



## QC/ROC Adopted

A change of circumstances (CofC) is a change to a client's circumstances that results in an update to the system.

Changes relating to the adoption of a qualifying child (QC) or relevant other child (ROC) will be dealt with by caseworkers as business as usual.

Adoption of a QC or ROC can be reported by the receiving parent or paying parent. Adoption can also be identified through name or address changes reported by Her Majesty's Revenue and Customs (HMRC) through child benefit (CHB) records. This can happen at any time during the lifecycle of a case.

When a receiving parent or paying parent report that they are no longer the parent of a child in their household due to adoption, the change is accepted and the QC or ROC is removed from the case. Changes reported by HMRC are also treated this way. You can signpost the client to [Direct Gov CHB](#).

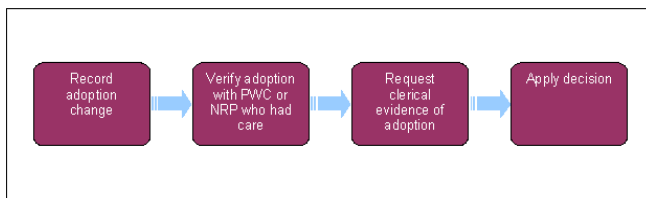
When a receiving parent reports the adoption of a ROC, the paying parent must be contacted to verify the adoption. When a paying parent reports the adoption of a QC, the receiving parent must be contacted to verify the adoption. If the change is not confirmed further evidence will be gathered.

 You must never refer to CHB as HMRC CHB to the client.

The caseworker will accept or decline the change depending on the evidence received. If the change is accepted it will result in the calculation of a new liability. If the adoption relates to the last remaining QC, the case will be closed.

The purpose of this activity is to investigate a change request for QC/ROC adopted and apply the appropriate decision to the 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 [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.

### Record adoption change



If a decision has been made to decline/reject a **Child Adopted** 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](#).



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

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

1. Access the contact summary screen and have the case details available.

2. Create a new service request (SR) and from the drop down lists select:

- **Process = Change Of Circumstances (CofC)**
- **Area = Change To Carer Role**

- **Sub Area = Child Adopted**

Update the **Sub Status** to **In Progress**.


When the information has been reported via the spreadsheet from HMRC also select:

- **Subject = PWC for QCs/NRP for ROCs**
- **Source = HMRC**


 No activity plan will generate when the source is HMRC

3. Record the effective date of the adoption and select the child this applies to.

 If the receiving parent reports that a qualifying child (QC) has been adopted or the paying parent reports that a relevant other child (ROC) has been adopted, record the date of adoption in the **Effective Date** field. Verification can be accepted verbally over the telephone or in writing.

 If the receiving parent reports that a ROC has been adopted or the paying parent reports that a QC has been adopted, record the date of adoption in the **Alleged Effective Date** field, as the other party must verify that the adoption has taken place.


4. If the adoption has been reported by the receiving parent/paying parent who had day to day care of the child, go to **step 24** and accept the information provided. This also applies for changes identified through Her Majesty's Revenue & Customs (HMRC) records.


 When speaking with the client, show sensitivity due to the nature of the change being reported. If a paying parent is reporting that their child has been adopted this may represent a stressful time. Your tone should be welcoming, helpful and reassuring.

### Verify adoption with the client who had day to day care of the child

5. Update the SR **Status** to **In Progress** to generate a new Activity Plan.

6.  Call the client who had day to day care of the child if they did not report the change themselves. Explain that you have been notified that the child has been adopted. Ask them to verify this and the date the adoption took place. Record the details into the **Evidence** applet.

 If the client who had day to day care of the child confirms the change over the telephone go to **step 24** as no further verification is required.

7.  If the call was unsuccessful, contact the client who had day to day care of the child in writing to confirm that the adoption has taken place. Send **CMSL9653** to the receiving parent or **CMSL9654** to the paying parent. Allow seven days for a response.

8. Update the SR with details of what evidence is expected and when it is due. View **Gather Record Evidence** and create a new entry. Record the following details:



- Requested evidence
- Requested date
- Due date


9. Update the SR **Status** to **Wait** and **Sub Status** to **Awaiting Evidence**. Once evidence is received the **Status** of the SR changes back to **In Progress**. Consider if SMS is appropriate - for more info refer to [SMS Text](#)

10. Record the response by updating the SR **Sub Status** to **PWC/NRP Confirms Adoption** or **PWC/NRP Declines Adoption**.

