Department for Work & Pensions   Procedures ▸ Application - Receiving Parent

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Application - Receiving Parent

The purpose of this procedure is to complete the new application and collect information to progress it through to provisional calculation. This process will be completed by an applications or specialist case worker.

Caseworkers must complete the Application Fee process with clients before following this procedure.

For more information on the definition of a receiving parent refer to the Policy, Law and Decision Making Guidance

To help ensure all information has been collected, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to CMG Receiving parent application checklist.

The application process can be triggered by a phone call from an applicant, or a written application being received. The information is then collected from the applicant. For more information on handling the initial call from the receiving parent, refer to Application from a Receiving Parent.

The system will identify the applicant by using the information provided by the applicant and confirming it with the customer information system (CIS). Fields which require mandatory information will be marked with a red asterisk (*).

When the system identifes that a paying parent already exists on the system, it will treat the paying parent as a new client and perform all actions accordingly.

At the end of this process, sufficient information will have been collected to either progress the application, set a review date to revisit the application at a later date, or close the enquiry.

Some receiving parents may be entitled to make a second application against another paying parent for the same qualifying child/ren (QC), when this happens the receiving parent may be the grandparent or foster parent and both biological parents may be considered to be alleged paying parents. To complete this, two separate applications will need to be made. Complete or progress one at a time. For the second application personal information will already be held for the receiving parent.

During the application if the applicant mentions the Segment 5 Compliance Opportunity it can be discussed in general terms but will be considered at Data Warehouse Lookup within Process Enquiry. It is also possible that information reported by the applicant may change, when a change is reported by an applicant refer to Changes at Application / New Case.

Ensure the sub status' selected are completed as specified in the procedure. The following sub status's must never be selected manually as it can impact the correc creation of a new application:

- Contact and Gather Other Party
- Establish Maintenance Region
- Indicative Calculation
- Initial Calculation
- Work Allocation

For more information on applications, including multiple applications, refer to the Policy, Law and Decision Making Guidance
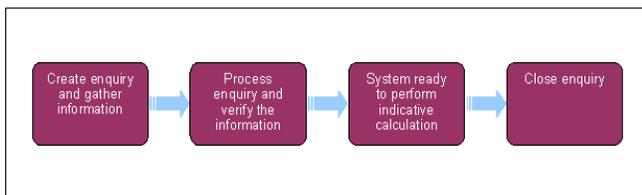
When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

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.

Continuing the application enquiry

The Segment 5 Compliance Opportunity should be considered at this point. For more information refer to Segment 5 - Compliance Opportunity.

Where the application is made by telephone go to Inputting applicant information, if the application is made on an application form the third party postal contractor will have scanned the application form in to the system as a PDF and attached it to a work item. Open the PDF, review the information and consider the following:

- If the personal data is not legible go to **Close the enquiry**, where there is personal data missing, check if there is a contact telephone number or an address for the paying parent. If no contact details are available go to **Close the enquiry**

- If there is a telephone number, contact the receiving parent and complete the application as though the client applied over the telephone, confirming the information provided in the application form. Go to **Inputting applicant information**

- Where only a contact address is available, manually issue CMSL0077 and set a wait for seven days. If after seven days there is no response issue CMSL0080 and wait a further fourteen days. In all cases where appropriate and where the client has not opted out of SMS send the Reminder SMS before considering sending the CMSL0080. If there is still no contact after the further fourteen days go to **Close the enquiry**

- The receiving parent may request an application form from CMG. For further information and for instructions on how to issue the application form, select the Procedural **Exceptions** tab.

During the application enquiry process, a receiving parent may report a change of circumstances (COC) where this is the case, there is specific guidance to be followed at all times, for more information refer to Changes at Application/New Case.

Inputting applicant information

Gather Contact Information

1. Access the **Contact** record of the applicant via the **Application** SR.

2. Confirm a contact telephone number with the receiving parent and record it on the system. If a mobile number is provided advise the client that they will receive text messages from us and check that they are happy to do so. If they are not set the client as Opted Out Of The SMS Service. For more information refer to SMS Text. Where no mobile number is provided, set as **Opted Out of the SMS Service**. Once entered, save the record.

3. If the receiving parent has agreed to receive SMS messages, issue the **Welcome Pack** SMS whilst the client is on the telephone. Refer to SMS Text for further information. Sending the SMS text message does not replace the legal requirement to issue the CMSL0072.

   Once the SMS has been sent, confirm with the client that they have received it. Advise that they should save the SMS and inform them that it is their responsibility to keep the SCIN safe and secure. Disclosure or loss of the SCIN must be reported immediately.

Preferred contact times

4. Ask the client to confirm their address and contact number as well as asking for the most appropriate time for contact. Notify the client that their preferred contact time has been recorded, however, we may attempt calls at different times of the day.

