Manual- Handling- Exceptions CSA scheme- look up - Paying- Parent Partner

The purpose of this procedure is to guide the owning caseworker through the necessary steps to complete the paying parent Partner Lookup if the automated data warehouse look up fails.

When a paying parent on the CMS scheme has a partner who is recorded as a partner for a benefit claim, a look up is required to check if the paying parent's partner exists on the CSA scheme systems as a paying parent. If this automated look up fails the system will generate an **NRP Partner Lookup Manual Handling** Service Request which will be allocated to the owning segment.

The segment team leader will allocate the service request to the caseworker dealing with the case and the caseworker will then gather the required information from the CSA scheme systems and apply a set of look up rules to determine if reactive transition should be triggered for the paying parent's partner.

Once a look up outcome has been recorded it must not be changed once the overnight batch job has run, similarly once reactive transition without pause has been triggered on 2012 system it must not be reversed or re-set.

If the paying parent's partner is held as nationally sensitive on CMS system, the look up will be carried out by the special client records team. If the paying parent's partner is not held as nationally sensitive on the 2012 system but during the look up process it is identified that the paying parent's partner is held as locally or nationally sensitive on CS2 or CSCS the caseworker will need to obtain the required system access to allow them to obtain the required information from these systems and follow the current procedures (**http://csrhelp/webhelp/externalprocedures/current/a2/a2_10030.htm**) for reporting attempted access, and to also gain temporary access to the sensitive records to enable you to continue with the lookup checks. Once the lookup is completed, if a positive match was found, and the paying parent partner was nationally sensitive, the case would then move over to be dealt with by the CMS scheme special client records team.

This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

If the automated data warehouse paying parent partner look up fails, the system will generate a **NRP Partner Look Up Manual Handling** Service Request (SR) in the owning segment.

You may also receive an **NRP Partner Look Up Manual Handling** SR if Maintenance are adding an paying parent partner to an existing case and the answers received do not match the response given by the automated look up.

The segment team leader will allocate the **NRP Partner Look Up Manual Handling** SR to the caseworker dealing with the case.

Paying Parent Partner Look Up

1. Open the **NRP Partner Lookup Manual Handling** service request generated by the system:
   - **Process: Transition**
   - **Area: Manual Handling**
   - **Sub Area: NRP Partner Lookup**
2. Set the **Status** of the SR to **In Progress**. Check the SR notes to determine if the SR has been generated by the Maintenance team.
3. Select **Go to Contact** to view the paying parent partner details collected by the 2012 Scheme to obtain the name, date of birth, and NINO for the 2012 Scheme paying parent's partner.
4. Using these details you will need to search 1993/2003 scheme systems to identify whether the paying parent's partner exists in any 1993/2003 scheme casegroup in role of paying parent.

5. Because client records may exist for the same person on more than one system (for example, a CSCS client whose case was reactively migrated to CS2, would exist on both CSCS and CS2; a CS2 client whose case became stuck and made clerical, would exist on both CS2 and CCD etc.) You must identify where the casegroup is currently managed by checking the systems in the following order:
    - Clerical Case Database (CCD)
    - CS2
    - CSCS
6. If you find the paying parent partner in a casegroup on CCD, then this means that the casegroup is managed on CCD. You do not need to look at any other system and you should use the casegroup details held on CCD in order to obtain information to allow you to apply the lookup rules.
7. If you do not find the paying parent partner in a casegroup on CCD, then you should next check CS2. If you find the paying parent partner in a casegroup on CS2 this means that the case is managed on CS2. You should use casegroup details held on CS2 in order to obtain information to allow you to apply the lookup rules.
8. If you do not find the paying parent partner on CS2, then you should next check CSCS. If you find the paying parent partner in a casegroup on CSCS this means that the casegroup is managed on CSCS. You should use the casegroup details held on CSCS in order to obtain information to allow you to apply the lookup rules.
9. If you do not find a record for the 2012 Scheme paying parent's partner and you have checked all three systems in order, this means they do not have a 1993/2003 scheme casegroup.

Apply Paying Parent Partner Look Up Rules

Apply Paying Parent Partner Look Up Rules to the information retrieved

10. Complete an initial check to find a match on the 1993/2003 scheme systems for the paying parent's partner. Search using the National Insurance number (NINO) of the 2012 Scheme paying parent's partner to see if they exist on each of the systems. You can also use the paying parent partner's name and date of birth to verify you have the correct person. For more information on navigation of CCD, CS2 and CSCS refer to System guidance for 1993/2003 scheme look up manual handling - CCD, System guidance for 1993/2003 scheme look up manual handling - CS2, System guidance for 1993/2003 scheme look up manual handling - CSCS and 1993/2003 scheme system guidance for identifying customer reference - CS2.
    - If you do not find a record for the paying parent partner in the role of paying parent, go to **step 11**
    - If you do find a record, go to **step 17**

Record Not Found

11. Where the 2012 Scheme paying parent's partner does not exist in a 1993/2003 scheme case at all, this also means that they do not have a 1993/2003 scheme case in the role of the paying parent and therefore the 2012 Scheme application or case can continue to be progressed.
12. Record in the **notes** tab within the **NRP Partner Look Up Manual Handling** SR the result of your investigation and any additional information to support how the outcome has been reached.
13. Update the resolution code to **Continue With Application**. Record the **NRP Lookup Reason** in **notes** tab as **NRP doesn’t have any legacy case in role of NRP**.
14. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
15. Drill down on the **NRP Partner** surname, in the **More Info** tab select **Continue With Application** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Case Group Look Up Reason** field by typing **NRP Partner doesn’t have any legacy case in role of NRP**. You can now continue with the 2012 scheme case/application.

