



Revision/Correction - New QC



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 add a new qualifying child (QC) to the receiving parent's household.

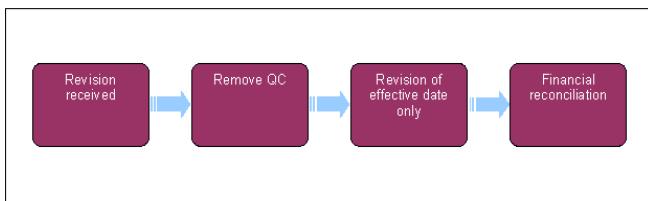
The revision/correction will need to be carried out to correct the case and then decide if financial reconciliation is needed and create the payment.

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 add a new QC to the case. If a CofC workitem was not used, a BAU workitem will need to be actioned to complete the revision/correction. For more information refer to [Existing Case - New 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.

Revision/Correction Received

1. Create a service request (SR) using the following values:

- **Process = CofC**
- **Area = Revision/Correction**
- **Sub Area = New QC**

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

2. 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](#).
3. Populate the **Effective Date** field with the original incorrect date.
4. In the SR populate the **Revision Details** field with the **Source of Revision** and **Resolution Action**, selecting the relevant option from both of the drop down lists.
5. Record the reason for the revision/correction in the 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 **Pending 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**. Continue to **step 8**. If the team leader does not approve the revision/correction, update the **Sub Status** to **Revision Declined**, and issue a **CMSL5401** revision declined letter to both parties, before updating the SR **Status** to **Closed**, and the **Sub Status** to **Complete**.
8. Select the relevant **Sub Status** from the following options:

- Open - Revise Effective Date
 - Open - Revise Carer Status
9.  If further information is required, call the receiving parent or paying parent, if the call is unsuccessful issue letter **CMSL5402**. When verification received consider if SMS is appropriate - form more info refer to [SMS Text](#)

Revise Effective Date

10. In the Revision Details applet of the work item, update the **Source of Revision** and **Resolution Action** fields with relevant information.
11. Update the **Resolution Code to Revision Accepted**.
12. Complete the **Perform Calc SR** automatically generated at this stage.
13. 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**.
14. Generate and complete a **New QC SR**. For further information refer to [Existing Case - New QC](#). ensuring the revised effective date is applied to this SR.
15.  Remove the contact suppression and manually select the suppressed communications that need to be sent to the client. For more information on removing contact suppression refer to [Outbound Contact - Suppress](#).
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
16. Once all actions have been completed, update the SR **Status to Closed**, and the **Sub Status to Complete**.

Revise Child Status

17. In the Revision Details applet of the work item, update the **Source of Revision** and **Resolution Action** fields with relevant information.
18. Update the **Resolution Code to Revision Accepted**, this will remove the child from the case
19. This will automatically generate either a **Perform Calc SR**, or a **Case Closure SR** depending on whether this is the only/last QC in the case. For more information refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#).
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**.
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**.
21.  Remove the contact suppression and manually select the suppressed communications that need to be sent to the client. For more information on removing contact suppression refer to [Outbound Contact - Suppress](#).
 - For a Revision decision send **CMSL5400** to confirm the change
 - For a Correction decision issue **CMSL5428** clerically
22. Once all actions have been completed, update 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 free text 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 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**Close Case (Collect and Pay)****Close Case (Direct Pay)****Existing Case - New QC****Mandatory Reconsideration****Outbound Contact - Suppress****Payment - Non Standard****Receiving Parent/Payee Repayment Request - Create****Terminology Changes****Why is it important to suppress notifications once we have identified the need for a revision?**

Any letters generated before the revision has been completed could be incorrect and have a negative impact on the client or their relationship with the child maintenance group.