



Revision/Correction - Paying Parent Not The Father



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 a 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 paying parent's income. The income amount is revised, tolerance applied and a maintenance calculation completed.

This procedure deals with the revision/correction of a paying parent being removed from a case under reason **NRP Not The Father**.

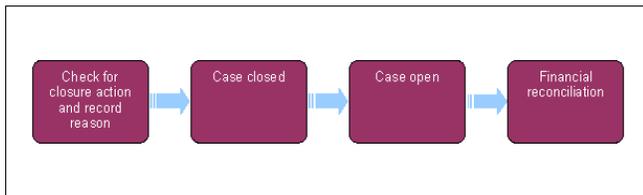
The paying parent is restored to an active status and the case, where closed, is re-activated for the purposes of ongoing maintenance (OGM). The liability and/or arrears balance is re-calculated appropriately from the revision effective date.

The effective date is revised and the liability and/or arrears balance is re-calculated appropriately from the revision/correction effective date.

The effective date Case Closure is revised and the liability and/or arrears balance is re-calculated appropriately from the revision/correction effective date.

This process will be 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 



Always use the new terminology when speaking to clients. For more information refer to [Terminology Changes](#) in related items.



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 and record reason

1. Create a service request (SR) using:

- **Process – CofC**
- **Area – Revision/Correction**
- **Sub Area – NRP Not The Parent**

Update the SR **Sub 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. Record the revision/correction effective date.
4. Check to see if the closure action has been started on the case by viewing the other SRs in the **Related SR** tab.
5. When the case is already closed or if closure has been started, Abort (stop) or pause the closure.



Pause will be used when revising the effective date and the closure will continue after the revision/correction is complete. Abort (stop) will be used when revising the **NRP Not The Father** decision and the closure is no longer appropriate.

- If the change is to the effective date only and the case closure should continue, go to **step 6**.

- If the case will need to be re-opened as a result of the revision, go to **Step 10**, for more information refer to **Case closure – Revise Reverse** in related items.
- If the case has not been closed or closure has not yet started and the paying parent is the parent of the child, go to **step 14**.
- If the case has not been closed, or closure has not yet started and the revision will result in a change to the effective date of the previous change only go to **step 18**.



Call the receiving parent or paying parent if more information is required. CMSL5402 can be issued if the call is unsuccessful.

Case closed

Revision/Correction of effective date only



Revision/Correction of Effective Date Only is selected when the date used to remove the paying parent as the parent of the qualifying child (QC) is incorrect and is to be amended. The paying parent is not the parent of the QC and the case closure is to continue after the revision.

6. Change the SR **Sub Status** to **Case Closed – Revision Of Effective Date Only**. Obtain team leader (TL) approval in order to progress the case. Update the **Notes** field of the SR giving reasons for the revision/correction request and set the SR **Sub Status** to **Pending Approval - TL**.

Team leader action

7. Open inbox work item and self allocate the SR. Open the SR and consider the revision/correction request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate back to the caseworker. For more information refer to the Policy, Law and Decision making Guidance. 

Caseworker action

8.  If the revision/correction request has been approved, go to **step 9**. If it has been rejected, record the reason in the **Comments** box and issue CMSL5401 to both parties and change the SR **Status** to **Closed**.
9. Create **Reverse Case Closure** SR to correct the effective date and correct the liability/arrears across the casegroup. For more information refer to [Calculation - Post Initial](#).

Client status inaccurate



Case closed - Client Status Incorrect is selected when the paying parent being removed as the father is incorrect and is to be amended. The paying parent is the father of the QC and the case will remain open after the revision/correction.

10. Change the SR **Sub Status** to **Case Closed – Client Status Inaccurate**. Obtain TL approval in order to progress the case. Update the **Notes** of the SR giving reasons for the revision/correction request and set the SR **Sub Status** to **Pending Approval - TL**.

Team leader action

11. Open inbox work item and self allocate the SR. Open the SR and consider the revision/correction request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate the SR back to the caseworker.

For more information refer to the Policy, Law and Decision making Guidance. 

