Department for Work & Pensions	Procedures ▸ Manual Handling Exceptions - CSA- scheme look up - (Paying Parent)	I Like It Tags & Notes

Procedures > Pages > Transition > Manual-Handling-Exceptions-CSA-scheme-look-up-Paying-Parent-

Manual Handling Exceptions - CSA- scheme look up - (Paying Parent)

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

When a paying parent is named in a CMS scheme application, a lookup is required to check if the paying parent exists in a CSA scheme casegroup on the CSA systems. If this look up fails, the system will generate an **NRP Look Up Manual Handling Service Request** in the applications segment.

The applications team leader will allocate the **NRP Look Up Manual Handling** Service Request to the caseworker dealing with the application and the caseworker will then gather the required information from CSA scheme systems and apply a set of look up rules to determine if the application can continue and whether reactive transition should be triggered.

If the applicant to CMS scheme or the paying parent is held as nationally sensitive on CMS system, the application and the CSA scheme look up will be carried out by the special client records team. If the paying parent is not held as nationally sensitive on CMS system but during the look up process it is identified that the paying parent is locally or nationally sensitive on CS2 or CSCS the owning caseworker will need to obtain the required system access to allow them to obtain the required data from these systems and will need to follow the current procedures for reporting attempted access, and to also gain temporary access to the sensitive records to enable them to continue with the lookup checks. (http://csrhelp/webhelp/externalprocedures/current/a2/a2_10030.htm)

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

When speaking to clients always use the new terminology - For more information refer to **Terminology Changes** procedure in related items.

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 look up fails the system will generate an **NRP Lookup Manual Handling** Service Request in the applications segment. The applications team leader will allocate it to the caseworker dealing with the application.

Note that the system may create more than one manual handling SR for this part of the process. You will need to check whether this has happened in your Case - Service Request view. If more than one SR has been created, inform your team leader who will cancel any duplicates.

Paying Parent Look Up

1. Open the **NRP Look Up Manual Handling** service request generated by the system:

    - **Process - Transition**

    - **Area - Manual Handling**

    - **Sub Area - NRP Lookup**

2. Set the **Status** of the SR to **In Progress**.

3. Select the **Go To Case** tab to view the paying parent details collected for the 2012 scheme application to obtain the name, date of birth, and NINO for the 2012 scheme paying parent.

4. Using the paying parent details obtained you will need to search 1993/2003 scheme systems to identify whether they exist in any 1993/2003 scheme case group in role of paying parent.

    If an Applicant Look Up Manual Handling SR has already been completed for a 2012 Scheme application naming this paying parent, check the **Notes** tab in the closed Applicant Look Up Manual Handling SR for any information already recorded that might be useful.

5. As 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 case group is currently managed by checking the systems in the following order:

- Clerical Case Database (CCD)
- CS2
- CSCS

6. If you find the paying parent 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 in a casegroup on CCD, then you should next check CS2. If you find the paying parent in a casegroup on CS2 this means that the casegroup 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 on CS2, then you should next check CSCS. If you find the paying parent in a casegroup on CSCS this means that the casegroup is managed on CSCS. You should use the case 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 and you have checked all three systems in order, this means they do not have a 1993/2003 scheme casegroup.

Apply Paying Parent Look Up rules

10. Complete initial check to find a match on the 1993/2003 scheme systems for the paying parent. Search using the national insurance number (NINO) of the 2012 Scheme paying parent to see if they exist on the system. You can also use the paying parent's name and date of birth to verify you have the correct person. For more information on CCD, CS2 and CSCS navigation 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 **System Guidance For Identifying Customer Reference - CS2** in related items.

11. If you do not find a record for the 2012 scheme paying parent and you have checked all three systems in order, this means they do not have a 1993/2003 scheme casegroup. Go to **step 12**. If you do find a record go to **step 17**.

No trace of paying parent on 1993/2003 schemes

12. Where the 2012 Scheme paying parent does not exist in a 1993/2003 scheme case, the 2012 scheme application can be progressed.