Answerphone Messages

5. Confirm with the client if they agree for more specific answerphone messagesto be left by following the below script:

   When I call you again, if you're not available, would it be ok if I left you a message which will advise I am calling from Child Maintenance Service giving you an update to prevent you having to call us back? We will not leave case specific details in the message but where appropriate a letter providing full information will follow a few days later.

   I see we have your home/mobile [detail as appropriate] number(s) listed. Which number are you happy for us to leave a message on? Please inform us if you would prefer that we did not do this in future.

6. Record information on preferred contact times and CMS specific answerphone messages by creating an Activity - Record at contact level with a start date of 01/01/2035. This ensures it will always appear at the top of the activities tab. Insert the preferred contact times within the description field in the format of 24hr clock. If the client would like to be left CMS specific answerphone messages please input the below codes into the activity alongside the preferred contact times:

   - For home telephone number enter code answerphone01

   - For mobile telephone number enter the code answerphone02

   Scripts for leaving CMS specific answerphone messages can be found in Call - Overview Making a Call

7. Confirm whether the customer can provide an email address to be used to contact them. The email address is required for use in the self service portal. If provided, record in the **email address** field, ensuring that the address is correct.

Gather the qualifying child/ren (QC/s) details

8. Add the QC/s to the application. Include as much relevant information as possible. For more information on adding the correct child onto the 2012 system refer to CIS - Verify NINO/CRN. Repeat for each qualifying child (QC) saving the record each time one is added. Failure to save the record after adding each QC will result in multiple SCINs being generated. This causes significant issues later in the case lifecycle. For information on how names and addresses should be formatted on the system, refer to the Names, Titles and Addresses section of the 2012 System Overview procedure. The minimum information required is:

   - Case Relationship

   - Title

   - Last Name

   - First Name

- Date of Birth

For more information on the definition of a QC refer to the Policy, Law and Decision Making Guidance ⚖

9. Any matching records will be displayed in the popup; **Pick** or **Ignore** the matches. If the QC is already a relevant other child (ROC), child in family based arrangement (CIFBA) or a QC in another case a warning message will be displayed. For more information refer to Application - QC/ROC in Existing Case.

ⓘ It is important to verify the matches and confirm that the match presented is the QC/s being reported. Where the QC is already a CIFBA obtain the date the CIFBA relationship came to an end.

Gather the paying parent details

10. Add the paying parent in the same way as adding the QC/s. For information on how names and addresses should be formatted on the system, refer to the Names, Titles and Addresses section of the 2012 System Overview procedure. The minimum information required for an application to continue is:

- Case Relationship

- Title

- Last Name

- First Name

ⓘ Whilst this is the minimum required information for an application to continue, as much information as is possible should be gathered to allow contact with the paying parent to be established as the case continues through the application process. Gathering as much accurate information here will reduce delays in progressing the application to the initial calculation.

For more information on the definition of a paying parent refer to the Policy, Law and Decision Making Guidance. ⚖

11. If the receiving parent is unable to provide the above minimum information, confirm whether the application is being made as a result of an 'invitation to join' letter being received. Where this is the case refer to **Applicant has closure letter/invitation to join** in **Procedural Exceptions**.

12. 🕐 Advise the receiving parent it is important that they provide as much information about the paying parent as possible. If the receiving parent is not able to provide a contact number or date of birth, where appropriate, request that they attempt to obtain this information, for example by asking friends/family or checking social media sites.

Where the receiving parent states that as they are unable to provide this information the application cannot continue at this time go to **Close the enquiry**. The receiving parent can re-apply once they obtain sufficient information.

13. Ask the receiving parent for the paying parent's following information and record it in the **Notes** field:

- Address

- Telephone number/s (eg Landline, mobile, work number etc)

- Employment Details such as:

  - Nature of the work

  - Job title

  - Name and address of the employer

  - Whether the paying parent is full time or part time

    ⓘ If informed that a client is tax evading, i.e. keeping business off the books by dealing in cash and/or hiding assets in an offshore bank account, encourage the client to report it to HMRC through the HMRC .gov website. The website address is https://www.gov.uk/report-an-unregistered-trader-or-business

ⓘ If a telephone number has not been supplied, advise the client that obtaining a telephone number increases the likelihood of setting up a payment schedule that will be adhered to. Explain the implications of default standing order and the delays this can cause to setting up payments.

⚠ If the paying parent is in the Armed Forces, do not set the **Armed Force flag indicator** in the other information part of the contact screen. Setting this flag can have an impact on the future running of the case. Where the paying parent is reported to be in the Armed Forces refer to Armed Forces Overview

14. Any matching records will be displayed in the popup applet; **Pick** or **Ignore** the matches.

ⓘ It is important to verify the matches and confirm that the match presented is the paying parent being reported.

⚠ If a match is returned showing the paying parent is already on the 2012 scheme, check if the case/s are active, i.e. have ongoing maintenance or arrears outstanding. Case/s that aren't active may mean the case is with **Exceptional Cases**, before continuing refer to **Exceptional Case Handling** in **Procedural Exceptions**.

