

Statement - Client

This procedure will take you through the steps to issue or reissue a statement following contact from a paying parent, receiving parent or their representatives. A statement is a list showing either the payments or receipts to or from each client and any associated collection fee amounts.

The statement pulls information from the Liability Schedule, this is because the liability schedule runs for a full 52 weeks/365 days.

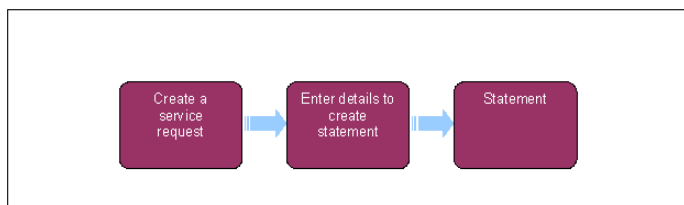
This action is dealt with by caseworkers who own the casework at the time the client requests a statement.

Client statements issued to both clients will also include a summarised annual collection fee amount, showing any collection fees that have been applied. For cases where the service type is direct pay the client statement will highlight the savings made by avoiding collection fees. For more information refer to [Direct Pay Summary](#) and [Collection Fees Summary](#).

The caseworker is guided by the system to the list of actions to be carried out to satisfy the request which differs slightly depending whether it is to issue or re-issue a statement.

A service request (SR) will be created. The caseworker completes the options, gathers the information and either issues or reissues a statement. Any relevant comments regarding the request can be recorded on the system and the caseworker closes the SR.

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



 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.



Currently the functionality to issue statements via the system has been temporarily suspended. When a client requests a statement, check the system to identify if a statement has been generated previously and issued to the client:

- If a statement has been generated but not sent and no further payments have been made by the paying parent, go to **step 10**
- If a statement has been generated but not sent and further payments have been made by the paying parent, go to **step 1**

Create a service request (SR)

1. Creating an SR to issue or reissue the statement depending on the request received.
2. From the drop down lists select:
 - **Process = Payments**
 - **Area = Statement**
 - **Sub Area = Adhoc or Reissue** (depending on the request)
 - **Source = PWC or NRP** (role of the person asking for the statement)



Adhoc issues a statement for the first time and selecting Re-issue will re-issue a previously issued statement.

3. Open the SR and select the relevant case.

- Select the line with the appropriate **internal account number** in the system.



The internal account number is required so that the system can identify the relevant content for the statement.

- Change the SR **Status** to **In Progress** and complete the steps in the activity plan.

Enter details to create

- The system automatically populates the **Statement Request Date** as today's date. For re-issue of previously issued statements a new activity for Letter Outbound will need to be created. The relevant statements will then need to be associated to this activity.
- Select **Create Correspondence** button which will then enable the Attachment tab. Select the **Attachment** tab to attach the relevant statement and then select the **Reissue Contact** button.



When an **ad hoc** request is received the statement is produced with a start period equal to the previous annual statement end date plus one day and an end date of the date of request (i.e. not a full year).

- Navigate to the **Contact Details** to determine clients preferred contact method.



Self service clients are able to choose to receive a paper copy of the statement rather than an electronic one.

- Update the resolution code to either **Ad-hoc Accepted** or **Transaction Rejected** as applicable.

Statement issued/reissued

- The statement generated will be based on the liability schedule instead of the promise to pay schedule. Being based on the liability schedules means that clients will be shown a full 52 weeks liability. The statement will also show a paying parent being in arrears, even if they are compliant on their promise to pay schedule, as long as the schedule is followed those arrears will be satisfied in time for the next liability schedule e.g:

- Liability of £50.00 per week over 52 weeks = £2600.00
- Promise to pay schedule £2600 over 48 weeks = £54.17
- The time taken to set up the promise to pay = four weeks creating arrears of £200 (£50x4)
- At week eight of the liability and week four of the promise to pay, £216.68 has been paid against a liability of £400, meaning the arrears are £183.32
- At week 50 of liability and week 46 of the promise to pay, £2491.82 will have been paid against a liability of £2500 meaning the outstanding arrears are £8.18

- If the case is collect and pay, send all statements that have not been previously sent to the client via **Print and Post**.
- If the case is direct pay, all statements that have not been sent will need to be copied onto contingency versions. This should then be sent to the client via **Print and Post**.



Only information that affects the balance must be copied.

- Once all the required information is entered, update the SR to **Closed** to complete the process.

CMSS0001 Your child maintenance statement

Letter issued to paying parent to show all the payments made during the dates shown for all relevant child/ren including any amounts owed and closing balance.

CMSS0002 Your child maintenance statement

Letter issued to receiving parent to show all the payments received during the dates shown for all relevant child/ren including any amounts owed and closing balance.

[Client Contact Overview](#)

[Collection Fees Summary](#)

[Direct Pay Summary](#)

Letters (Outbound) - Send to Client

Terminology Changes

Does an outstanding arrears balance always indicate non compliance?

No. As long as the paying parent pays the promise to pay schedule on time they will not be regarded as being in arrears.

Who will issue/re-issue client statements

They will be issued by caseworkers in the owning segment by creating an ad-hoc SR.

How often are client statements issued?

They are issued yearly at annual review stage. A client can request a statement at any time in the lifecycle of the case.

How will caseworkers answer queries about a client statement

Leaflets will be issued to clients along with their statements explaining the information provided.