



Revision/Correction - Change To Employment 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', 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' 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 the [Mandatory Reconsideration](#) process.

This procedure shows how to change the paying parent's employment status to unemployed. Where a paying parent's case has not been updated to show an employment status of unemployed this allows you to complete the change and record it as a revision/correction.

Obtain the evidence from the paying parent or the paying parent's employer if appropriate, and carry out the revision to correct the case.

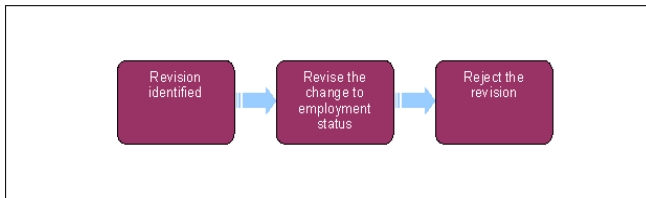
This process is dealt with by the owning caseworker at the time the revision/correction is identified.

All letters are locally printed and manually issued in this procedure.

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



If a paying parents employment status has been set to unemployed and needs to be revised, a change to income work item must be completed. For more information refer to [Change – Income](#).



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.

Details

Revision/Correction identified



Revision/correction of Employment Status does not remove un-employment. Where the decision has been made to update the client's status to un-employed, this now needs revised.

1. In the paying parent **Customer Profile** view add an end date next to the current income record of £0.00 in the **End Date** field and save. Follow the relating steps to re-entre the income.

Current Income/Best Evidence in place before un-employment status

2. Obtain the previous income used before the unemployment was put in place from the **Customer Profile** view **Income Employment Details History**.
3. Create a service request (SR) against the person reporting the change of income;
 - **Process = Change of Circumstance (CofC)**
 - **Area = Change to Employment/Income**
 - **Sub Area = Change Income**

The Source is the person who is reporting the change in the Last Name and First Name fields of the SR, from the Source dropdown select their role on the case e.g. NRP or PWC.

4. Record the reason for the revision/correction in the SR **Notes** field, ensuring that who reported the error is recorded and whether it was a Revision or a Correction.
5. Change the SR **Status** to **In Progress**, continue with **Record Change to Income**.
6. Select **Income Summary** view from the **CofC More Info** view.
7. Selecting **Modify**, record the effective date as the same date the original change to employment status was completed in the **Effective Date** field.



For Best Evidence select the **Dummy** employer account entitled **Best Evidence**.

8. Updating the SR **Sub Status** to **Further Evidence n/a**
9. Change the **Sub Status** to **New Income Verified**
10. To perform the check, select the **Tolerance Check** button in the SR. For more information refer to [Change - Income](#)

Tolerance breached

11. When tolerance has been breached, update the **Activity Plan Outcome** and the SR **Sub Status** to **CofC Accepted**
12. Update the **Resolution Code** to **CofC Accepted**
13. A **Perform Calculation** SR is generated automatically to recalculate the liability amount.
14. If the **Perform Calculation** SR has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation - Post Initial](#) to complete the **Perform Calculation Checks**
15. Send the relevant communication to both clients:
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428**
16. Set the **Status** to **Closed** and the **Sub Status** to **Complete**

Tolerance Not breached



If tolerance did not breach but the figure is to be implemented, tolerance will need to be over-ridden.

17. Complete a [Revision/Correction - Change Income](#) to over-ride tolerance.



Ensure the correct income is implemented from the revised date.

18. Send the relevant communication to both parties:
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428**



If the Annual Review has been updated in the meantime, this means that the current income update now didn't breach tolerance, refer to the [Change Income](#) Procedural Exception - HMRC Income, was updated at the Annual Review from step 8 to over-ride the tolerance and update relevant effective date. Then complete the steps to add the new HMRC back in from Annual Review.

HMRC Income in place before un-employment status update



If there was HMRC income in place before the change to employment status was completed, this can be replaced.

19. Manually create a **Perform Calculation** SR to update the effective date to the same as the un-employment status decision, refer to [Calculation - Post Initial](#)
20. If the **Perform Calculation** SR has used Historic or Current Income go to the **Procedural Exceptions** tab in [Calculation - Post Initial](#) to complete the **Perform Calculation Checks**
21. Send the relevant communication to both parties:
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428**



If Annual Review has been updated in the meantime, raise an incident with AAC so that it can be referred to TCS to provide case specific guidance on how to progress.

DMD in place before un-employment status update



If there was a DMD in place before the change to employment status was completed and this can't be replaced by a current income or best evidence decision.

22. Manually create **Perform Calculation** SR to update the effective date to the same as the un-employment status decision. Refer to [Calculation - Post Initial](#)
23. If the **Perform Calculation** SR has used Historic or Current income, go to the **Procedural Exceptions** tab in [Calculation - Post Initial](#) to complete the **Perform Calculation Checks**
24. Send the relevant communication to both parties:
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428**

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 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 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.

[Calculation - Non HMRC](#)

[Change Employment Status](#)

[Mandatory Reconsideration](#)

[Outbound Contact - Suppress](#)

[Terminology Changes](#)