Department for Work & Pensions   Procedures ▸ Revision/Correction - New ROC/CIFBA

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Revision/Correction - New 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 will show how to revise or correct a previous decision to add a new relevant other child/child in family based arrangement (ROC/CIFBA) to the paying parent's case.

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

It will be dealt with by the owning caseworker at the time the revision is identified.

For more information refer to the Policy, Law and Decision Making Guidance ⚖️

⚠️ This process can only be completed if a CofC work item was used to add a new ROC/CIFBA to the case. If a CofC work item was not used, a BAU work item will need to be actioned to complete the revision/correction. For more information refer to Existing Case - New ROC. Notes must be entered to the work item explaining that it is a revision/correction decision that has been made.
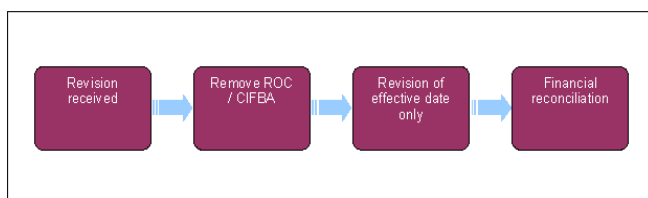
ⓘ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

ⓘ 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;

   - **Process = CofC**

   - **Area = Revision/Correction**

   - **Sub Area = New ROC**

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

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

3. In the New ROC/CIFBA applet add in the details of the ROC/CIFBA who is to be removed by selecting the **Last Name** button. The revision/correction process mirrors the original action taken when adding the ROC/CIFBA. The system will recognise that the ROC/CIFBA already exists in the case and will not add the ROC/CIFBA again, but allow you to remove it.

4. Update the SR **Status** to **In Progress**. This will generate the activity plan for you to follow.

5. Suppress letters to both the receiving parent and the paying parent, this prevents potentially incorrect correspondence being issued. For more information on removing suppression refer to Outbound Contact - Suppress.

6. Populate the **Effective Date** field with the **original incorrect date** then update the **Revision Details** applet, **Source Of Revision** and the **Resolution Action**

7. Record the reason for the revision/correction in the **Cof C** SR **Notes** field, ensuring that 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**. If the team leader does not approve the revision/correction, update the **Sub Status** to **Revision Declined**, and issue the decline letter **CMSL5401** before updating the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

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

    ▪ **Open - Revise Effective Date**

    ▪ **Open - Revise Carer Role**

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

Revise Effective Date

12. Update the **Resolution Code** to **Revision Accepted**

13. Complete the **Perform Calc SR**, if the SR has not automatically generated at this stage manually create the **Perform Calculation** SR. For more information refer to Calculation - Post Initial

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

14. 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**.

15. Generate and complete a **New ROC in NRP Household** SR. For further information please refer to Existing Case - New ROC/Existing Case - New CIFBA. Ensure the revised effective date is applied to this SR.

16. 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 decsion send **CMSL5400** to confirm the change

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

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

Revise Carer Role

18. Update the **Resolution Code** to **Revision Accepted**, this will remove the child from the case and will automatically generate a **Perform Calc SR**.

19. 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 decsion send **CMSL5400** to confirm the change

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

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

CMSL4103 Your child maintenance payments have changed

Under the heading 'Part A: We've worked out your child maintenance payments':

If the liability has changed because of a revision, and information was missing, use paragraph **TM_23070_E** 'We wrote to you on (date) after we had worked out how much you must pay. However, we were asked to look again at this decision because some information was missing from our calculation.'

If the liability has changed because of a revision, and there was an official CMG error, use paragraph **TM_23071_E** 'We wrote to you on (date) after we had worked out how much you must pay. However, we were asked to look again at this decision because some of the information we used in our calculation was not correct.'

If the liability has changed because of a revision, and updated information has been received from HMRC, use paragraph **TM_23120_E** 'We wrote to you on (date of previous calculation letter) because a change to your circumstances meant we had worked out how much you must pay. However, we've looked at your payments again because we've now been given updated information about your gross weekly income.'

If the liability has changed because of a revision, as the result of an appeal, use paragraph **TM_23121_E** 'We wrote to you on (date of previous calculation letter) because a change of (receiving parent's) circumstances meant we had worked out a new amount of child maintenance.'

Under the heading 'What this means for you':

if multiple revisions are reported by the client in one contact and more changes are to follow, use paragraph **TM_23087_E** 'Although we were given more than one reason to look again at your child maintenance payments at the same time, this letter only shows how the revision reason above affects your payments.'

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 free text 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

Close Case (Collect and Pay)

Close Case (Direct Pay)

Existing Case - New ROC/CIFBA

Mandatory Reconsideration

Outbound Contact - Supress

Payment - Non Standard

Receiving Parent/Payee Repayment Request - Create

Terminology Changes

 Why are we suppressing revision notifications?

To ensure potentially incorrect letters don't go out before the revision has been completed.