



Reconciled - Receiving Parent/Paying Parent

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

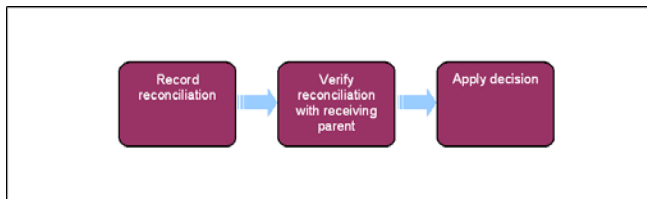
Changes will be dealt with by the caseworker who owns the case at the time the change is reported.

The purpose of this activity is to action a CofC where the receiving parent or paying parent report that they have reconciled. This change can be reported to the Child Maintenance Group (CMG) by telephone or in writing.

When a paying parent reports reconciliation the caseworker must verify this with the receiving parent. When a receiving parent reports this change the caseworker can proceed to case closure without any further verification.

When the reconciliation is verified it will be updated on the system. The case will be closed based on the date the receiving parent or paying parent reported they reconciled. If the reconciliation has not been verified, the change will be declined.

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



Always use the new terminology when speaking with clients. 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 reconciliation



If a decision has been made to decline/reject a **PWC/PEWC and NRP Reconciliation 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](#).

1. When a receiving parent or paying parent reports that they have reconciled, create the following service request (SR):

- **Process = CofC**
- **Area = Change To Carer Role**
- **Sub Area = PWC/PEWC and NRP Reconciliation**
- **Source = NRP or PWC**

2. Record the effective date of the reconciliation in the **Effective Date** field with the date the reconciliation was reported.



The effective date of reconciliation is the date the change has been reported.

3. If the receiving parent reported the reconciliation, discuss reconciliation explaining that the case will be closed. Consider any outstanding action on the case when estimating timescales and manage the clients' expectations on what will happen next. Go to **step 5**.



4. If the paying parent reported the reconciliation, explain that you need to confirm this with the receiving parent before updating the case. Manage the clients' expectations on what will happen next. Continue to **step 5**.




If the case is a paying parent application then confirmation can be taken from the paying parent. If the receiving parent reports the change confirmation is needed from the paying parent as claimant.



Verify Reconciliation With Receiving Parent

5. Update the SR **Status** to **In Progress**. When the receiving parent has reported the reconciliation, go to **step 11**. If the paying parent reported this go to **step 6**.

6.  Call the receiving parent and explain that the paying parent has reported reconciliation. Ask the receiving parent to verify the details provided by the paying parent. Record the outcome of the call and any details provided in the **Evidence** applet.
7.  If the call was unsuccessful, send **CMSL9605** to the receiving parent and 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 receiving parent response in the activity plan. Select either **PWC Confirms Change** or **PWC Declines Change** and update the SR **Sub Status** to **In Progress**.

Apply Decision

11. Set the SR **Sub Status** to **CofC Accept** if the outcome was **Clients Reconciled**. Select **CofC Decline** if the outcome was **Clients Not Reconciled**.
12.  If the reconciliation is confirmed update the **Resolution Code** to **CoC Accepted**, case closure work items will be generated and you will be prompted to issue the relevant letters. If the reconciliation is declined update the **Resolution Code** to **CofC Declined** and issue letters **CMSL9512** to the receiving parent and **CMSL9513** to the paying parent.

For more information on reconciliation refer to the Policy, Law and Decision Making Guidance 
13. Close the **NRP/PWC Reconciliation** SR by updating the **Status** to **Closed** and the **Sub Status** to **Completed**.
14.  Call the clients to give them an update once you have completed your action on the case. For more information refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).

CMSL9512 Your child maintenance payments will not change

Confirming to the receiving parent that they have not confirmed the paying parent's change request (reconciliation). Paying parent liability will continue as per the original agreement.

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

CMSL9513 Your child maintenance payments will not change

Inform paying parent that paying parent requested reconciliation change has been declined. Paying parent liability will continue as per the original agreement.

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

CMSL9605 We need to check some information with you

Inform receiving parent that paying parent has told us that they have reconciled with the receiving parent. Can they confirm the information that has been provided is correct?

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

[Change - Address Details](#)

[Change - Contact Details](#)

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

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

[Terminology Changes](#)

[What action should be taken on any arrears owed when the paying parent and receiving parent reconcile?](#)

When arrears action is needed; the system will generate a SR and send it to either the maintenance team or the payments team.