



Revision/Correction - Change To Shared Care



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 revise or correct a previous decision to change the shared care in a case.

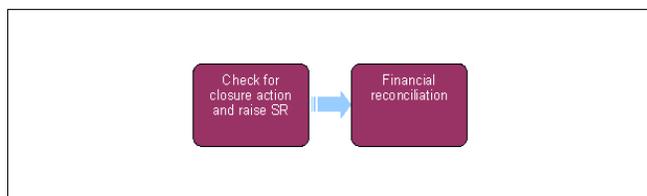
During this procedure the shared care bands are revised and then liability and/or arrears balance is re-calculated appropriately from the revision/correction effective date.

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. 



This process can only be completed if a CofC workitem was used to change the shared care on a case. If a CofC workitem was not used, the BAU workitem will need to be completed to complete the revision/correction. For more information refer to [Change - Shared Care Of QC](#). Notes must be entered to the workitem explaining that it is a revision/correction decision that has been made.



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.

Check for closure action and raise service request

1. If there is not an outstanding service request (SR), raise one using:
 - **Process – CofC**
 - **Area – Revision/Correction**
 - **Sub Area – Revise Shared Care**
2. 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**. Record the receiving parent's details in the **Subject Contact** applet and select **PWC** from the **Subject Type** dropdown. The qualifying child's details must also be added at this point.
3. Suppress letters to both the receiving parent and the paying parent, to prevent potentially incorrect correspondence being issued. For more information refer to [Outbound Contact - Suppress](#).
4.   Call the receiving parent or paying parent if more information is required. CMSL5402 can be issued if the call is unsuccessful. When verification received consider if SMS is appropriate - for further info refer to [SMS Text](#)
5. Record the new revision/correction effective date.
6. Check to see if closure action has been started on the case by viewing the other SRs in the **Related SR** tab.
7. If closure action has started, there may be the need to stop or pause the closure. For more information refer to [Close Case - Reverse/Revise](#).

 Stopping closure will be used when revising the shared care status and the closure is no longer appropriate. Pause will be used when revising the effective date and the closure will continue after the revision/correction is complete.

8. Select the **Shared Care Band from History** mvg button or tick the **Revise Current Active Band** box if revising the last shared care decision to be revised. Complete all the relevant **Shared Care Details** fields in the SR.

 In the **Exceptional Weeks Without NRP** field, enter the value as zero. A subsequent system release will remove this field.

9. Update the **SR Status** to **In Progress**.
10. Record the reason for the revision/correction in the **Shared Care SR Notes** field, ensuring who reported the error is recorded and whether it was a revision or correction.
11. Enter the appropriate response in the **Apply To All QC's** dropdown. If the same decision applies to all QCs enter a **Y** for yes, if it only applies to one or some of the QCs enter an **N** for no.
12. Team leader (TL) approval is required in order to progress the case. Update the **Notes** of the SR giving reasons for the revision/correction request, set the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval - TL**.

 Assumption of shared care should only be considered if no agreement other than the fact that shared care is present between the two parties can be reached. The ability to use the assumption rules should be used as a negotiation tool to encourage the two parties to come to an acceptable arrangement. For more information on the policy rationale refer to Policy, Law and Decision Making Guidance. 

Team leader action

13. Open the SR through the **Approval Inbox** and check the flag next the shared care band button. This will then show the current shared care band. If the box is not ticked, the historic shared care band will be visible. Consider the revision/correction request i.e. has the appropriate Mandatory Reconsideration action been taken, was there a previous CofC SR for this revision/correction, check appropriate notes have been added - checking both the original decision and the revision/correction. Update the inbox SR to **Approved** or **Rejected**, if rejecting, update the **Comments** box with the reasons for the decision. For more information on revisions refer to the Law and Policy Handbook.

Caseworker action

14.  If the revision/correction request has been approved, go to **step 15**. If it has been rejected, record the reason in the **Comments** box and issue **CMSL5401** to both parties, update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.
15. Update the **Sub Status** to **Revision Accepted** and the **Resolution Code** to **Revision Accepted**. Using the back dated maintenance calculation Child SR the system has created, restore the ongoing maintenance (OGM) and update the arrears balance. All of the information should be held, you just need to check and finish the SR. For more information refer to [Calculation - Post Initial](#). Ensure that within the SR you select the paying parent as the **Source**.

 If the revised effective date is after the existing effective date, manually generate the perform calculation SR. 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**.
If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation - Non-HMRC](#) to complete the **Perform Calculation Checks**.

16.  At this stage it may be appropriate to call the receiving parent to obtain a method of payment to (MOPT) and the paying parent to obtain a method of payment from (MOPF), as the details may not have been retained if the case has been closed or if you have reason to believe they may be outdated. For more information refer to [Change MOPT - Summary](#) or [Change MOPF - Summary](#) in related items.
17. In the **Financial Review** tab, review the financial account status across the affected case group to see whether financial reconciliation is required or not (e.g. the making of non-standard payments in the event of over and under payments).
18. Create payment SR/s as appropriate to manage financial reconciliation across the case group. Each business as usual (BAU) work item is generated as a child of the parent revision work item. For more information refer to [Payment - Non Standard](#) and [PWC/Payee Repayment Request - Create](#).
19.  Remove the suppression and manually select the suppressed communications that need to be sent to the client. For more information on suppression refer to [Outbound Contact - Suppress](#).
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
20. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

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 - Non HMRC](#)

[Calculation - Post Initial](#)

[Change MOPF - Summary](#)

[Change - Share Care Of QC](#)

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

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

[Close Case - Reverse/Revise](#)

[Mandatory Reconsideration](#)

[Outbound Contact - Suppress](#)

[Payment - Non Standard](#)

[PWC Payee Repayment Request - Create](#)

[Terminology Changes](#)