Department for Work & Pensions Procedures ▸ Split Care And Role Reversal

Procedures > Pages > Maintain-Case > Split-care-And-Role-Reversal

Split Care And Role Reversal

Split care cases are:

- Cases where parents do not live together.

- Both parents have at least one child from the relationship residing with them on a permanent basis.

- There is or has been an ongoing maintenance liability with respect to each parent (i.e. both parents have or previously had the role of paying parent and receiving parent).

This process also covers a role reversal, i.e. where the qualifying child (QC) moves from the receiving parent's household to live with the paying parent and the paying parent then makes an application.

Registering of split care can be carried out by any caseworker.

The split care process will be triggered where it is identified that two cases are linked by split care. This could be initiated by:

- Client contact

- New application

When looking at cases linked by split care or a role reversal we can consider offsetting payments between the two cases.

The Child Maintenance Group (CMG) will be able to offset in the following instances:

- Both parents have ongoing maintenance, neither have arrears

- Both parents have ongoing maintenance, both have arrears

- Both parents have ongoing maintenance, one has arrears

- Neither parent has ongoing maintenance, both have arrears

- One parent has ongoing maintenance, one has arrears (role reversal)

- Both cases are managed on the same child maintenance scheme

⚠️ Split care offsetting cannot be completed if one or both cases are direct pay.

The CMG will proactively identify split care cases where there are arrears outstanding on both sides and carry out offsetting on these cases.

Where the CMG receives a request to offset ongoing maintenance against ongoing maintenance, this will be considered and the outcome communicated to both clients.

Where there is an arrears balance remaining after offsetting, the CMG will consider offsetting the remaining arrears against ongoing maintenance.

The decision to offset in split care cases will be at the discretion of CMG having considered the circumstances of the case/clients.

Where the decision is taken to offset ongoing maintenance against ongoing maintenance or arrears to ongoing maintenance, this will be a monthly activity carried out by the owning segment.

For more information refer to Policy, Law and Decision making Guidance. ⚖️
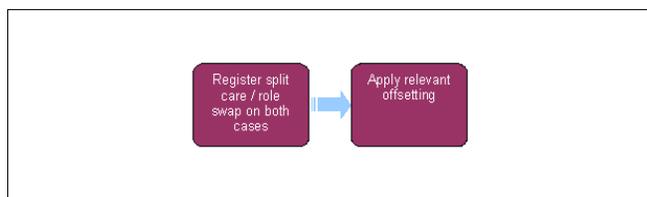
ℹ️ When speaking to clients always use the new terminology. For more information refer to Terminology Changes in related items.

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.

Register split care/role reversal on both cases

⚠️ Complete all outstanding SRs before proceeding with this action. This action cannot be reversed once offsett has been completed.

The following process is to be completed for both cases that the clients have split care across. Contact the owner of the other case if appropriate and ensure that they also follow this procedure.

1. Once you have been alerted that split care or role reversal is now applicable – this could be by telephone, written communication or internally, raise a service request (SR) against both paying parents using the following options:

   - **Process = Perform Calculation**

   - **Area = Split Care/Role Swap**

   - **Sub Area = Record Split Care/Record Role Swap**

   In the **Effective Date field** enter the date that the split care/role reversal was identified.

2. Enter the respective split care request details. Navigate to the **Split Care/Role Swap Indicator** field and select either **Split Care Identified** or **Role Swap Identified**.

3. Change the **Status** of the SR from **Open** to **In Progress** – an activity plan will now be generated.

4. Select the SR Resolution Code to **Approved**.

5. Set the appropriate flag on the other relevant parent's case by completing the above steps. If the other relevant case is owned by any other caseworker, contact the owning caseworker to get the Split Care/Role Swap flag raised on the related case using the above SR. The other caseworker will also need to complete the split care process for the case they own, so also let them know the effective date of the change.

6. Close the **Record Split Care / Role Swap** SR by updating the **Status** to **Closed** and **Sub status** to **Completed**.