Trigger the customer information system interface (CIS)

15. Change the **Sub Status** to **Check Applicant/QC NINO**, and save the record. This triggers the interface with CIS to identify the correct clients. For more information refer to CIS - Verify NINO/CRN.

16. CIS will be used to identify the correct clients based on the information entered. In some instances there will be a need to complete the following additional action depending on the information obtained from CIS:

    - **Child is identifed as transgender** - the case will need to be referred to SCR, suppress all notifications and use the known as field to correctly record the name the child is known as. For more information refer to Change - Name/Gender/DOB.

    - **Relationship with a person with a sensitive record** - the sensitive record will not be displayed in the Relationships View when drilling down from the contacts list. For more information on sensitive cases refer to Sensitive Case - Handle

    - **CIS returns a response indicating that the QC/s don't have a child reference number (CRN)** - refer to the steps in procedural exceptions for QC doesn't have a CRN

    (i) Where an email address has been provided, this will cause CIS to not identify the applicant. Where this is the case, complete a CIS relaxed search, remove the email address from the CIS applet and reattempt verification. This will allow for verification without causing the email address to be removed from the contact.

17. The QCs are associated to the receiving parent, and the **Habitually Resident Status** is set to **Yes** if the address is within the United Kingdom (UK). If the response is set as **No**, set the case **Sub Status** to **Contact & Gather Other Party,** then investigate and make a decision on habitual residence. Manually enter the residence details onto the system.

    For more information on habitual residence refer to the Policy, Law and Decision Making Guidance.

    If the decision is that either the receiving parent or QC is not habitually resident go to **Close the enquiry**.

18. The system checks if child benefit (CHB) is in payment and will return one of two responses:

    - **Yes** - CHB is in payment and the application can continue

    - **No** - CHB isn't in payment and requires investigation

    To view the response, select the **PWC Surname** from the **Summary Case Details** and then select the **Relationships** tab. After making the decision either:

    - Update the **Notes** field with the decision and change the **CHB response** to **Yes** to continue the application

    - Go to **Close the enquiry** if the decision is to close the enquiry.

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

    (i) Where the Child Reference Number (CRN) can't be established with the interface to CIS. Use the 1993/2003 scheme Child Benefit Index(CBIX)/Child Benefit Online (CBOL) by searching using the receiving parent's NINO. For more information on completing a search on CBIX/CBOL refer to the 1993/2003 scheme procedures.

19. Check whether the system has updated the CHB Payment in **Status**. If this has not happened update it manually using the dropdown.

Identify the QC NINO

Identify QC NINO

1. The system will use CIS for QC NINO verification. If verification is not successful, the **contact status** will be set as **NINO Not Verified** and the **Sub Status** will be set to **Identify Applicant/QC**. If verification is successful go to **NINO verfication successful**.

2. Review the information that the receiving parent has provided to confirm that the information is correct. If a paper application was received, contact the receiving parent. Once reviewed, re-attempt verification by selecting the **CIS/CRA** button. Successful verification sets the **CIS/CRA contact** status to **NINO Verified**. Once verified go to **NINO verfication successful**.

    (i) If the information fields of a response are filled with asterisks (*) this indicates a sensitive record.

3. Search for the QC/s by using a relaxed name search through CIS. The relaxed name search is completed by entering the first three letters of either the first name and/or surname followed by *. Re-attempt verification. Once verified go to **NINO verification successful**.

4. Where it has not been possible to locate the QC NINO (CRN) go to **Procedural Exceptions** for **QC doesn't have a CRN**.

5. If at any point during the application process it's identified that CHB is now in payment go to back to **Inputting applicant information**, **step 4**.

NINO verification successful

Data warehouse lookup

1. Following verification the data warehouse automated lookup checks the receiving parent and QC/s details against 1993/2003 scheme cases to check for the 13 week rule. If the automated lookup fails or for cases held on the clerical case database (CCD), the system will generate a Manual Handling SR lookup, go to **step 3**. Where Legacy Look is not available, within the **Procedural Exceptions** refer to section **Legacy Look-up not available - Identify other Party in C-Scheme**.

2. Check the lookup response in the **More Info** tab at case level. Wherever the selected date for transition field is blank and/or the date in T date field has passed, go to **step 4**:

- If the **Applicant Look Up Outcome** is **Continue With Application**, go to **step 4**

- If the **Applicant Look Up Outcome** is **Client Wait - End - Reason Change Of Circumstances on Existing Legacy Case**, advise the client as they currently have a claim on 1993 or 2003 scheme that they cannot make a claim to 2012 scheme and must report a change of circumstances to their 1993/2003 scheme case. Go to **Close the enquiry**

- If the **Applicant Look Up Outcome** is **Client Wait - End - Duplicate Case in Legacy**, advise the client as they currently have a claim on 1993 or 2003 scheme that they cannot make a claim to 2012 scheme. Go to **Close the enquiry**

