history there isn't evidence to suggest the paying parent is unlikely to pay. The service type will be set as direct pay. Update the **Service Type** field as **Direct Pay**. Confirm the preferred frequency and payment date with the paying parent. Update the **NRP Service Type Decision**, the **Payment Frequency** and **Payment Date** fields on the case **More info** tab
- Receiving parent requests direct pay, paying parent requests collect and pay; the service type will be set as direct pay. Explain the benefits of direct pay. Update the **Service Type** field as **Direct Pay**. Confirm the preferred frequency and payment date with the paying parent. Update the **NRP Service Type Decision**, **Payment Frequency** and **Payment Date** fields on the case **More info** tab



Where there isn't any contact between the clients, remember we can pass on certain contact details. For more information refer to [Transfer Data Between Clients](#)

- Both clients request collect and pay; the service type will be set as collect and pay. Explain the impact of charging and the benefits of direct pay. Update the **Service Type** field as **Collect and Pay**

Where the **service type** is set as **Collect and Pay**, make sure the paying parent knows that any payments that are missed will affect their ability to request direct pay in future. Update the service type within the **Case Overview** and the **NRP Unlikely to Pay Details** within the **Case More Info** tab.

For more information refer to the [Unlikely to Pay Check Desk Aid](#) and Policy, Law and Decision Making Guidance 

 Where the paying parent does not specify a preferred service type, enter the **NRP Service Type** as **No Service Type** or **Calc and Collection** and leave the **Case Service Type** blank. In cases where the **Master Case** has two cases, a 2012 Scheme case and a Transition case, the **Case Service Type** is blank on the Transition Case. The **Case Service Type** should be populated on the 2012 Scheme case. When the **Evaluate Shared Care** button is selected a validation message will be presented to populate the **Case Service Type** for the Transition case manually to proceed with the case.

Collect method of payment from (MOPF)

21. Collect the paying parent's MOPF information. Skip this step if the **Service Type** is set as **Direct Pay**. If the paying parent refuses to set up a MOPF or refuses to pay; complete one of the following:
- Paying parent refuses to set up a MOPF = Set the MOPF as default standing order
 - Paying parent refuses to pay = Impose a Deductions from Earnings Order (DEO) and follow the steps in [Wilful Refusal/Culprable Neglect](#). To set up the DEO refer to [DEO - self selected - Set up](#).

There may be occasions where the paying parent wants to see a calculation first before setting a MOPF, for more information refer to **Paying parent requests calculation first** in [Procedural Exceptions](#).

For more information refer to [Method Of Payment From - Set Up Initial](#) and the Policy, Law and Decision Making Guidance 

 A default standing order should only be considered as a temporary MOPF and should look to be replaced at the earliest opportunity. For more information on Default Standing Orders refer to Policy, Law and Decision Making Guidance 

Equality and diversity questions

22. Ask the paying parent the equality and diversity questions on the More Info tab. It is a requirement to ask these questions however the paying parent is under no obligation to answer. Not answering these questions doesn't prevent the application from continuing.

Consider variations

23. During the course of gathering information from the paying parent, it may become apparent the paying parent may qualify for a variation. For more information refer to [Variation - Special Expense](#) / [Variation - Additional Income](#).

Default standing order signoff

24. Where the MOPF has been set as a Default Standing Order, complete the [DSO Team Leader Sign Off](#) form and pass it to your team leader. Your team leader must sign the form and update the **paying parent contact notes**. Default Standing Order can only be set where Team Leader approval is given. Team Leaders must retain the form for 14 months complying with the normal DWP Data Retention guidance.

 When completing the DSO Team Leader Sign Off form, in the **case field** record the **master case number**.

Confirm parentage

25. Confirm whether the paying parent accepts parentage for the QC/s held on the system. Record the response against the QC/s in the **case contact** view:
- If the paying parent disputes parentage of the only QC, save the record to create the **Parentage Dispute** SR. Complete the information gathering but don't progress to initial calculation until the parentage dispute is resolved
 - If the paying parent disputes parentage against a QC but other QC/s are also included in the application, log a parentage dispute and continue with the information gathering, the application can continue for any non - disputed qualifying child/ren alongside the disputed parentage. The initial calculation can also be completed, once the parentage dispute is resolved the child/ren can either be removed or the initial calculation revised

If the paying parent wishes to dispute parentage for more than one qualifying child (QC) raise a different service request for each QC. For more information refer to [Parentage Dispute - Log](#).

26. Update the **activity plan** for the case, confirming that all the required points have been completed. Where there is a dead letter office (DLO) address recorded against the residential address and a correspondence address recorded against the paying parent. Create a **To Do** activity in the **Gather NRP Information** SR and update the **description** field with **Attempt to obtain a confirmed Permanent Residential Address** and set a **Due Date** set for six months so that the DLO can be reviewed later.

