Department for Work & Pensions   Procedures ▸ Receiving Parent Repayments - Monitor

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Receiving Parent Repayments - Monitor

There may be instances when a repayment schedule needs to be set up to recover monies paid out to the receiving parent. This could include but is not limited to:

- If the case is closed with no arrears due, but payments have been made to the receiving parent which should have been reimbursed to the paying parent

- As a result of a parentage dispute where the alleged parent has made payments but is proven not to be the father

A maintenance caseworker will have completed the offline repayment schedule and this will have been issued to the receiving parent. A copy of the schedule will be viewable on the system. For more information refer to Repayment Schedule - Set Up.

The receiving parent will use their scheme client identification number (SCIN) to make repayments. Using the SCIN will cause the repayments to fall into suspense on the system in order for the suspense caseworker to assign to the payment to account for the Child Maintenance Group (admin) or in NI the division. The suspense caseworker will update the discrepancy log so that all future payments will automatically allocate to the receiving parent's payment to account.

The monitor receiving parent repayment process will be triggered each time a payment is due on any case with a clerical repayment schedule. The maintenance caseworker will need to set a regular (e.g. monthly) outlook calendar reminder to check payments received against the schedule and then update the schedule to reflect that payment has been made.

For more information refer to the Policy, Law and Decision Making Guidance ⚖
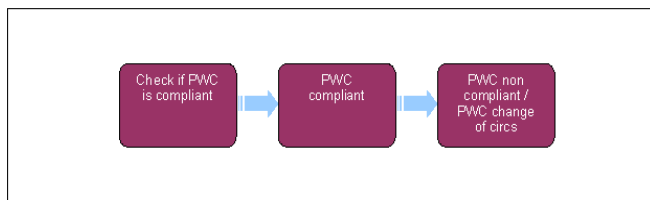
When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

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.

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Check if receiving parent is compliant

1. Check the receiving parent's account to determine that payment has been made as expected. To check the account:

   - Go to the **Contact Screen**

   - Select the **Query** button

   - Enter the scheme client Identification number (**SCIN**) or national insurance number (**NINO**) as a query parameter

   - Select the **Go** button. This will return the client record

   - Select the Last Name of the client record

   - Select the **Financial Accounts** sub tab

The payments are reassigned from suspense into the receiving parent's payment to account by the managing exceptions team and the payments will then reduce the overdraft on the system. The maintenance caseworker will look at the account balance to establish if a payment has been made, if no payment is showing, you will need to contact the managing exceptions team to check the suspense account as this is where all the receiving parent's payments originally assign to.

Receiving parent compliant

2. 🗔 If, following checking, you confirm that payment has been made and the receiving parent is compliant, update the receiving parent's offline (clerical) schedule, noting details of the payment received. This process should be repeated each time a payment from a receiving parent with a clerical repayment schedule is expected until the amount owed is fully repaid. Once repayment is complete, you will need to issue a confirmation letter to the receiving parent.

Receiving parent non compliant/receiving parent change of circumstances

3. If after checking the receiving parent's account balance you find out that the receiving parent is not keeping to the agreed repayment schedule, contact the receiving parent to ask why the repayments have stopped e.g. ask the receiving parent if they are now in receipt of a prescribed benefit. Where the receiving parent is experiencing difficulties meeting the repayment amounts, consider re-negotiating the amounts or extending the term of the schedule. If the receiving parent advises you that they are now in receipt of income support (IS) or income based jobseekers' allowance (JSA IB), confirm this by checking customer information system (CIS). The receiving parent can request that the schedule be suspended for the duration of their benefit claim period. If telephone contact is unsuccessful, send letter- CMSL3513 - receiving parent fails to pay agreed clerical schedule. Set a one month reminder in your outlook calendar to await a response. For more information on overdrafts refer to the Policy, Law and Decision Making Guidance

NICMS to replace Child Maintenance Group (CMG) in Northern Ireland

CMSL3513 We need to talk to you about your child maintenance payments

Letter to the receiving parent asking them to call in to find out why they haven't made agreed repayments of overpaid child maintenance in a closed case.

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

Receiving Parent/Payee Repayment Request - Create

Repayment Schedule - Set Up

Terminology Changes

When will the caseworker monitor receiving parent repayments?

Each time a payment is due on any case with a clerical repayment schedule.

If the payment is not showing on the system, what will the caseworker do?

The maintenance caseworker will need to contact the managing exceptions team to check the suspense account as this is where all receiving parent payments are originally assigned to.

What if the receiving parent is not keeping to the agreed repayment schedule?

Check if the receiving parent's circumstances have changed, if the receiving parent does not agree to make the repayment or does not respond within one month, consider writing off or reducing their overdraft.