- If the **Applicant Look Up Outcome** is **Client Wait - End - Liability Ended less than 13 weeks ago**, advise the client that as their 1993/2003 scheme liability ended less than 13 weeks ago they will have to wait until the 13 week period ends before applying to 2012 scheme. Go to **Close the enquiry**

For more information about the 13 week rule refer to the Policy, Law and Decision Making Guidance ⚖️

ⓘ There is no applicant look up for a PeWC

3. Confirm what type of closure journey the linked case is following, where the case is:

- **Proactive Case Closure** - Send a request containing the clients SCIN, NINO and case number to the Case Closure Team, email CMG Newcastle Applications Case Closure. For more information refer to **Proactive Case Closure issue with CCD Cases** in **procedural exceptions**

- **Reactive Case Closure** - Send a request containing the clients SCIN, NINO and case number to the **Case Closure Team**, email **CMG Newcastle Applications Case Closure**. For more information refer to 1993/2003 scheme look up in procedural exceptions

4. For Reactive Case Closure Applications, the team will carry out a check of the legacy case to determine if the case is a Segment 5 type by following the steps in the **procedural exceptions** tab - and will record their findings in the notes.

For Proactive Case Closure Applications, the team will carry out a check of the legacy case to determine if the case is a Segment 5 case and if the Segment 5 Compliance Opportunity is relevant by following the steps in the **procedural exceptions** tab within the Segment 5 procedure - and will record their findings in the notes.

ⓘ Cases in Northern Ireland, confirmation for the type of closure journey and determining if the case is a Segment 5 type will be managed by Applications caseworkers.

5. Change the **Sub Status** to **Collect Applicant Details** and save the record.

Set up security

6. Set up the receiving parent's security details. For more information refer to Security - Set Up.

Confirmation of maintenance orders

7. Confirm with the receiving parent whether a maintenance order is in place for the QC/s.

8. ✉️ Where a maintenance order is going to be replaced with the application, issue **CMSL0082** to the client informing that we have requested the court to cancel their court order for child maintenance. Also issue **CMSF0005** to inform the court of a change to the maintenance arrangement. For further information on where to send the CMSF0005, refer to Maintenance Orders Overview.

⚠️ When setting an application to wait for more information, set the **Status** as **Active** and the **Sub Status** as **Request More Info**. This will generate two activity types; **Letter (Outbound)** and **Wait**. Select the **Wait** activity and remove the **Request More Info** from the **sub type field** of the activity. This will prevent an accidental closure of the case.

Parentage statements

9. Ask the receiving parent if they have any of the following forms of evidence which may help if a parentage dispute is raised. Record them in the **Supporting Statement** column in the receiving parent **Contacts** tab. The list below shows in order the best evidence:

- Marriage certificate

- Named on birth certificate

- Previous positive DNA test

- Adoption certificate

- Assisted conception

- Named as a parent on a court declaration

If the receiving parent can't confirm any of these leave the field blank and record this in **Notes**. Where there is more than one QC in the case, each child must either have a response recorded or a record in **Notes**.

Confirm service level and method of payment to (MOPT)

10. Advise the receiving parent about the different service types available to help inform their service type decision. Provide information around both service types, providing unbiased advice to allow the clients to make an informed decision that is suitable for their own individual circumstances.

   Direct pay:

   - Direct pay is where the clients manage payments directly between themselves once we've worked out a child maintenance amount

   - We will issue a schedule of when payments should be made. Inform the client that it will be a statutory liability, which means that it will be a set amount calculated by the Child Maintenance Service

   - Clients need to arrange payments between themselves to ensure the payment schedule is met. We can transfer bank details and other personal information to help facilitate the arrangement. For more information, refer to Transfer Data Between Clients

   - If the paying parent fails to make the correct payment on time and in full and the receiving parent wants us to investigate the missed payments, explain to the receiving parent that this could result in the service type being changed to collect and pay

   - Clients will need to wait 5 working days before advising of a missed payment to allow sufficient time for bank clearance times. We will not investigate until 5 working days has elapsed from the scheduled payment date.

   - Clients must keep a traceable record of payments made if there is a dispute of payments made at a future date. If payments are reported as missed and we are unable to confirm that payment was made, we will assume no payment was made and will move quickly to change the service type to collect and pay

   - Where domestic violence has not been declared, advise that we expect clients to work together to make the arrangement work, or the service type will be moved to the collect and pay service and collection charges will apply

   - If either party has any concerns about maintaining direct pay with regards to the other party finding out their location from the sort code inform them many banks and building societies offer accounts that use a 'central' or 'national' sort code instead of one linked to the local branch where the account was opened. This means that the account details won't give any clue about where clients live. Clients can also receive payment through money transfer services such as PayPal or Moneygram. For more information refer to Transfer Data Between Clients

   Collect and pay:

   - The £20 application fee does not guarantee a collect and pay service type. We will change the service type to direct pay if the paying parent asks us, unless we believe it will be in the best interests of the arrangement because of the paying parent's payment history

   - Explain the charges associated with collect and pay

   - Clients may not get their preferred service type; explain we will contact the receiving parent to ask for their preferred service type. If they select direct pay, they will be given the opportunity to make payments before considering changing the service to collect and pay

   - Explain to the client that we will contact them again when a full decision has been made about their service type

11. Confirm what level of service is wanted. For more information on direct pay including how CMG can help with direct pay, refer to the Service Type Guide and Transfer Data Between Clients. The Collection Charge Calculator can also give an estimate on how their payments will be affected by collection fees. Update the receiving parent's choice in the **PWC Service Type** field.

