Department for Work & Pensions   Procedures ▸ Revision/Correction - Death

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Revision/Correction - Death

⚠️ 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 outlines the process for amending an effective date of the death of a contact or re-instating the status of a contact in the event of a successful challenge or notified error. For the purpose of this procedure, a contact (also referred to as the child or client) is the qualifying child (QC), relevant other child (ROC), child in family based arrangement (CIFBA), receiving parent or paying parent.

When a call is received to ask Child Maintenance Group to revise/correct a recorded date of death or re-instate a contact on the system consider the following:

- apologise if we got it wrong and advise the caller we will put things right

- apply sensitivity as this may be an emotive time for them

In revising the effective date of death the Child Maintenance Group accepts that the contact is deceased but that the date recorded as the date of death is inaccurate. The associated arrears balance is automatically corrected on the system across multiple case groups where they exist.

In revising/correcting the client status and re-instating the contact on the system, the Child Maintenance Group accepts that the contact is not deceased. The contact, case and case group is reinstated on the system. This leads to an automatic restoration of liability and any associated arrears accrued whilst the contact was recorded as deceased.

Any money previously written off must be reinstated. For guidance refer to Arrears - Reversal of write off.

This process is completed by all caseworkers as a change of circumstances in all areas of the business.

⚠️ Revisions/corrections should be made within 30 days after the date the decision was made however there are exceptions to these rules. For details of revisions/corrections refer to the Policy, Law and Decision Making Guidance. ⚖️

ℹ️ If a Revision of Death SR is generated stating the client or child is alive and none of the original death notification SRs have been actioned, close and cancel all of the SRs and progress the case as per business as usual.

If the death notification SR has been actioned, or if the change is reporting a change to the originally reported date of death, progress the Revision of Death SR following this procedure.

Record change

1. Select the contact details and generate a service request (SR) as follows:

    - **Process = CoC**

    - **Area = Revision/Correction**

    - **Sub-area = Revise Client/Child Death (Child Death for QC or ROC/CIFBA and Client death for RP or PP)**

    - **Source** = the person reporting the change

    - **Subject** = the contact the change relates to

2. Drill down into the SR, assign to the appropriate case and record the source of the change.

3. Update the subject details in the subject applet and set the SR **Status** to **In Progress**.

    ℹ️ If the **Existing Date of Death** field is not populated, you will need to check historic SRs for the client to retrieve this and enter it manually.

4. A suppression work item is automatically generated by the system, complete this for both the receiving parent and the paying parent to prevent potentially incorrect correspondence being issued. For guidance refer to Outbound contact - suppress.

5. Record the reason for the revision/correction in the CofC SR Notes field, ensuring who reported the error is recorded and whether it was a revision or a correction.

6. Obtain team leader approval for the revision/correction, update the **Status** to **TL Approval** and the **Sub Status** to **Pending Approval TL**.

7. Where the team leader approves the revision/correction, update the **Sub Status** to **Revision Accepted**. If the team leader does not approve the revision/correction, update the **Sub Status** to **Revision Declined**, and issue letter **CMSL5401** to both clients, before updating the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

8. Select the relevant **Sub Status** from the following options and then proceed to the required section below:

   - **Closed** (if case is now closed) **- Revise Effective Date** (If revision relates to QC, PP or RP death)

   - **Closed** (If case is now closed) **- Revise Child status** (If revision relates to QC death) or **Client Status** (If revision relates to PP or RP death)

   - **Open** (If case remains open) **- Revise Effective Date** (If revision relates to QC or ROC death)

   - **Open** (If case remains open) **- Revise Child Status** (If revision relates to QC or ROC death)

9. Where further information is required, call the receiving parent or the paying parent. If contact is not possible issue letter **CMSL5402** to request the required information.

Case Closed - Revise Effective Date

10. Generate and complete a Reversal of Case Closure SR, as a Child SR of the Revision/Correction SR. For more information please refer to Close Case Reverse - Revise.

11. Navigate back to the Revision/Correction SR, and update the **Resolution Code** to **Revision Accepted**, and complete the Perform Calc Child SR's.

12. Generate and complete a Death of Client or Death of QC SR as a Child SR of the Revision/Correction SR. For further information please refer to Death QC or Death of Client. Ensure the revised effective date is applied to this SR.

13. Complete the Perform Calc SR which is automatically generated at this stage.

14. Go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.

15. Issue confirmation of revision/correction letters to both parties:

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

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

16. Once all the actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

17. Generate and complete a review suppression SR to remove suppression. For guidance refer to the section titled **Remove/amend suppression** in Outbound contact - suppress.

Case Closed - Revise Child/Client Status

18. Generate and complete a Reversal of Case Closure SR, as a Child SR of the Revision/Correction SR. For more information refer to Close Case Reverse - Revise.

19. Navigate back to the Revision/Correction SR, and update the **Resolution Code** to **Revision Accepted**, and complete the Perform Calc Child SR's.

20. Complete the **Perform Calc SR** which is automatically generated at this stage.

21. Go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.

22. Issue confirmation of revision letters both parties:

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

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

23. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

24. Generate and complete a review suppression SR to remove suppression. For guidance refer to the section titled **Remove/amend suppression** in Outbound contact - suppress.

Case Open - Revise Effective Date

25. Update the **Resolution Code** to **Revision Accepted**, this will re-activate the child on the system.

26. Generate a Client/QC/ROC Death SR as a Child SR of the Revision SR. For further information please refer to Death QC, Death ROC, Death Client. Ensure the revised effective date is applied to this SR.

27. Complete the **Perform Calc SR** which is automatically generated at this stage.

28. Go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.

29. Issue confirmation of revision letters to both parties:

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

   - For a Correction decision issue **CMSL6328** clerically

30. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

31. Generate and complete a review suppression SR to remove suppression. For guidance refer to the section titled **Remove/amend suppression** in Outbound contact - suppress.

Case Open - Revise Child/Client Status

32. Update the **Resolution Code** to **Revision Accepted**, this will re-activate the child/client on the system.

33. Complete the **Perform Calc SR** which is automatically generated at this stage.

34. Go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.

35. Issue confirmation of revision letters to both parties:

   ■ For a Revision decision send **CMSL5400** to confirm the change

   ■ For a Correction decision issue **CMSL5428** clerically

36. Once all actions have been completed, update the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.

37. Generate and complete a review suppression SR to remove suppression. For guidance refer to the section titled **Remove/amend suppression** in Outbound contact - suppress.

Content Editor

Replace all references to Child Maintenance Group (CMG) with Northern Ireland Child Maintenance Service (NI CMS).

All letters produced are Northern Ireland versions

When issuing CMSL5400 in Northern Ireland, the sub section reads Article 18 of the Child Support (NI) Order 1991

CMSL5401 Your request for a change of circumstances has been declined

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 - Important information about your change request

Generic request for information in the revision 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 the nature of the 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 easieest way to give us this information is to phone us'

- If we need the client to send information by post, use the paragraph 'Pease send us the information we need'

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

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 on going liability as well as cases with an on going 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 on going 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.

Related Items

Arrears - Reversal of write off

Case closure - Revise/Reverse

Outbound contact - suppress