



## Revision/Correction - Change To Income



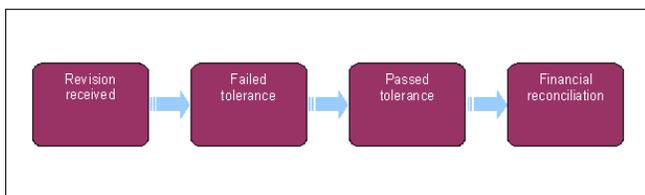
There are various scenarios which require different approaches to changing a decision by a Revision or Correction.

- 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 revise or correct a previous decision to change the paying parent's income. The income amount is revised, tolerance applied and a maintenance calculation completed.

This process is 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. 



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.

### Revision/Correction received



When an initial calculation, default maintenance decision (DMD), best evidence calculation, estimation of earnings or annual review has been made on a case and needs to be revised due to new information from the client/s, complete a change to income SR. For these changes and revising an Estimation of Earnings refer to [Estimation of Earnings Tool](#) and [Change - Income](#) to complete.



If historic (HMRC) income has been used in an assessment, the figure cannot be revised via a revision of income SR. A revision of income SR can only revise current/notional income records. To revise HMRC income information use the change to income SR. Refer to [Change - Income](#). To revert to income back to HMRC historic income.

- In the paying parent **Customer Profile** view add an end date the same as the start date next to the current income record of £0.00 in the **End Date** field and save.
- Manually create and complete a **Perform Calculation** SR which will place the paying parent back on the HMRC historic income. For more information refer to [Calculation - Post Initial](#) to complete the **Perform Calculation Checks**.
- If tolerance did not breach but the figure is to be implemented, override tolerance  
Go to **step 16**.

For revision/correction of income continue to **step 1**. Where the revision/correction is for a change to the effective date or both effective date and income proceed directly to **Step 4**.



Where the effective date needs to be amended to a future date you will need to ensure the date has passed before implementing the change. You will then be required to complete the manual adjustments detailed in [Calculation - Post Initial](#).

1. If a service request (SR) has not already been raised, create one as follows:

- **Process = CofC**
- **Area = Revision/Correction**

- **Sub Area = Revise Income**
- **Source = Select the source of information**

Link the SR to the case and complete the Subject Last Name in the Subject Details applet.

2. Update the SR **Status** to **In Progress** to generate activities.
3. Go to the **Revision Tolerance Details** applet and select the pick applet within the **Tolerance Check Income Type** field. This shows different income amounts for the paying parent, select the income you want to revise. Go to the **step 8**.
4. If the effective date needs to be amended and there is a change in income, complete the SR below using the correct effective date:

- **Process = CofC**
- **Area = Change Employment/Income**
- **Sub Area = Change Income**

 Where the effective date and the income needs to be amended, ensure the new income amount is updated. Where only the effective date needs to be amended, use the same income previously held. The effective date should be checked to ensure it is correct. This field is editable and should be updated if incorrect.

 Tolerance may not breach when completing the change to income service request, however, this SR will need to be completed first and then the Revision/Correction SR will be completed to override tolerance.

5. Update the **Resolution Code** to **CofC Accepted** - this will create the notional income record.
6. Change the **Status** to **Closed** and the **Sub Status** to **Complete** to close the Change Income service request. Tolerance now needs to be over-ridden, complete the Revision to Income SR from **step 7** of this procedure, ensuring that tolerance is overridden as per **steps 13 and 14**.
7. Suppress letters to both the receiving parent and the paying parent, this prevents potentially incorrect correspondence being issued. For more information refer to [Outbound Contact - Suppress](#).
8. Select **Go to Income Summary View** and select the **Revised income** button. Highlight the income you want to change and select **OK**.

 If more information is required attempt to call the receiving parent or paying parent. Issue CMSL5402 if telephone contact is unsuccessful. When verification received consider if SMS is appropriate - for further info refer to [SMS Text](#)

9. Amend the income record in the **Verified Income Details** applet by over-typing with the correct income amount and save the record. Scroll up the screen and update any pension amount in the **New Private Pension Details** applet, save the record.
10. Update the **Source** field and record the reason for the revision/correction in the SR **Notes** field, ensuring that details of who reported the error is recorded and whether it was a Revision or a Correction.
11. Select the income you want to apply tolerance against in the **Tolerance Check Income Type** field and press the **Tolerance Check** button to apply the 25% income tolerance check.

 The system will assess whether the amended income is 25% different to the current income figure used in the liability. If multiple errors are identified across multiple changes, multiple revisions must be made to correct the case. If the difference is 25% or more the revised income figure will be taken into account (tolerance passed). If the difference is less than 25% no change will be applied (tolerance failed).

12. Complete the Activity Plan.

### Failed Tolerance

 If the change does not pass tolerance, you can choose to override the system tolerance.

13. If you want to override the tolerance go to **step 14**, if not go to **step 15**.
14. Check the **Override Tolerance** tick box.

### Passed tolerance

15. Team leader (TL) approval is required in order to progress the case. Update the **Notes** field of the SR giving reasons for the revision/correction request and set the **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**.

#### Team Leader action

16. Open inbox work item and consider the revision 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

17.  If the revision/correction request has been approved, go to **step 18**. If it has been rejected, record the reason in the **Comments** box, update the **Sub Status** to **Revision Declined**, issue **CMSL5401** to both parties before updating the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

18. Update the **Sub Status** to **Revision Accepted** and the **Resolution Code** to **Revision Accepted**.



The system automatically ends the current income record and creates new current income and notional income records with the revised amount.

19. A **Perform Calculation** child SR will be automatically generated. For more information refer to [Calculation - Post Initial](#).



Update the end date using the day before the Effective Date plus 1 year into the **Calc End Date** field for an assessment to generate.

## Financial reconciliation

20. In the **Financial Accounts** tab, review the Financial Account Status across the affected casegroup to see whether financial reconciliation is required or not (e.g. the making of nonstandard payments in the event of over and underpayments).
21. Create **Payment** SR as appropriate to manage financial reconciliation across the casegroup. In the event of an overpayment, please refer to [Direct Pay Overpayment - Underpayment](#).
22.  Remove the suppression and manually select the suppressed communications that need to be sent to the client. For more information refer to [Outbound Contact - Suppress](#).
- For a Revision send **CMSL5400** to confirm the change.
  - For a Correction decision issue **CMSL5428** clerically.
23. Change the SR **Status** to **Closed**.

Replace CMG with NICMS.

### [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.

Calculation - Post Initial

Change - Income

Change - MOPF

Income - Current - Periodic check

Mandatory Reconsideration

Outbound Contact - Suppress

Receiving Parent /Payee Repayment Request - Create

Payment - Non Standard

Terminology Changes

Does an extra day need to be included in the daily rate calculations for a leap year?

No, this is not necessary.

Annual liability is always calculated using the number of days to the next annual review multiplied by the daily rate of liability. For a leap year this is the same principle as the system recognises the number of days will be 366 instead of the standard 365.