



Terminology changes

As part of the 2012 child maintenance scheme we are changing how we describe the service we provide and the people who use it. This document explains the new terminology we will use when speaking to or writing to clients in the 2012 scheme.

The reasons behind changing our terminology are:

- Research shows the language we use is crucial in shaping behaviour
- It is vital our clients understand us, know what to expect from us and what is expected of them
- Our new terminology reflects the fact that clients are parents first and foremost and the service provided must put clients' interests first
- Recent client testing showed that many of the words we use are not commonly understood by our audience
- We need to use language to reinforce to parents that their role is to keep supporting their children
- We need to reduce the number of inbound calls due to confusion about terminology

This document explains the new terminology that will be used in the 2012 scheme.



The terminology listed in the Details tab must always be used in conversation with clients and when writing to them.

New Terminology

The new terminology will be used in conversation with clients and in letters and leaflets. Letters will also include legislative terms alongside the new terminology so clients are able to identify their legal rights.

However, the 2012 system will refer to the client in the old legislative terms, for example the system will refer to a non resident parent (NRP) rather than a paying parent.

To support caseworkers, language used in procedures will use the old system/legislative terms so that caseworkers can easily identify the relevant sections on their screens. Procedures also include a reminder that terminology has changed to prompt caseworkers to use the new language when speaking to clients.

The tables below show the new terminology. These new terms must always be used in conversation with clients.

Table 1:

Procedures will use the system/legislative name and remind caseworkers to use the new terminology when speaking to clients

System/ Legislative Term	New Terminology
Qualifying Child (QC)	Child you pay/receive maintenance for
Relevant Other Child (ROC)	Another child/other children that you support
Liability	Your responsibility to pay
Effective date	Your responsibility to pay starts from....

Table 2:

Procedures have been updated to reflect the new terminology

System/Legislative Term	New Terminology
Maintenance Direct (MD)	Direct pay (except when referring to a system value)
Non resident parent (NRP)	Paying parent: the parent who pays or is expected to pay child maintenance
Parent with care (PWC)	Receiving parent: the parent who receives or is expected to receive child maintenance
Person with care (PeWC)	Receiving parent: the parent who receives or is expected to receive child maintenance

The Child Maintenance System (CMS) will collect payments from the non-resident parent and pass them on to the parent with care.	Collect and Pay
Application Charge	Application fee
Collection Charge	Collection fee
Gross Income	Gross income excluding pension contributions
Future/New Scheme	2012 Child Maintenance Scheme (2012 scheme)
Legacy, Existing/CS2/CSCS/CCD	2003 Scheme/1993 Scheme (Except when specifically referring to a system e.g. in transition procedures)
Ramp Up	Pathfinder
Launch	Go Live
Commission/ CMEC	Child Maintenance Service (CMS)
Siebel	2012 system
Law and Policy Book	Policy, Law and Decision Making Guidance (PLDMG)

For more information on the terminology changes refer to the [Client Glossary](#).