12. Collect the receiving parent's initial method of payment to MOPT information. For more information refer to Method Of Payment To – Set Up Initial. If the receiving parent has asked for direct pay there is no need to collect a MOPT.

Shared care

13. Obtain and enter any shared care information by selecting the **PWC Surname** from the **Summary Case** details and then select the **Relationships** tab. Where there is no shared overtype with **0**. Once shared care is entered, save the record.

   Advise the receiving parent that where there is shared care, this affects the calculation. Make them aware that shared care will also be confirmed with the paying parent, and that a discrepancy between the two will result in a possible delay to the application while it is resolved.

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

   Any nights a QC spends in Local Authority (LA) care must be recorded on both the receiving parent and paying parent screens. For more information refer to Gather Paying Parent Information, otherwise the system won't pick up the information. Contact the LA to verify this.

   Under no circumstances when recording shared care should the field **Exceptional Weeks Without NRP** be used.

Complete behavioural questions

14. Complete the risk scoring questions for the paying parent, entering **No Response** for each.

Process enquiry

Process enquiry

1. Change the **Sub Status** to **Check Other Party NINO** and save the record. If the NINO check is not successful, the **Contact Status** will change to **NINO Not Verified** and the **Sub Status** will change to **Identify Other Party**. For more information refer to Identify The Non Applicant. If the paying parent's address matches the receiving parent's, obtain a confident paying parent address.

   i If the CIS search returns a match with the fields starred out, this could be a potential sensitive record. Complete a Sensitive Check SR (**Process = Special Case Management Area = Special Customer Record Sub Area = Sensitive Check**). Setting this SR to **Pending Assignment** will cause it to automatically route to the SCR team. If the case is a sensitive record the SCR team will process the case. If not a sensitive record it will be returned for the application to continue as normal.

   ⚠ If the paying parent address includes characters that doesn't match CIS, an error message will generate. Remove the address from the system and enter it manually. If the paying parent has more than one address, change the address type from permanent residential to correspondence. Leave the correct address as permanent residential, and save the record. If unable to progress the application raise an incident. When information is returned from CIS it may overwrite data held on CMS, such as contact numbers, after NINO verification check the clients details to make sure the correct information is still held. For information on how names and addresses should be formatted on the system, refer to the Names, Titles and Addresses section of the 2012 System Overview procedure.

Data Warehouse Lookup

   i The Segment 5 Compliance Opportunity should be considered at this stage. For more information refer to Segment 5 - Compliance Opportunity

2. The data warehouse automated lookup will check the paying parent's details against 1993/2003 scheme cases to check for any active cases where the paying parent is in the role of NRP. If the automated lookup fails or for cases held on the clerical case database (CCD) the system will generate a **Manual Handling SR** lookup, go to **step 5**.

3. Check the the paying parent **Contact More Info** tab. Wherever the **selected date for transition field** is **blank** and/or the date in **T date** field has passed go to **step 6**:

4. Depending on the **NRP Case Group Look Up Outcome**, take the following action:

   - **Continue with Application**, **Reason** - **case group is in case closure journey**, check the **selected date for transition** field and the **T date field**, if:

      - The difference between the two dates is 38 days and the transition date has already passed, continue with the application. Go to **step 6**.

      - The difference between the two dates is greater than 38 days, continue with the application unless the client states that their Legacy liability ended early and they have waited 13 weeks to apply. If this is the case, email the SPOC team and they will perform a check to see if the liability has ended. Once the SPOC team confirm the liability has ended, continue with the application. Go to **step 6** to continue.

      - The difference between the two dates is 38 days and the Transition Date has yet to be reached, carry out the additional action detailed at **step 5**.

   - **Continue with Application** with any other **reason** type. Go to **step 6**.

   - **Client To Wait - End** and the **NRP Case Group Look Up Reason** is **Change Of Circumstances On Existing Legacy Case**, advise the client that as they currently have a claim on 1993 or 2003 scheme that they cannot make a claim to 2012 scheme and must report a change of circumstances to their 1993/2003 scheme case. Go to **Close the enquiry**.

   - **Client Wait - End** and the **NRP Case Group Look Up Reason** is **Liability Withdrawn Less Than 13 Weeks Ago**, advise the client that as their 1993/2003 scheme liability ended less than 13 weeks ago they will have to wait until the 13 week period ends before applying to 2012 scheme. Go to **Close the enquiry**.