Generate initial calculation

27. Ensure that all additional SR/s, where required are completed and then close the **Gather NRP Information** SR by setting the following:
- **Status = Closed**
 - **Sub Status = Completed**
28. The case is ready for the initial calculation. For more information refer to [Calculation - Initial](#). The calculation process can continue even if the Paying Parent is disputing parentage of one of the QCs as this QC won't be included in the application. Once parentage is either proved or disproved the calculation may be revised. Remind the Paying Parent of the start date of their liability and the fact their child maintenance liability will be backdated to this date. Advise the Paying Parent to put money aside to cover the period of time from the start of the liability to the day the promise to pay schedule is arranged. Advise the Paying Parent that any maintenance which has accrued prior to the first payment is due and request a credit or debit card payment. It is possible, but not a preferred process, to negotiate and pay the money in instalments via a payment plan. For more information see [Credit/Debit card - One Off Payment](#).

 Check that the system has set the correct effective date, where the effective date is determined to be incorrect, raise an incident. For more information on effective dates refer to the policy, law and decision making guidance. 

 Explain to clients that they can manage their account quickly and easily with the Child Maintenance Service's safe and secure self service website. Clients can log on any time to check when their next payment is due, view payment history, make a payment or update information about their account. For further information, refer to [Client Self Service](#).

Applying defaults

Apply Defaults

1. Continue to aim to establish telephone contact with the paying parent. Attempt making calls as many times as necessary, at all different times of the day. Look for additional contact numbers by using the trace tools. On the 14th day after the provisional calculation has been issued, attempt an outbound call to the paying parent. If the paying parent responds go to **step 10**. For more information on using trace tools refer to [Confirm Current Location](#)
2. Wait for the **Apply Defaults** activity to expire (one day after), ensuring a full 7 days has been allowed since the date of issue shown on CMSL0080.

 The Apply Defaults activity is within the Activities view at case level. This will not generate within the Gather NRP Information SR.

3. The system will set the paying parents service type to that of the receiving parents. If the service type is:

- Calc and Collect - Go to **step 4**
- Direct Pay - Go to **step 6**

 Contact the receiving parent and advise that due to no contact from the paying parent, a deduction of earnings order (DEO) will be applied to obtain payments, if the paying parent is employed and the employer is known. Where the service type is set as **Direct Pay**, advise the receiving parent that this will remain and a DEO won't be applied unless they wish to change the service type to calculation and collection.

 The paying parent will have already been advised of potential for a DEO to be applied when the CMSL0039/0084 was issued at the provisional calculation stage.

4. Create the **Set Up Initial MOPF** SR, use the table below to determine the correct MOPF. Where the paying parent is in receipt of a prescribed benefit, the MOPF will be set as a deduction from benefit (DFB). For more information refer to [Method Of Payment From - Set Up Initial](#):

Wilful Refusal DEO	Default Standing Order
<ul style="list-style-type: none"> ■ Where the paying parent has clearly stated that they have no intention of paying ■ Where there has been no contact from the paying parent ■ Where there has been contact with the paying parent and the paying parent hasn't responded to further contact 	<ul style="list-style-type: none"> ■ Paying Parent won't provide a MOPF until after the initial calculation ■ When adding a DEO for Wilful Refusal and a DEO can't be implemented at that time <p> In this instance the Desire for DEO flag must be set</p>

When the DEO is being applied due to Wilful Refusal, apply the DEO Enforcement Charge. For more information refer to [Enforcement Charge - Apply](#). Select the **Charges** tab from the **More View** tab drop down from the **Method of Payment From DEO SR**.

Wilful refusal is a discretionary decision and must be recorded as an **Instance**, for further information on recording an **Instance** refer to [Wilful Refusal/Culpable neglect](#).

Applying a DEO for wilful refusal is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on discretionary decisions including a verbatim statement to record in **Notes** refer to the Policy, Law and Decision Making Guidance . Refer to [DEO - self selected - Set up](#).

5. Where the MOPF has been set as a Default Standing Order, complete the [DSO Team Leader Sign Off](#) form and pass it to your team leader. Once your team leader signs the form and update the paying parent **contact** notes, continue with applying the defaults. Default Standing Order can only be set where Team Leader approval is given. Team Leaders must retain the form for 14 months complying with the normal DWP Data Retention guidance.

 When completing the DSO Team Leader Sign Off form, in the case field record the master case number.