Issue Acknowledgement letters

7. At **Contact** level, raise an SR against both paying parents using the following options:

   - **Process = Perform Calculation**

   - **Area = Split Care/Role Swap**

   - **Sub Area = Offset Split Care/Offset Role Swap**

8. In the **Effective Date** field enter the date that the split care/role reversal was identified.

9. Link the SR to the relevant case and update the **Status** of the SR to **In Progress**.

10. Update the **Split Care/Role Swap Indicator** field to either **Split Care Offsetting** Indicator or **Role Swap Offsetting** Indicator.

11. 📩 Send CMSL4108 to both paying parents. This confirms that we have received a request to offset and will contact them again once a decision has been made.

Consider if offsetting is appropriate and what offsetting is required

12. Investigate both cases and in conjunction with **FAQs**, consider the following points:

    - Offsetting cannot be considered where one or both cases are direct pay

    - Offsetting cannot be considered against Secretary of State Arrears

    - Offsetting cannot be considered where one or both parents have a Method of Payment From (MOPF) as Deduction from Benefit (DFB) unless it is for offsetting Arrears against Arrears

    - The decision to offset is discretionary and Welfare of the Child must be considered

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

13. If following investigations offsetting is appropriate then proceed to **Step 16**.

14. 📩 If it is identified following investigations that offsetting is not appropriate then set the SR Resolution Code to Reject and send CMSL4109 to both parties.

15. Close the **Offset Split Care SR** by updating the **Status** to **Closed** and **Sub Status** to **Completed**.

Offsetting appropriate

16. Set the SR **Sub Status** to one of the following options, depending on the action being taken:

    - **Arrears against arrears**

    - **Arrears against ongoing maintenance (OGM)**

    - **OGM against OGM**

17. Set the SR **Resolution Code** to **Approved**. The system will then create an activity to send the relevant acceptance notifications to both parties. This SR will remain open in the background.

    - CMSL4110

    - CMSL4111

    - CMSL4112

    Following the issue of one of the above letters a 14 day wait must be applied to allow either of the paying parents to respond before offsetting action can be taken. We do not need to obtain consent from clients in order for offsetting action to be taken, but we must inform them that we are proposing this and invite them to comment. If both clients contact CMG during this period and confirm they are happy to proceed the remainder of the 14 days becomes obsolete.

Setup Offset MOP

18. Check the existing frequency and collection date of both cases. Offsetting must be completed monthly and the collection dates when setting up the Offset MOP must be the same on both cases. This date can be agreed with both paying parents or set by the caseworker if agreed date not known. If the frequency is not monthly then complete the appropriate action to amend. For more information refer to Change-Payment Frequency/Collection Date and Standing Order - Cancel.

19. Select the case with the lower liability or arrears balance if offsetting Arrears to Arrears and create a new SR using the following options:

    - **Process = CofC**

    - **Area = Change Method of Payment**

    - **Sub Area = Change Method of Payment From**

    Select the correct case and within the **Payment From/To Details** applet update the **MOP Type** field to **Offset Payment**. The **Source** of the change will always be **paying parent**. Update the **Status** of the SR to **In Progress**.

20. Raise the **Payments SR** below as a **Child SR**:

    - **Process = Payments**

    - **Area = Method of Payment From**

    - **Sub Area = Payment Offset**

21. Update the **Action** to **Create MOP** and set the **Status** of the SR to **In Progress**.

22. Add the **Payment frequency** which must be monthly and the **Collection Date** which must be the same on both cases for the **Payment Offset MOPF**.

23. Select the **Internal Account Number** and update the **Resolution Code** to **Offset Accepted**.

24. Select **Send MOP** and close the **Payment Offset SR** by updating the **Status** to **Closed** and the **Sub Status** to **Completed**.