   - **Reactive Transition With Pause** and the **NRP Case Group Look Up Reason** is **NRP Has Ongoing Liability**, go to **step 6**.

      📞 Advise the receiving parent that the paying parent's responsibility to pay will be start from the T-Date + 1 day, this will usually be 39 days in the future.
      Where transition is identified, the paying parent will need to be notified of the effective date by telephone, for more information refer to **Transition Case Action in the Procedural Exceptions** tab of Calculation - Provisional.

   - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up** Reason is **NRP Has Arrears Only Case Group**, continue with the application. Go to **step 6**.

   - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up** Reason is **NRP only has 1 case and not part of the case closure journey**. Go to **step 6**.

5. Send a request containing the clients SCIN, NINO and case number to the **Case Closure Team**, email the **CMG Newcastle Applications Case Closure**. The team will carry out a check of the legacy case to determine if the case is a Segment 5 type by following the steps in the procedural exceptions tab - **1993/2003 scheme look up** and will record their findings in the **Notes**.

6. Ask the receiving parent the equality and diversity questions. Select the **PWC Surname** and then select the **More Info** tab. Whilst these are a requirement to ask, the receiving parent is under no obligation to answer and does not prevent the application from continuing. Record the responses that best match the options available. Any responses that don't match can be marked as **Other** and recorded in the **Notes** box.

7. Update the activities in the **Activities** tab for the Application SR. Confirm that all the required activities have been completed.

8. Change the **Sub Status** to **Locate Other Party** and save the record.

9. The SR will change to:

- **Process = Application**

- **Area = Confirm Current Location**

- **Sub Area = Application**

10. Update the **Status** to **In Progress**.

11. Refer to the procedure Confirm Current Location for the detailed steps to take for each address trace tool within the activity plan. Once an address has been traced, highlight the paying parent address line and select **Pick**. The system moves to the **COC More Info** view. Update the activities in the **Activities** tab.

12. Update the SR **Resolution Code** to **Location Confirmed**. To update CIS with the address select **Update to CIS**. Once the response has been received, close the SR by updating the **Status** to **Closed** and **Sub Status** to **Complete**.

13. Once the location is confirmed, the system issues "about the CMG" booklet and **CMSL0072** to the receiving parent. The case now moves out of the applications service.

14. Manage the receiving parent's expectations with regard to payments. Explain when the liability starts and that although some money will accrue from this date until the promise to pay (P2P) schedule is arranged, the money may be paid in instalments with the liability and not necessarily as a lump sum. If appropriate, explain about the enforcement process and timescales involved should the paying parent be non-compliant. For more information on effective dates, refer to the Policy, Law and Decision Making Guidance

15. Explain to clients that they can manage their account quickly and easily with the Child Maintenance Service's safe and secure self service website. Clients can log on any time to check when their next payment is due, view payment history, make a payment or update information about their account.

    For further information, refer to Client Self Service.

16. The system will start the automatic process of generating a provisional calculation. For more information refer to Calculation - Provisional. Applications with linked transition cases will need to use the steps for **Transition Case Action** in the **Procedural Exceptions** tab of Calculation - Provisional.

Close the enquiry

Close Enquiry

1. The close enquiry process can happen at the following steps during the application process. The system recognises the reason for closure and whether closing the enquiry can be done manually or automatically. If the enquiry has closed because the clients have selected an FBA then record this. For more information refer to Family Based Arrangement - Record.

   Ensure that any open SRs related to the case are closed and cancelled before closing the enquiry.

2. Using the below table as a guide, update the **Sub Status** to correspond with the reason for closure:

Reason	Sub Status	Letter
Applicant cannot provide sufficient information	Minimum Information Not Available	CMSL0010
Applicant, QC or other party are not classed as being habitually resident	No Jurisdiction	CMSL0070
Caseworker has been unable to identify the paying parent	NRP Not Identified	CMSL0088
Application has been received within 13 weeks of a 1993/2003 scheme case closing	Transaction less than 13 weeks	CMSL0070
Applicant doesn't wish to continue with application	Client Withdraws	CMSL0071
Caseworker has been unable to locate the paying parent	Other Party Not Located	CMSL0088
Paying parent is proved not to be the parent	Parentage Not Proven	CMSL0088
Notification received that paying parent has died	Death of Primary Role	CMSL0017
Notification received that QC has died	Death of QC	CMSL0007
Paying parent isn't considered habitually resident	NRP Not Habitually Resident	CMSL0070
Receiving parent isn't considered habitually resident	PWC Not Habitually Resident	CMSL0070
	No Jurisdiction for Agency	CMSL0070
Applicant and Non Applicant have reconciled	PWC/PeWC and NRP have reconciled	CMSL0088
System Generated	System Generated	CMSL0088