6. Set up the default security questions, for more information refer to [Security - Set Up](#).
7. Access the **Case Summary Screen** and update the paying parent eligibility by selecting the **Eligibility** tab and updating the information. If this information isn't updated the system is unable to apply defaults.
8. Navigate to the contacts tab at case level and change the Case **Sub Status** to **Apply Defaults**. The 2012 system automatically does this for paying parent applications.
9. The system assigns default values to the following to allow the case to progress, these are only assigned after the paying parent has refused to provide information or have had 14 days to contact the CMG: Where the original application was made by a CiS, change the sub status of the case to **Perform Calculation**.

- Shared Care – is the same as the receiving parent
- Private Maintenance Arrangements – None
- Relevant Children – None
- Preferred Contact Method – None
- Parentage – Assumed
- Service Type – Aligned to receiving parents, where this has been set as collect and pay update the **Gather NRP Information SR** notes with the following;

"Paying parent considered unlikely to pay due to failure to respond to telephone calls and requests for information. Service type aligned with applicant's request of collect and pay."

If this is direct pay the system will set a default frequency and collection date

10. The system carries on to perform the initial calculation/recalculation and schedule. For more information refer to **Calculation – Initial**.

11. Ensure that all additional SR/s, where required are completed and then close the **Gather NRP Information SR** by setting the following:

- **Status = Closed**
- **Sub Status = Completed**

Northern Ireland exceptions

NICMS replaces CMG in Northern Ireland

Caseworkers will not need to ask sexual orientation and ethnicity questions.

The Charging Warm-Up lines to take for NICMS can be accessed by selecting the following link: [NICMS Charging Warm-Up Lines to Take](#).

HMRC Sensitive Employers

There are some employer details that will never be returned for some paying parents, this is because Her Majesty's Revenue & Customs (HMRC) mark them as sensitive, when this data is requested by CMS2012 nothing will be returned.

There are roughly 200,000 persons marked this way by HMRC out of a nationwide working population of roughly 50,000,000. Not all of these will be clients or require a deduction from earnings order (DEO) so it'll only likely effect a very small number of clients.

Below is a list of employers that are known to be considered as sensitive by HMRC, this list isn't exhaustive:

- HMRC
- Home Office
- Police Service of Northern Ireland (PSNI)
- The Security Services (MI5, MI6, GCHQ)

If no employment details are received, which prevents a DEO order being applied, an alternative enforcement action must be used. For more information refer to [Arrears - Consider Action](#).

Case in Closure Journey

Check for enforcement method of payment on 1993/2003 scheme

1. Check paying parent contact **Notes** for details of 1993/2003 enforcement action, eg live enforcement action, DEO/DER or RDO to determine the payment parent's service type/MOPF options:

- If the paying parent has paid by DEO/DER on 1993/2003 and the DEO/DER:
 - has been in place for **less than 6 months** advise the paying parent that they need to have 6 consecutive months of DEO/DER payments on CMS before they can switch to direct debit. After 6 consecutive months of direct debit payments they can opt for direct pay. When setting up a DEO/DER for this reason refer to DEO - Self Selected - Set Up or DER - Self Selected - Set Up. Update the contact **Notes** with decision and reason for unlikely to pay check failure and the date the paying parent can request compliance opportunity.
 - has been in place for more than 6 months offer the paying parent a compliance opportunity, after paying by a voluntary method of payment for 6 consecutive months they can opt for direct pay. Update the contact **Notes** with the decision and reason for unlikely to pay check failure and the date the paying parent can request direct pay.
- If the paying parent had paid by RDO or currently subject to on-going legal enforcement action on 1993/2003:
 - Advise the paying parent that to move to direct pay they first need to set up a voluntary method of payment and have 9 months of consecutive payments. Update the contact **Notes** with the paying parent to take up or decline compliance opportunity and the date the paying parent can request direct pay.

Paying parent requests calculation first

Paying parent requests calculation first

Where the paying parent requests the initial calculation before setting up a method of payment from, a discussion should be held with the paying parent. The following provides what needs to be covered in the conversation:

- Confirm whether the paying parent would be happy with verbal confirmation of the initial calculation over the phone, where they are provide the calculation figure and continue with setting the MOPF
- If the paying parent wants the initial calculation in writing then set the MOPF as Default Standing Order as an interim

Default Standing Order

When the default standing order has been set in this instance, a call activity should be raised so that once the initial calculation has been issued and received by the paying parent, contact can be established and the MOPF changed to a preferred MOPF.

A service type of Direct Pay can still be set after the initial calculation as long as a payment hasn't been missed.

A DEO can be enforced where the first payment in the schedule is missed and the paying parent hasn't provided new MOPF information.