25. Navigate back to the open **CofC SR** and change the **Resolution Code** to **CofC accepted**. This creates a **Perform Calculation** Child SR with **Reason** field as **Process Multiple MOPF** where appropriate. Select the **Child SR** and update the Status to **In Progress.**

26. Navigate to the **Payment Schedule** view. Select **New** in the **MOP Payment Details** applet and select **Payment Offset** as the **MOPF**. Select the required **Collection Date** and enter the **Collection Amount** details. This is the amount the liability or arrears is to be reduced on both cases. This will be the monthly amount to be offset or lump sum if arrears to arrears offsetting. Make sure the **MOP details** applet contains the offset payment MOP as well as the corresponding offset amount

27. Select **Generate Promise To Pay Schedule**. A new promise to pay (P2P) schedule will be generated by the 2012 system.

28. Close the Child **Perform Calculation SR** by updating the **Status** to **Closed** and the **Sub Status** to **Completed**.

29. Return to the **CofC SR** and update the Status to **Closed** and the Sub Status to **Completed**.

30. Select the case with the higher liability or arrears balance and repeat **Steps 19 - 24** then proceed to the relevant section below.

Arrears to Arrears Offsetting

31. If completing arrears to arrears offsetting only then repeat Steps 25 - 29 and then proceed to Step 33.

OGM to OGM Offsetting

32. If completing OGM to OGM or Arrears to OGM offsetting then complete **Step 25.** When completing **Step 26** any remaining amount to be collected after the amount to be offset has been entered should be entered against the other MOPF. The total amount to be collected by Offset MOPF and other MOPF should equal the **Total Amount** due as shown under the **Payment Arrears** applet. Complete **Steps 26 - 29** then proceed to **Step 33**.

Complete Offsetting

33. Only complete this action after the collection date has passed. If the collection date has not yet passed then set an activity alert to prompt this action to be taken after this date.

34. Raise an SR against both paying parents using the following options:

    - **Process = Payments**

    - **Area = Manage Payment**

■ **Sub Area = Offset Arrears to Arrears /Offset Arrears to OGM/Offset OGM to OGM**

35. Update Status to **In Progress**.

36. Navigate to the **Payments** dropdown list, select the **Payment Allocation** view then select the **New** button above the NRP BaNCS account number. Enter the amount being offset into the **Amount Paid** field. This should be the amount that was entered against **Payment Offset MOPF** as at **Step 26**. The system will autocomplete BaNCs for both cases.

37. Select **Get Payment Allocation** in the **Payment Allocation** applet. Highlight and tick the liabilities in the left hand column to allocate against and then select **Update**. All previously selected payments will be shown in the **Payment Allocation** applet.

38. The **Total Amount Paid** field will be updated automatically by the system. Manually update the **Amount Allocated** field against each reciept selected within the **Payment Allocation** applet.

39. Select **Resolution Code** and then select **Submit Payment Allocation Details**. An approval work item will be sent to the team leader (TL) for authorisation.

Team leader decision

40. Review the SR from the caseworker and make a decision on the payment offset. For more information on decision making refer to the Policy, Law and Decision Making Guidance ⚖

41. After viewing all of the information if you do not agree with the payment:

   ■ Go back to inbox, set the Action to **Rejected**

   ■ Complete the Comments field with the rejection reason

   ■ Return to the caseworker

42. If you agree with processing the payment:

   ■ Set the Action to **Approved**

   ■ Return to Caseworker

Caseworker action

43. If **Rejected** by TL due to caseworker error then **Cancel** the SR. Create a new SR and amend any errors then resubmit for TL approval. If rejected by TL for any other reason then issue letter CMSL4109 and update the SR **Status** to **Closed** and **Sub Status** to **Cancelled**.

44. If **Approved** then update then return to the **Payments** tab and update the SR **Resolution code** to **Offset Payment Accepted**.

45. Before submitting the payment allocation details check that a payment has not been allocated to the payment being offset. Within the **Payment Allocation** view select **Submit Payment Allocation Details** to update BaNCS with the payment details.

46. Close the SR by updating the SR **Status** to **Closed** and **Sub Status** to **Completed**.

47. If OGM to OGM offsetting or Arrears to OGM has been completed then proceed to **Step 48**. If no further offsetting is required then proceed to **Step 50**.