11. If the client who had day to day care of the child has verified the adoption go to **step 24**.

### Request clerical evidence of adoption

12.  If the client who had day to day care of the child has not verified the adoption call the client who reported the change. Explain that the adoption has not been verified. Ask the client to send in clerical evidence such as an adoption certificate or any formal legal documents. For more information refer to the Policy, Law and Decision Making Guidance. 




13.  If the call was unsuccessful, contact the client reporting the change in writing. Issue letter **CMSL9655** to the receiving parent or **CMSL9656** to the paying parent. Allow seven days for a response.

14. Update the SR with details of what evidence is expected and when it is due. View **Gather Record Evidence** and create a new entry. Record the following details:






- Requested evidence
- Requested date
- Due date

15. Update the SR **Status** to **Wait** and **Sub Status** to **Awaiting Evidence**. Once evidence is received the **Status** of the SR changes back to **In Progress**. Consider if SMS is appropriate - for more info refer to [SMS Text](#)

16. On the due date, check the case to see whether the client has responded. Complete the record in the **Gather Record Evidence** view to show whether the information has been returned.

17. If clerical evidence has been received go to **step 24**.
18. If clerical evidence has not been received contact a relevant third party to obtain this.
  -  A relevant third party could be an adoption agency or the adoptive parents.
19.  Call the third party. Explain that an adoption has been reported and ask them to send in clerical evidence.
20.  If the third party cannot be contacted by telephone issue a letter requesting evidence of the adoption. Allow seven days for a response.
21. Update the SR with details of what evidence is expected and when it is due. View **Gather Record Evidence** and create a new entry. Record the following details.
  - Requested evidence
  - Requested date
  - Due date
22. Update the SR **Status** to **Wait** and **Sub Status** to **Awaiting Evidence**. Once evidence is received the **Status** of the SR changes back to **In Progress**.
23. On the due date, check the case to see whether the third party has responded. Complete the record in the **Gather Record Evidence** view to show whether the information has been returned. Then update the SR **Sub Status** to **Third Party Verified** or **Third Party Not Verified**.

### Apply decision

24. If the adoption has been verified, update the **Resolution Code** to **CofC accepted**.
  -  If RP reported adoption of QC, or PP reported adoption of ROC, only the resolution code should be updated.
  -  If the adoption is accepted the system will generate new **perform calculation** SR to calculate the new liability. If the adoption is accepted for the last remaining QC, case closure will be triggered instead, refer to either [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) The system will then prompt you to send the appropriate letters. For more information on supersessions refer to the Policy, Law and Decision Making Guidance. 
25. If the adoption has not been verified, update the **Resolution Code** to **CofC Declined**. Send the the following letters, **CMSL9657** to the receiving parent when ROC adoption has not been verified and **CMSL9658** to the paying parent when QC adoption change has not been verified.
26.  Call the clients to notify them of the outcome. Depending on the outcome a new calculation may need to be completed, for more information refer to [Calculation - Post Initial](#).
  -  Inform clients of the result and explain why and how it has been made. Recognise that some clients might be unhappy with the outcome and treat them with sensitivity.

#### CMSL9653 We need more information in your child maintenance case

Letter to receiving parent asking for confirmation after it has been reported that qualifying child (QC) no longer lives with them.

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

#### CMSL9654 We need more information in your child maintenance case

Letter to paying parent asking for confirmation after it has been reported that relevant other child (ROC) no longer lives with them.

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

**CMSL9655 We need more information in your child maintenance case**

Letter to receiving parent asking for clerical evidence after they report a ROC no longer lives with the paying parent and the paying parent has failed to confirm change.

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

**CMSL9656 We need more information in your child maintenance case**

Letter to paying parent asking for clerical evidence after they report a QC no longer lives with the receiving parent and the receiving parent has failed to confirm change.

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

**CMSL9657 We will not change your child maintenance payments at this time**

Letter to receiving parent advising change request declined if they haven't provided evidence supporting their claim that a ROC no longer lives with the paying parent.

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

**CMSL9658 We will not change your child maintenance payments at this time**

Letter to the receiving parent advising change request declined if they haven't provided evidence supporting their claim that a QC no longer lives with the receiving parent.

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

[Calculation - Post Initial](#)

[Change - Address Details](#)

[Change - Carer Status - Receiving Parent Not Primary Carer Of QC](#)

[Change - Contact Details](#)

[Change - Name/Gender/DOB](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Terminology Changes](#)

**If the change is reported by HMRC will the caseworker need to obtain evidence?**

Yes the caseworker will need to contact the person who has day to day care of the child to confirm this.

**If the receiving parent reports that the QC has been adopted, will the caseworker need to obtain evidence from them?**

No if the adoption has been reported by the parent who has day to day care of the child, accept the information provided.