Department for Work & Pensions   Procedures ▸ Revision/Correction - FTE Status (ROC/CIFBA)

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Revision/Correction - FTE Status (ROC/CIFBA)

⚠️ 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 remove a relevant other child (ROC) or child in family based arrangement (CIFBA) from full time education (FTE)

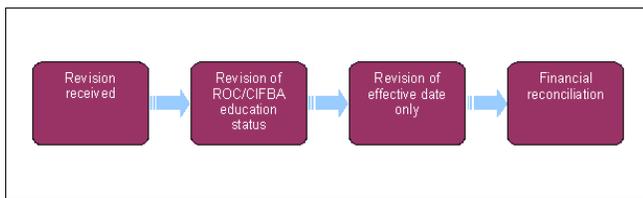- Revise or correct a previous decision to return a ROC or CIFBA to FTE

The revision/correction will need to be carried out to correct the case and then decide if financial reconciliation is needed and create the payment.

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 remove a ROC/CIFBA from full time education. If a CofC workitem was not used, complete the BAU workitem to complete the revision/correction. For more information refer to Child Leaves Full Time Education - ROC. 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 received

1. Create a service request (SR) using;

   - **Process = CofC**

   - **Area = Revision/Correction**

   - **Sub Area = ROC Not In FTE**

2. From the **Source** select **NRP**.

   The **Source** is the person reporting the change. From the **Source** dropdown select their role on the case e.g. NRP.
   In the **Subject Details** section enter the details of the paying parent in the **NRP Details** field, the **Subject Type** will then automatically update to **NRP**.

3. In the **ROC/CIPA** section enter the details of the child.

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

5. 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.

6. Update the **Source of Revision** and the **Resolution Action** with the relevant information.

7. 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 correction.

8. Obtain team leader approval for the revision/correction. Update the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval TL**.

9. Where the team leader approves the revision/correction, update the **Sub Status** to **Revision Accepted**. Where the team leader does not approve the revision/correction, update the **Sub Status** to **Revision Declined**, and issue a **CMSL5401** letter to both parties.

10. Select the relevant Sub Status, and proceed to the section below as required.

    - **Open - Revise Effective Date**

    - **Open - Revise Child Status**

11. If further information is required, call the receiving parent or paying parent. If contact is not possible issue letter **CMSL5402**. When verification received consider if SMS is appropriate - form more info refer to SMS Text

Open - Revise Effective Date Only

12. Update the **Resolution Action** and **Source of Revision** fields with relevant information.

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

14. Generate a **ROC Not in FTE** SR as a Child SR of the Revision/Correction SR. For further information please refer to Child Leaves Full Time Education - ROC. Ensure the revised effective date is applied to this SR.

15. Complete the **Perform Calc SR** automatically generated at this stage.

16. 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**.

17. 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 decision issue **CMSL5400** to both parties to confirm the change

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

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

Open - Revise Child Status

19. Update the **Resolution Action** and **Source of Revision** fields with relevant information.

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

21. Complete the **Perform Calc SR** automatically generated at this stage.

22. 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**.

23. 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 decision issue **CMSL5400** to both parties to confirm the change

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

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

CMSL5400 Revisions and corrections - letter to advise of revision

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

Under the sub-heading 'Important information about your child maintenance payments' select the following paragraph if required:

- Revision was necessary due to (service name/s) error

If the letter is going to the paying parent

Under the heading 'What this means for you' the first paragraph is set as default, remove if not required and select one of the following paragraphs:

- This revision means your child maintenance payments will change (default)

- This revision will not change your child maintenance payments

- This revision means we will close your child maintenance case from insert the effective date of the change in the freetext field

- However, you still have unpaid child maintenance to pay

- We will write to you separately to tell you how this will affect your future child maintenance payments

Under the heading 'What happens next' the first paragraph is set as default, remove if not required and select one of the following paragraphs:

- 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

- You do not need to make any further child maintenance payments

- We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made

- Revision was necessary due to (service name) error

If the letter is going to the receiving parent

Under the sub-heading 'What this means for you' the first paragraph is set as default, remove if not required and select one of the following paragraphs:

- This revision means your child maintenance payments will change (default)

- This revision will not change your child maintenance payments

- This revision means we will close your child maintenance case from insert the effective date of the change in the freetext field

- However, you still have unpaid child maintenance to receive

- We will write to you separately to tell you how this will affect your future child maintenance payments

Under the heading 'What happens next' the first paragraph is set as default, remove if not required and select one of the following paragraphs:

- 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 (default)

- You will no longer receive any ongoing child maintenance payments for the above child

- We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received

All other fields in this letter are system generated. Once completed review the letter to ensure the correct information is provided.

CMSL5401 Revisions and corrections - refusal to revise

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 the letter is going to the paying parent

Under the heading 'what this means for you' the first paragraph is set as default, remove if not required and select from the following paragraphs:

- This means your child maintenance payments will not change (default)

- This means we will not re-open your child maintenance case

- This means we will not change the date on which we closed your child maintenance case

- This means the amount of unpaid child maintenance you must pay has not changed

If the letter is going to the receiving parent

Under the heading 'what this means for you' the first paragraph is set as default, remove if not required and select from the following paragraphs:

- This means your child maintenance payments will not change

- This means we will not re-open your child maintenance case

- This means we will not change the date on which we closed your child maintenance case

- This means the amount of unpaid child maintenance you should receive has not changed

The following paragraph is set as default, remove if not required:

- what to do if you disagree with this decision or think it is wrong

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

Child Leaves Full Time Education - ROC

Mandatory Reconsideration

Outbound Contact - Suppress

Payment - Non Standard

Receiving Parent/Payee Repayment Request - Create

Terminology Changes