Periodic Offsetting

48. When offsetting OGM to OGM or Arrears to OGM, manual intervention will be required each month to offset payments on each case. This action is completed after the collection date has passed. An activity alert will need to be set manually to prompt this action to be taken every month after the collection date.

49. Follow **Steps 33-46** to complete this action.

Remove Split Care/Role Swap Indicator

50. If offsetting is no longer required then remove the Split Care/Role Swap Indicator. Navigate to the **Cases** screen and manually delete the indicator from the **Split Care/Role Swap Indicator** field held in the **Summary Case Details** applet.

51. Record this decision in **Case Notes** on both cases.

NICMS to replace CMG in Northern Ireland

For further information on letters to clients refer to Letters (Outbound) - Send to Client

CMSL4108 Important information about your child maintenance payments

Acknowledgement of split care offset request to each paying parent involved in the split care case.

Under the sub heading 'Important information about your child maintenance payments' use the free text field to enter details of the receiving parents

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

CMSL4109 We are not able to offset your child maintenance payment

Rejection of split care offset request to each paying parent involved in the decision, with a reason for rejection

- Under the sub heading 'We are not able to offset your child maintenance payments'

- Use the free text field to enter details of the receiving parents

- If the rejection reason is due to ongoing enforcement, and the letter is being sent to the person subject to the enforcement action, use paragraph TM_15383_E 'This is because we're taking legal enforcement action against you to recover unpaid child maintenance'

- If there is ongoing enforcement action against the other parent, use paragraph TM_15384_E 'This is because we're taking legal enforcement action against XXXX to recover unpaid child maintenance payments

- If the rejection reason is because the recipient of the letter is on benefits, use paragraph TM_15385_E 'This is because you receive state benefits '

- If the rejection reason is because the other parent is on benefits, use paragraph TM_15386_E 'This is because XXXX receives state benefits

- If the reason for the rejection is due to any other circumstances, use paragraph TM_15387_E 'This is because your circumstances mean that adjusting payments is not a suitable option. To find out more about why we've made this decision, please call us'

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

CMSL4110 We've adjusted child maintenance payments in your case

Notification of split care decision to both paying parents – arrears offset against arrears.

Use the free text field to enter the client's details

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

CMSL4111 We've adjusted child maintenance payments in your case

Notification of split care decision to both paying parents – arrears offset against ongoing maintenance.

Use the free text field to enter the client's details

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

CMSL4112 We've made a decision about offsetting child maintenance payments

Notification of split care decision to both paying parents – ongoing maintenance offset against ongoing maintenance.

Use the free text field to enter the client's details

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

Change - Carer Status - Receiving Parent Not Primary Carer of QC

Change - Carer Status - Paying Parent Not Carer of ROC

Change - Shared Care of QC

Terminology Changes

What do I do if both cases have Arrears and OGM?

In this scenario the Arrears could be offset against each other and then OGM to OGM or OGM to OGM offsetting only. If completing OGM to OGM only then this will offset the total scheduled payments due by each paying parent.

For example: Case 1 paying parent owes £1000 arrears and OGM £50 per month. Total monthly payments £150.

Case 2 paying parent owes £2000 arrears and OGM £75 per month. Total monthly payments £275.

Offsetting OGM to OGM will mean that Case 1 will pay nothing until arrears have been cleared and Case 2 will pay £125. Once the arrears have cleared then offsetting could continue to offset the OGM. This would mean that Case 1 would continue to pay nothing and Case 2 would pay £25 per month.

What do I do if a paying parent or receiving parent calls to report a change regarding a role reversal?

You should raise a change of circumstances SR immediately to remove the QC even if CHB is still in payment. For guidance on calculating the effective date, refer to the Effective Dates Tool. If voluntary maintenance payments are not already in place, you should signpost them to CM Options to claim via the 2012 scheme straight away to prevent a loss of maintenance.