Record Found

16. If you do find a record for the 2012 Scheme paying parent's partner, check whether they are in a paying parent role.
17. If they are not in a paying parent role in a 1993/2003 scheme case, the 2012 Scheme case can continue to be progressed. Repeat **steps 12-15**.
18. If they are in a paying parent role, check whether the paying parent's partner’s casegroup has already been selected for reactive transition. If the paying parent's partner:
    - has already been selected for reactive transition, go to **step 19**
    - has not been selected for reactive transition, go to **step 24**
19. Where the paying parent's partner’s casegroup has already been selected for reactive transition, this means that either the paying parent's partner is currently in the process of being reactively transitioned or has already been reactively transitioned for another 2012 scheme case. This means that the 2012 scheme application/case can continue.

20. Record in the **notes** tab within the **NRP Partner Look Up Manual Handling** SR the result of your investigation and any additional information to support how the outcome has been reached.
21. Update the resolution code to **Continue With Application**. Record the **NRP Case Group Lookup Reason** in the **notes** tab as **NRP Is In Transition**.
22. Complete any outstanding activities and update the **Status** of the SR to **Closed** and **Sub Status** to **Complete**.
23. Drill down on the **NRP Partner** surname, in the **More Info** tab select **Continue With Application** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Case Group Look Up Reason** field by typing **NRP Is In Transition**. You can now continue with the 2012 scheme application/case.

Case found - not selected for reactive transition

24. Check whether there are any 1993/2003 scheme cases in the paying parent casegroup which have ongoing liability ie there are qualifying children for whom the paying parent is liable for Child Maintenance payments (this includes cases in the casegroup which are pre-assessed cases).
25. If there are any cases with ongoing liability in the paying parent casegroup go to **step 26**. If there are no cases with ongoing liability in the paying parent casegroup go to **step 34**.

Active liability

26. Within the **NRP Partner Look Up Manual Handling** SR record the result of your investigation and any additional information to support how the outcome has been reached in the **notes** tab
27. Update the resolution code to **Reactive Transition W/O Pause**. Record the **NRP Case Group Look Up Reason** in the **notes** tab as **NRP's Partner has Ongoing Liability**.
28. Record the system on which the paying parent's partner’s casegroup is managed (CCD/CS2/CSCS) and the paying parent's Person ID or PIN for the paying parent's partner in the notes tab.
29. Complete any outstanding activities and update the **Status** of the SR to **Closed** and **Sub Status** to **Complete**. As reactive transition has been triggered you now need to email your team leader to inform them that the case is subject to reactive transition without pause. The team leader will refer the case to a reactive transition single point of contact (SPOC) who will complete the remaining system action, carry out the minimum data capture and arrange for the 1993/2003 scheme liability to end. For more information refer to Manual Handling - Transition Case Data Capture Summary and Transition - Contingency.

Reactive transition SPOC action

30. Drill down on the **NRP Partner** surname, in the **More Info** tab select **Reactive Transition W/O Pause** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Case Group Look Up Reason** field as **NRP’s Partner has ongoing liability**.

Once this outcome has been recorded and the overnight batch has run this value must not be changed.

31. In the same screen, populate the **Legacy System** field by selecting **CCD/CS2/CSCS** from the drop down list. Input the paying parent's Person ID or PIN for the paying parent's partner into the 1993/2003 scheme paying parent Person ID field
32. The system should then automatically populate the following fields Transition Date, Date Selected For Transition, Transition Phase and Transition Status to manually trigger reactive transition and send the 1993/2003 scheme Transition Requests to the appropriate system via the electronic interface. You can now continue with the application or case.

Note that in addition to recording the lookup outcome, if any client records are found on one or more of the 1993/2003 scheme systems, you will need complete a contingency process to ensure that reactive transition for the paying parent partner's 1993/2003 scheme casegroup is correctly triggered. Refer to Transition Contingency for more information.

The application can now continue and the paying parent partner's casegroup will need to have their 1993/2003 scheme liability ended and be set up as a new casegroup on the 2012 system.

33. The minimum case data will now need to be gathered to enable you to add all the relevant receiving parent/s and QC/s to the new casegroup and send it to your team leader for allocation. For more information refer to Manual Handling - Transition Case Data Capture Summary and 1993/2003 Scheme Receiving Parent Application - Manual Set Up.

No active liability

34. If there are no cases with ongoing liability in the paying parent's partner’s casegroup ie all cases in the paying parent's partner’s casegroup are arrears only, record in the notes tab within the Paying Parent Partner Look Up Manual Handling SR the result of your investigation and any additional information to support how the outcome has been reached.
35. Update the Resolution code to **Continue with Application or Case**. Record the **NRP Case Group Lookup Reason** in the **notes** tab as **NRP's Partner has Arrears Only Case Group**.
36. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

37. Drill down on the **NRP Partner** surname, in the **More Info** tab select **Continue With Application or Case** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Case Group Look Up Reason** field by typing **NRP's Partner has Arrears Only Case Group**. You can now continue with the 2012 scheme application/case.

Related Items

End 1993/2003 Scheme Liability - Summary

1993/2003 Scheme Receiving Parent Application - Manual Set Up

System guidance for 1993/2003 scheme look up manual handling - CCD

System guidance for identifying customer reference - CS2

System guidance for 1993/2003 scheme look up manual handling - CS2

System guidance for 1993/2003 scheme look up manual handling - CSCS

Manual Handling - 1993/2003 Scheme look up (Applicant)

Manual Handling - 1993/2003 Scheme look up contingency summary

Manual Handling - 1993/2003 Scheme look up (Paying Parent Partner)

Manual Handling - Transition Case Data Capture Summary

Transition - Contingency