Caseworker action



The system should automatically re-activate the QC relationship status and include it in the case for ongoing maintenance. However at this time the system has defect which does not allow this to happen. Before closing the SR you will need to select the QC in the contacts screen and manually change the Parentage to Parentage accepted. This will also re-register the general interest on customer information system (CIS) via the CIS interface.

12.  If the revision/correction request has been approved, go to **step 13**. If it has been rejected, record the reason in the **Comments** box and issue CMSL5401 to both parties and change the SR **Status** to **Closed**.
13. Using the back dated **Maintenance Calculation** SR the system has created, correct the effective date and correct the liability/arrears across the case group. Ensure that within the SR you select **NRP** as the **Source**. For more information refer to [Close Case - Reverse/Revise](#).



If the revised effective date is after the existing effective date, manually generate the perform calculation SR. go to the **Procedural Exceptions** tab in [Calculation – Post Initial](#) to complete the **Perform Calculation Checks**.

Case open

Client status inaccurate



Case Open – Client Status Incorrect is selected when the paying parent being removed as the father is incorrect and is to be amended. The paying parent is the parent of the QC and the case will remain open after the revision.

14. Change the SR **Sub Status** to **Case Open – Client Status Inaccurate**. Obtain TL approval in order to progress the case. Update the **Notes** field of the SR giving reasons for the revision/correction request and set the SR **Sub Status** to **Pending Approval – TL**.

Team leader action

15. Open inbox work item and self allocate the SR. Open the SR and consider the revision/correction request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate the SR back to the caseworker.

For more information refer to the Policy, Law and Decision making Guidance. 

Caseworker action

16.  If the revision/correction request has been approved, go to **step 17**. If it has been rejected, record the reason in the **Comments** box and issue CMSL5401 to both parties and change the SR **Status** to **Closed**.

 The system automatically re-activates the QC relationship status and includes it in the case for ongoing maintenance. It also re-registers the general interest on CIS via the CIS interface.

17. Using the back dated **Maintenance Calculation** SR the system has created, revise the effective date from which the receiving parent was removed as primary carer and correct the liability/arrears across the case group. Go to **step 22**.

Revision of effective date only

 **Case Open – Revision Of Effective Date Only** is selected when the date used to remove the paying parent as the father of the QC is incorrect and is to be amended.

18. Change the SR **Sub Status** to **Case Open – Revision Of Effective Date Only**. Obtain TL approval in order to progress the case. Update the **Notes** field of the SR giving reasons for the revision/correction request and set the SR **Sub Status** to **Pending Approval – TL**.

Team leader action

19. Open inbox work item and self allocate the SR. Open the SR and consider the revision/correction request, update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate the SR back to the caseworker.

For more information refer to the Policy, Law and Decision making Guidance. 

Caseworker action

20.  If the revision/correction request has been approved, update the **Resolution code** to **Revision Accepted** and go to **step 21**. If it has been rejected, update the **Resolution code** to **Revision Rejected** and record the reason in the **Comments** box and issue CMSL5401 to both parties and change the SR **Status** to **Closed**.

21. Using the back dated **Maintenance Calculation** SR the system has created, revise the effective date from which the paying parent was removed as the father of the QC and correct the liability / arrears across the casegroup. For more information refer to [Calculation - Post Initial](#).

Financial reconciliation

22. In the **Financial Review** tab, review the Financial Account Status across the affected casegroup to see whether financial reconciliation is required or not. i.e. the making of non-standard payments in the event of over and under-payments.

23. Generate **Payment SR** as appropriate to manage financial reconciliation across the casegroup. 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 [Receiving Parent/Payee Repayment Request - Create](#) in related items.

24.  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 send **CMSL5400** to confirm the change
- For a Correction decision issue **CMSL5428** clerically

25. 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 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](#)

[Case Closure - Reverse/Revise](#)

[Mandatory Reconsideration](#)

[Outbound Contact - Suppress](#)

[Parentage Dispute - Alleged Parent Is Not The Parent](#)

[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

[What does "correct the liability/arrears across the case group" mean?](#)

It means the system will pull through the correct amount of arrears from the amended effective date and reinstated liability amount.