13. Within the **NRP Look Up Manual Handling** SR record in the **Notes** tab the result of your investigation and any additional information to support how the outcome has been reached.

14. In the paying parent case, drill down on the **NRP Surname**, open the **More Info** tab and 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 as **NRP Doesn't Have Any Legacy Case In Role Of NRP**. You can now continue with the application.

Paying parent traced on 1993/2003 scheme

15. If you do find a record for the 2012 scheme paying parent, check whether they are in a paying parent role.

16. If they are not in a paying parent role in a 1993/2003 scheme case, the 2012 scheme application can be progressed. Repeat **steps 12-14**.

17. If they are in a paying parent role, check each case in the casegroup to see if they are in a 1993/2003 scheme case with the applicant named in the 2012 scheme application.

18. If the paying parent is not in a 1993/2003 scheme case with the 2012 scheme applicant, go to **step 35**.

19. If the paying parent is in a 1993/2003 scheme case with the 2012 scheme applicant, check whether the 1993/2003 case has got an active liability i.e. an open case (not cancelled/withdrawn/closed). If yes, go to **step 22**. If no, go to **step 28**.

1993/2003 scheme case with 2012 scheme applicant - active liability

20. Where the 1993/2003 scheme case has got an active liability, the 2012 scheme application cannot be progressed and should be closed. This is because there is an existing case between the paying parent and the applicant and the paying parent has ongoing liability in the 1993/2003 scheme.

21. Within the **NRP 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.

22. Select **Client To Wait – End** from the drop down list in the **Resolution Code**. Record the **NRP Case Group Look Up Reason** in **Notes** tab as **Change Of Circumstance On Existing Legacy Case**.

23. Complete any outstanding activities and update the **Status** of the SR to **Closed** and **Sub Status** to **Complete**.

24. In the paying parent's case, drill down on the **NRP Surname**, open the **More Info** tab and select **Client To Wait – End** 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 **Change of Circumstance On Existing Legacy Case**.

25. Update the Application SR, complete any outstanding activities and change the **Status** to **Closed** and the **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.

    Letter CMSL0070 will be issued to the applicant to explain why their application cannot be progressed.

1993/2003 scheme case with 2012 applicant - no active liability

26. Where the 1993/2003 scheme case has not got an active liability, check the liability end date. If the liability end date is less than 13 weeks ago, go to **step 29**. If the liability end date is more than 13 weeks ago, go to **step 35**. For more information about the 13 week rule refer to the Policy, Law and Decision Making Guidance

1993/2003 scheme liability ended less than 13 weeks ago

27. Where the liability end date is less than 13 weeks ago from today's date, the 2012 scheme application cannot continue to be progressed and should be closed. This is because Child Support Policy does not allow an application to made to a new scheme unless the existing scheme case is closed or liability has been ended more than 13 weeks ago – this is known as the 13-week linking rule.

28. Within the **NRP Look Up Manual Handling** SR to record in the **Notes** tab the result of your investigation and any additional information to support how the outcome has been reached.

29. Update the **Resolution Code** to **Client To Wait – End**. Record the **NRP Lookup Reason** in the **Notes** tab as **Legacy Liability Has Been Withdrawn Less Than 13 Weeks Ago**.

30. Complete any outstanding activities and update the **Status** of the SR to **Closed** and **Sub Status** to **Complete**.

31. Within the paying parent case, drill down on the **NRP Surname**, open the **More Info** tab and select **Client To Wait – End** 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 **Legacy Liability Has Been Withdrawn Less Than 13 Weeks Ago**.

32. Update the Application SR, complete any outstanding activities and change the **Status** to **Closed** and **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.

    Letter CMSL0070 will be issued to the applicant to explain why their application cannot be progressed.

Check for existing transition selection

33. Check whether the paying parent's case group has already been selected for reactive transition. If the paying parent has already been selected for reactive transition, go to **step 36**, if the paying parent has not already been selected for reactive transition, go to **step 41**.