3. The relevant closure letter is issued to the receiving parent.

Legacy Look-Up not available - Identify Other Party in C-Scheme

If case is stuck at sub-status **'Identify Other Party C-Scheme'** with error message 'The Legacy Look-up is currently not available, please wait and try again later', do not wait, instead follow the steps below:

Check the paying parent and receiving parent case exists in 1993/2003 scheme system. If case does not exist, follow **Option 1 else refer to Option 2.**

To check the paying parent and receiving parent case in 1993/2003 schemes follow the below instructions (Steps 1-7 at http://np -cmg-sharepoint.link2.gpn.gov.uk/sites/procedures/Pages/Transition/Manual-Handling-1993-2003-scheme-look-up-Paying-Parent-contingency.aspx)

1. Select the **Go To Case** tab to view the paying parent details to obtain the name, date of birth and NINO.

2. Using the paying parent details obtained you will need to search 1993/2003 scheme systems to identify whether they exist in any 1993/2003 scheme care group in role of paying parent.

3. If the case is marked as sensitive on the 1993/2003 scheme system, contact the **2012 Special Client Records Team**, email CM 2012 SCHEME Special Client Records, who will obtain the information. Before contacting the Special Client Records team, identify all the information required to progress the case.

4. As client records may exist for the same person on more than one system you must identify where the case group is currently managed by checking the systems in the following order:

   - Clerical Case Database (CCD)

   - CS2

   - CSCS

5. If you find the paying parent in a casegroup on CCD, you do not need to look at any other system and you should use the casegroup details held on CCD in order to obtain information to allow you to apply the lookup rules.

6. If you do not find the paying parent in a casegroup on CCD, then you should next check CS2. If you find the paying parent in a casegroup on CS2 you should use casegroup details details held on CS2 in order to obtain information to allow you to apply the lookup rules.

7. If you do not find the paying parent on CS2, then you should next check CSCS. If you find the paying parent in a casegroup on CSCS you should use casegroup details held on CSCS in order to obtain information to allow you to apply the lookup rules.

8. If you do not find a record for the 2012 scheme paying parent and you have checked all three systems in order, this means they do not have a 1993/2003 scheme casegroup.

Where a paying parent is found in a casegroup on CCD/CS2 or CSCS you should use the case details to determine if the case is active or inactive with arrears.

Option 1

Paying parent does not have any case on 1993/2003 Scheme then follow the below steps:

1. Select the case number hyperlink

2. Drilldown on the paying parent **Last Name** and go to **More Info** view tab.

3. Update **NRP Case Group Lookup Outcome** to **Continue with Application** and save the record.

4. Update **NRP Case Group Lookup Reason** to **No Matches found in Data Warehouse**.

5. Proceed with case as per procedures.

Option 2

Review the information held on the 1993/2003 Scheme system and chose appropriate steps.

A) Paying parent does not have an active case but Arrears only case in 1993/2003 Scheme then follow the below steps:

1. Select the case number hyperlink

2. Drilldown on the paying parent **Last Name** and go to the **Notes** view tab.

3. Capture the following:

   - Liability end date

   - Legacy Method of Collection (MOC)

   - Legacy Enforcement Flag

   - Legacy System

   - NRP Person ID

4. Go to the **More Info** view tab.

5. Update **NRP Case Group Lookup Outcome** as **Reactive Transition W/O Pause** and **NRP Case Group Lookup Reason** as **NRP has Arrears Only Case Group**.

6. Populate the **Legacy System, NRP Person ID** and save record.

B) Paying parent has an active case with different receiving parent but there is no Transition date (Transition date is null) in 1993/2003 Scheme system the follow the below steps:

1. Select the case number hyperlink

2. Drilldown on the paying parent **Last Name** and go to the **Notes** view tab.

3. Capture the following:

   - Liability end date
   - Legacy Method of Collection (MOC)
   - Legacy Enforcement Flag
   - Legacy System
   - NRP Person ID

4. Go to the **More Info** view tab.

5. Change **NRP Case Group Lookup Outcome** as **Reactive Transition With Pause**.

6. Update the **NRP Case Group Lookup Reason** accordingly.

7. Populate the **Legacy System, NRP Person ID** and save record.

C) Paying parent has an active case with same receiving parent and future transition date in the 1993/2003 Scheme system then follows below:

1. Select the case number hyperlink

2. Drilldown on the paying parent **Last Name** and go to the **Notes** view tab.

3. Capture the following:

   - Liability end date (Transition Date)
   - Legacy Method of Collection (MOC)
   - Legacy Enforcement Flag
   - Legacy System
   - NRP Person ID

4. Go to the **More Info** view tab.

5. Change **NRP Case Group Lookup Outcome** as **Continue with Application**.

6. Update the **NRP Case Group Lookup Reason** accordingly.

7. Populate the **Legacy System, NRP Person ID** and save record. DO NOT update the Sub-Status and DO NOT progress the case any further until after Service Management Action has been completed.