CMSL0080 Your child maintenance application

Letter to applicant, reminding them they still need to provide missing information (this is the second request for information that they will receive).

If the letter is being issued to the applicant, select paragraph TM_40149

If the letter is being issued to the other party, select paragraph TM_40150

[Arrears - Consider Action](#)

[Callbacks](#)

[Calculation - Initial](#)

[Calculation - Provisional](#)

[Calculation - Non HMRC](#)

[Change - Address](#)

[Change - Contact Details](#)

[Change - Contact Preferences](#)

[Change - Employment Status](#)

[Change - Income](#)

[Changes At Application / New Case](#)

[CRA - Case Surveillance](#)

[Existing Case - New CIFBA](#)

[Existing Case - New ROC](#)

[HMRC - Summary of Earned Income](#)

[HMRC - Unmatched Income](#)

[Maintenance Orders Overview](#)

[Mandatory Reconsideration](#)

[Method Of Payment From - Set Up Initial](#)

[Method Of Payment To - Set Up Initial](#)

[Parentage Dispute - Log](#)

[Pensions](#)

[Security - Set Up](#)

[Self Selected DEO - Set up.](#)

[Shared Care Dispute At Application](#)

[SMS Text](#)

[Terminology Changes](#)

[Transfer Data Between Clients](#)

[Universal Credit](#)

[Variation - Special Expense](#)

[Wilful Refusal/Culpable Neglect](#)

[2012 System Overview](#)

[Can QC's names be disclosed?](#)

It is CMG's policy not to disclose the surname of any child named in a child maintenance application, to the paying parent. Notifications specifically the child/children by their first names only.

[What action will be taken if the paying parent responds after defaults have been applied?](#)

If the paying parent responds after the defaults have been applied (when the service type is collect and pay) confirm that the paying parent is aware of their parentage and set up a preferred method of payment. Where a wilful Refusal DEO has been set up the paying parent must provide a reasonable explanation as to why they did not make contact within the required period.

Create the relevant change of circumstances SR if any information that the paying parent provides differs from the defaults. The effective date is the date the paying parent contacted us to report the change unless the change is notified during the 30 day revision period. For more information refer to [M Reconsideration](#).

For more information on revisions refer to Policy, Law and Decision Making Guidance 

For more information on supersessions refer to Policy, Law and Decision Making Guidance 

For more information on Non-resident parent demonstrates wilful non-compliance and refuses to pay by any method of payment refer to Policy, Law and Decision Making Guidance 

[What action will be taken if the paying parent does not respond to contact?](#)

Defaults will be applied for shared care, private maintenance arrangements, relevant other child/ren (ROC/s), preferred contact method, parentage (where already a presumed decision), method of payment from (MOPF) and service type in order to allow the application to progress.

[What action will be taken if the HMRC response is "unmatched", indicating no employment details are held?](#)

Employment verification and evidence of gross annual earnings (which can sometimes be found on a wage slip or from a set of accounts, if self-employed) should be requested directly from the paying parent.

[What action will be taken if the paying parent disputes paternity?](#)

If the paying parent disputes parentage of the qualifying child/ren (QC/s), you must log the dispute and assign an effective date. The application will be progressed, though a calculation will not be performed until the dispute has been resolved. Parentage can be assumed if the paying parent refuses a DNA test where appropriate.

[What response must be given if the paying parent queries the HMRC gross income figure used?](#)

Their gross weekly income is worked out using information that the client, their employer or a third-party such as their accountant gave to HMRC. If the paying parent has a concern about the accuracy of the information, they should discuss this with their employer or third party contact (accountant) as HMRC react to changes from these sources. If they advise the figure was correct but has now changed by more than 25%, a new calculation may be appropriate.

[Are employees "allowable expenses" deducted by HMRC from the paying parent's gross income amount that is received from the earned income interface?](#)

No they are not deducted from the HMRC earned income figure received, nor should they be. "Allowable expenses" for employees are costs associated with doing a job that are not reimbursed by an employer e.g. professional subscriptions, allowable travel, certain clothing costs etc. If a paying parent has allowable expenses they may claim some tax relief from HMRC. However 2012 Scheme legislation does not make any allowances. Allowable expenses should not be confused with benefits in kind. Benefits in kind are benefits that an employer pays to an employee that HMRC consider taxable - these are included in the HMRC earned income interface and form part of the paying parent's assessable income for 2012 Scheme calculation purposes.

[Can the paying parent insist on a family based arrangement even if the parent/person with care does not want to accept it?](#)

No, a family based arrangement has to be agreed by both parties. Where an agreement cannot be reached, either party is able to make an application for a statutory maintenance agreement but should be encouraged to choose a direct pay service type.