Case already selected for reactive transition

34. Where the paying parent's case group has already been selected for reactive transition, this means that either the paying parent is currently in the process of being reactively transitioned for another 2012 Scheme application or the paying parent's case group has already been reactively transitioned for another 2012 Scheme application. This means that the 2012 scheme application can continue.

35. Within the **NRP Look Up Manual Handling** SR to record in the **Notes** tab the result of the investigation and any additional information to support how the outcome has been reached.

36. Select **Continue With Application** from the drop down list in the **Resolution Code** field. Record the **NRP Case Group Look Up Reason** in the **Notes** tab as **NRP Is In Transition**.

37. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

38. Within the paying parent's case, drill down on the **NRP surname**, open the **More Info** tab and 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 application.

Check for 1993/2003 scheme liability

39. Check whether there are any 1993/2003 scheme cases in the paying parent casegroup which have ongoing liability i.e. 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).

40. If there are any cases with ongoing liability in the paying parent casegroup go to **step 43**. If there are no cases with ongoing liability in the paying parent casegroup go to **step 53**.

1993/2003 scheme active liability case/s found - reactive transition with pause

41. Within the **NRP Look Up Manual Handling** SR record in the **Notes** tab the result of the investigation and any additional information to support how the outcome has been reached.

42. Update the **Resolution Code** to **Reactive Transition With Pause**. Record the **NRP Case Group Look Up Reason** in the **Notes** tab as **NRP Has Ongoing Liability**.

43. Record the system the paying parent casegroup is managed in (CCD/CS2/CSCS) and the paying parent person ID or PIN in the **Notes** tab.

44. Complete any outstanding activities in the **More Info** tab and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

45. Send an email to your team leader to advise them that the case is subject to reactive transition with pause. The team leader will then refer the case to a reactive transition single point of contact (SPOC) who will complete the remaining system action and carry out the minimum data capture and arrange for the 1993/2003 scheme liability to end. For more information on minimum data capture refer to Manual Handling - Transition Case Data Capture Summary. The application can continue, but only up to SR **Sub Status - Establish Maintenance Region** as all 1993/2003 scheme receiving parents with ongoing maintenance will have their maintenance ended on the 1993/2003 scheme system and be added to the 2012 scheme casegroup.

Reactive Transition SPOC action

46. In the paying parent's case, drill down on the **NRP Surname**, open the **More Info** tab and select **Reactive Transition With Pause** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Look Up Reason** field by typing **NRP Has Ongoing Liability**.

    Once this outcome has been recorded and the overnight batch has run this value must not be changed. This still applies even if changes are made to the 1993/2003 scheme case eg if liability has ended for a different reason or if the 1993/2003 scheme case has been closed. In these cases the effective date must not be updated. The application should continue to be progressed with the original transition effective date.

47. Populate the **Legacy System** field by selecting CCD/CS2/CSCS from the drop down list. Also type in the paying parent's Person ID or PIN (which will be in the **Notes** of the manual handling SR) into the **Legacy NRP Person ID** field.

48. 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.

49. In the case, open the **More Info** tab and select **Reactive Transition With Pause** from the drop down list in the **Application Type** field, also record the 1993/2003 scheme system type, case number and case ID.

    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 to complete a contingency process to ensure that reactive transition is correctly triggered, and any ongoing liabilities are ended at the correct effective date. Refer to Transition - Contingency for more information.

50. You should now gather the minimum case data needed to allow you to add all relevant Receiving parent/s and QC/s to the new casegroup. For more information on this process refer to Manual Handling - Transition Case Data Capture Summary (which details the data capture process) and 1993/2003 Scheme Receiving Parent Application - Manual Set Up (which details the steps a caseworker will take following receipt of the 1993/2003 scheme case information from the data capture).

