Department for Work & Pensions   Procedures ▸ Revision/Correction - Change To Benefit Details/Status

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Revision/Correction - Change To Benefit Details/Status

⚠️ There are different scenarios that require different approaches to changing a decision by a Revision or Correction.

- If a single accidental error is identified by a client 'in time' then the case must be Corrected using this procedure

- If an accidental error is identified internally (at any time), or by a client 'out of time' then the case must be Revised using this procedure

- If more than one accidental error is identified by a client, or a client raises a challenge (not an error) with other elements of a decision in addition to one or more accidental errors and is actioned 'in time' to request a Mandatory Reconsideration, the decision should be a Revision under Mandatory Reconsideration

- If a client is challenging any element of a decision then the decision should be a Revision under a Mandatory Reconsideration.

This procedure shows how to revise or correct a previous decision to change the paying parent's benefit details or status.

The revision/correction can be initiated by the client or customer information system (CIS). You need to obtain the required evidence and then carry out the revision/correction to correct the case.

This process will be dealt with by the owning caseworker at the time the revision/correction is identified.

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

⚠️ This process can only be completed if a CofC workitem was used to change the paying parents benefit details or status. If a CofC workitem was not used, a BAU SR will need to be actioned to complete the revision/correction. For more information refer to Change - Benefit Status/Details. Notes must be entered to the workitem explaining that it is a revision decision that has been made.
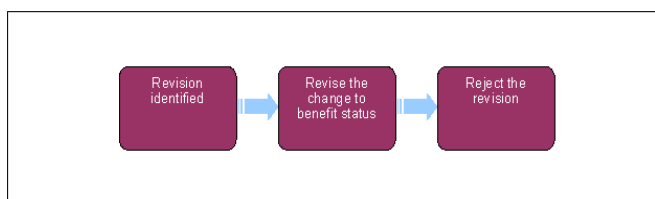
ℹ️ When speaking to clients always use the new terminology - for more information refer to Terminology Changes.

ℹ️ 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.

Revision/Correction identified

1. Gather additional information if you don't have enough evidence to continue.

2. 📞💬 If information is needed from the receiving parent or paying parent, ask them for the information needed to complete the revision. If the call is unsuccessful, send CMSL5402 to the receiving parent or paying parent.

3. Create a service request (SR) using;

   - **Process – CofC**

   - **Area – Revision/Correction**

   - **Sub Area – Benefit Details/Status**

   The **Source** is the person reporting the change. From the **Source** dropdown select their role on the case e.g. NRP or PWC.

   In the **CoC More Info** tab enter the details of the person the change relates to in the **Subject Details field**.

4. Update the SR **Status** to **In Progress**.

5. Suppress letters to both the receiving parent and paying parent, this prevents potentially incorrect correspondence being issued For more information refer to Outbound Contact - Suppress.

6. Record the revision/correction effective date, and update the **Notes** field ensuring that who reported the error is recorded, whether it was a Revision/Correction and whether it was initiated by the client or customer information system (CIS).

7. Go to **Benefit Summary** View and select the benefit record that is to be revised. Record if the change is **On Benefit** or **Off Benefit** using the SR **Sub Status** dropdown.

   - For off benefit changes go to **step 13**

   - For on benefit, continue from **step 8**

Revise the change to benefit status

8. Determine if the paying parent is claiming as an individual or if the paying parent is included in partner's claim and the paying parent's partner's details have been provided in the on benefit notification. From the drop down pick:

   - **No Partner Details** - If the paying parent is claiming as an individual and no partner details are held, go to **step 13.**

   - **Partner Details** - If the paying parent partner details are held or

   - **Receiving Partner Benefit** - paying parent's partner is receiving the benefit continue from **step 9.**

9. At this stage a manual lookup is required to identify the paying parent partner and record if the household is identified as a benefit household. Refer to Manual Handling 1993/2003 Scheme Lookup (Paying Parent Partner)

10. Dependant on the result of the paying parent partner lookup:

   - Household Identified - go to step 11

   - Household Not Identified - go to step 21

11. Trigger a scan within the Benefit Type Applet using the paying parent partner's NINO and trigger the system to pull the benefit award through. For more information refer to the Policy, Law and Decision Making Guidance

   i CIS will send information through the interface if the paying parent is on the partners claim.

12. If the paying parent's partner is a paying parent on 1993/2003 system, the case will transition across to the 2012 scheme. For more information refer to C3 Transition Overview.

13. Review the active benefit records and active deduction from benefit (DFB). Select one of the following outcome dropdowns:

   - **No Further Action** – used when no action is needed

   - **Maintain Existing DFB** – used when DFB is already set up

   - **Establish New DFB** – used when a new DFB is needed

   - **DFB Not Possible** – default method of payment from (MOPF) – used when DFB is not possible and a different MOPF is needed

   - **Decline Change Request** – used when the change request is declined

   - **End Current DFB** – used when the current DFB is to be ended

   - **End Date Benefit Record** – used when the benefit is to be ended

14. Record **Notes** for reason and decision made. You now need to obtain team leader (TL) approval in order to progress the case. Update the **Notes** field of the SR giving reasons for the revision/correction request, update the **Status** to **Pending Approval** and the SR **Sub Status** to **Pending Approval - TL**.

Team leader action

15. Open inbox work item and self allocate the SR. Open the SR and consider the revision/correction request, update the TL Approved and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate the SR back to the caseworker.
   For more information refer to the Policy, Law and Decision Making Guidance.

Caseworker action

16. If the TL has:

   - Rejected the change go to **step 21**

   - Accepted the change go to **step 17**

17. Manually update the **Resolution Code** to **Revision Accepted**. A workflow item is triggered that will carry out the necessary tasks of updating and creating other relevant SRs. The system automatically end date any benefit records that are no longer valid. Generate Payment work items, confirm the change to the Benefit Status and mark the SR as complete. For more information refer to DFB – set up.

18. The system may generate a Maintenance Calculation SR for the paying parent. For more information refer to Calculation – Non-HMRC.

   i Any payment SRs that have been generated must be completed before the revision/correction SR is completed.

   i When the P2P schedule has been created as a result of the change, 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

19. Remove the suppression and manually select the Suppressed Communications that need to be sent to the client:

- For a Revision send **CMSL5400** to confirm the change.

- For a Correction decision issue **CMSL5428** clerically.

20. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Reject the revision of the change to benefit status

21. If there is no benefit status identified for the paying parent or paying parent partner or the request for change is declined by the TL.

Select **Rejected** in the SR and manually update the **Resolution Code** to **Revision Rejected**. Remove the suppression, for more information refer to Outbound Contact - Suppress. Record the reason, issue CMSL5401 – refuse to revise letter and close the SR.

CMSL5400 – Important information about your child maintenance payments

Generic free-text template with optional paragraphs for a range of scenarios including both case closure and end of ongoing liability as well as cases with an ongoing child maintenance liability

If letter going to the paying parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If there is still unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to pay'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you need to make in future'

- If the revision will result in case closure, use the paragraph 'You do not need to make any further child maintenance payments'

- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made'

If letter going to the receiving parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If the paying parent still has unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to receive'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you should receive in future'
- If the revision will result in case closure, use the paragraph 'You will no longer receive any ongoing child maintenance payments for the above child'
- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received'

Once completed review the letter to ensure the correct information is provided.

CMSL5401 – Important information about your child maintenance payments

Generic refuse to revise template with free-text and optional paragraphs for any scenario where the request to revise is to be declined and the existing refusal to revise letter (CMSL5971) is not suitable

If letter going to the paying parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'
- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you must pay has not changed'

If letter going to the receiving parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'
- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'
- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'
- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you should receive has not changed'

Once completed review the letter to ensure the correct information is provided.

CMSL5402 – We need some information from you

Generic request for information in the Revisions process – to be issued when more information is required before a decision to revise or refuse to revise can be made.

Includes free text paragraph depending on nature of information required

Under the sub heading 'What this means for you' complete the free text area to inform the client what further information we require

Under the same heading

- If we need the client to contact us by telephone, use the paragraph 'The easiest way to give us this information is to phone us'
- If we need the client to send us information by post, use the paragraph 'Please send us the information we need'.

Once completed review the letter to ensure the correct information is provided.

Case Closure Overview

Calculation - Non HMRC

Calculation - Post Initial

Change - Benefit Status/Details

Change MOPF - Summary

DFB - Set Up

Legacy Transition Request (LTR) - Summary

Mandatory Reconsideration

Off Benefit

On Benefit

Outbound Contact - Suppress

Terminology Changes

What is the definition of "benefit household ?"

Either the paying parent or paying parent partner is IRO benefit, NB. The paying parent partner could also be a paying parent in their own right in a another case. In this scenario each member of the couple would have a liability equal to half the flat rate. Therefore the DFB will be split between case/s.