    Once the outcome has been recorded in the application type field this must not be changed. This applies even if changes are made to the 1993/2003 scheme case eg if liability has ended for a different reason or if the 1993/2003 scheme case has been closed. In these cases the effective date must not be updated. The application should continue to be progressed with the original transition effective date.

1993/2003 scheme case - no active liabilities - reactive transition without pause

51. If there are no cases with ongoing liability in the paying parent's casegroup ie all cases in the casegroup are arrears only, add **Notes** within the **NRP Look Up Manual Handling** SR to record the result of your investigation and any additional information to support how the outcome has been reached.

    Arrears Only cases are cases where liability has been ended/withdrawn because there is no active child maintenance liability and cases have a Cancelled/Withdrawn status or Suspended status and there are outstanding arrears to be collected.

    There is a known issue that some cases with a Closed status, may have been closed incorrectly and there are still outstanding arrears to be collected. When making a decision as to whether reactive transition needs to be triggered for an Arrears Only casegroup you must consider- Closed cases with arrears.

    If there are other case statuses in the casegroup in addition to closed cases eg Cancelled/Withdrawn/Suspended you do not need to check closed cases, because when you select Reactive Transition W/O Pause, this will trigger the interface files to 1993/2003 scheme systems for that paying parent's casegroup and 1993/2003 scheme caseworkers will make sure any closed

cases with arrears are picked up. You do need to check closed cases where this is the only type of case in the paying parent casegroup (all cases in the paying parent casegroup have a case status of Closed) to determine whether you need to select **Reactive Transition W/O Pause**, to trigger the interface files to 1993/2003 scheme systems for that paying parent's casegroup. You should not trigger reactive transition of a paying parent's casegroup where all cases in the casegroup are closed and there are no arrears outstanding.

For information on when and how to identify whether a closed case has outstanding arrears on 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 Legacy Look Up Manual Handling - CSCS**.

52. Select **Reactive Transition Without Pause** from the drop down list in the **NRP Case Group Lookup Outcome** field. Record the **NRP Case Group Lookup Reason** in the notes tab as **NRP has Arrears Only Case Group**.

53. Record the system on which the paying parent case group is managed in the **Notes** tab (CCD/CS2/CSCS) and record the paying parent Person ID or PIN in the **Notes** tab.

54. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

55. Send an email to your team leader to advise them that the case is subject to reactive transition without pause. The team leader will then refer the case to a reactive transition single point of contact (SPOC) who will complete the remaining system action.

Reactive Transition SPOC action

56. Open the **NRP Look Up Manual Handling** SR to view the information recorded in the SR and outcome of Manual Handling action.

57. In the case to which the paying parent look up refers, drill down on the **NRP Surname**, open the **More Info** tab and select **Reactive Transition Without Pause** from the drop down list in the **NRP Case Group Look Up Outcome** field. Populate the **NRP Look Up Reason** field by typing **NRP has Arrears Only Case-Group**.

Once this outcome has been recorded and the overnight batch has run this value must not be changed. This still applies even if changes are made to the 1993/2003 scheme case eg if the 1993/2003 scheme arrears only case has been closed.

58. Populate the **Legacy System** field by selecting **CCD/CS2/CSCS** from the drop down list and enter the paying parent Person ID or PIN into the **Legacy NRP Person ID** field.

59. The system will 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.

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 to complete a contingency process to ensure that reactive transition is correctly triggered, and any ongoing liabilities are ended at the correct effective date. Refer to Transition - Contingency for more information. Once this process is completed you should refer the case back to the team leader who referred it to you so that the applications caseworker can continue with the application.

60. In the case, open the **More Info** screen and select **Reactive Transition Without Pause** from the drop down list in the **Application Type** field also record the 1993/2003 scheme system type, case number and case ID.

You can now continue with the 2012 scheme application.

Once the outcome has been recorded in the application type field this must not be changed. This applies even if changes are made to the 1993/2003 scheme case eg if liability has ended for a different reason or if the 1993/2003 scheme case has been closed.

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