8. Email **DWP CM Config & Data Management Team** (Email: CMCONFIG-.DATAMANAGEMENTTEAM1@DWP.GSI.GOV.UK) with 'Urgent Manual Look Up' in the email subject field and the below in the body of the email;

   - Paying parent NINO
   - Transition Date (as shown in Legacy system)

9. Once Service Management have updated the Transition Date in the **More Info** view, you can progress the case as per procedures.

Northern Ireland Exceptions

NICMS replaces CMG in Northern Ireland

The Charging Warm-Up lines to take for NICMS can be accessed by selecting the following link: NICMS Charging Warm-Up Lines to Take.

1993/2003 scheme look-up to identify Reactive Segment 5 Cases

Steps to be carried out by the SPOC to check 1993/2003 scheme for Segment 5 type cases.

Identify 1993/2003 scheme look-up to identify Reactive Segment 5 Cases

1. Check the CSA Segment 5 Legal case list to establish if the paying parent national insurance number is held on it. If it is, this indicates on-going legal action. Then continue to the relevant guidance below to check the legacy system/s for previous DEO/DER/RDO action.

   Legacy caseworkers will have recorded a full breakdown of any ongoing civil enforcement action or liability orders on Tallyman Notes.

CSCS - Check for Enforcement/DEO/DER/RDO

2. Navigate to screen **IIAO** to view and access the current recorded method of collection on the case.

3. Check screen **IICM** to identify if a DEO/DER was imposed in the last 3 years and check notepad to confirm whether the DEO/DER was voluntary or enforced, if there is no note assume it was enforced. Where **IICM** indicates an RDO was in place contact the Deduction Orders team to confirm it was implemented.

4. View the notes within **IICM** to confirm the cause of any missed or partial payments and identify any on going civil enforcement action or liability orders. If no suitable reason for non payment can be identified this will be recorded as non-compliance. If **IICM** states that an RDO was in place contact the Deduction Order team to confirm the amount of ongoing maintenance paid in the previous 12 months. Go to **step 15**.

CS2 - Check for Enforcement/DEO/DER/RDO

1. Launch **Enquire on Case or Person** to identify the current method of collection recorded on the case.

2. Access **Freetext** if a DEO/DER was in place to confirm if the DEO/DER was set up within the last 3 years and whether the DEO/DER was voluntary or enforced, if there is no note assume it was enforced. Where Freetext indicates an RDO was in place contact the Deduction Order team to confirm it was implemented.

3. If a case is held in **Partial Clerical** contact the owning team to collect the required information above.

4. Access Freetext to confirm the cause of any missed or partial payments and identify any on going civil enforcement action or liability orders. If no suitable reason for non payment can be identified this will be recorded as non-compliance. Go to **step 15**.

CCD - Check for Enforcement/DEO/DER/RDO

5. Navigate to **Create/Edit Case/PWC/NRP/Assessment** to identify the current method of collection.

6. Access **Read/Update NRP** and select the **Employer** tab to identify if the checkbox for DEO/DER is ticked.

7. Where Deduction from Benefit is shown, access **Create/Edit Case/PWC/NRP/Assessment** and select the **Notes** tab to determine the correct method of collection.

8. If a DEO/DER was in place check the **Notes** screen to confirm if the DEO/DER was set up within the last 3 years and whether the DEO/DER was voluntary or enforced, if there is no note assume it was enforced. Where **Notes** indicates an RDO was in place contact the Deduction Order team to confirm it was implemented.

9. Access the **Notes** within **Create/Edit Case/PWC/NRP/Assessment** to confirm the cause of any missed or partial payments and identify any on going civil enforcement action or liability orders. If no suitable reason for non payment can be identified this will be recorded as non-compliance. Go to **step 15**.

Record unlikely to pay check outcome

1. If confirmed that an enforced method of collection was used within the last 3 years on the 1993/2003 system, record the infomation in contact Notes:

   1993/2003 Unlikely to Pay Check

   1993/2003 System checked: CS2 / CSCS / CCD

   1993/2003 Case number: xxxxxxxxxxxx

   2012 Case number: x-xxxxxxxx

   On going legal enforcement action: Yes / No

   Enforced MOP: DEO / DER / RDO / None

   Enforced MOP in place for < 6 months: Yes / No

   Date enforced MOP implemented: dd/mm/yyyy

   Employer name & address: NA if no DEO/DER

   Employer contact number: NA if no DEO/DER

   ⓘ If the enforced method of collection was set up more than 3 years ago this should be disregarded and the details should not be recorded on CMS 2012, even if this method of collection was still in place within 3 years; it is the set up date that is relevant.

Applicant requests application form

Receiving parent requests application form

1. If a receiving parent calls to request an application form, direct the client to CM Options. Following their discussion with Options, they will be warm transferred back to CMG.

2. When the client is transferred back from Options and wishes to receive a paper application form, create a new Contact in CMS and capture the confirmed address from the receiving parent.

3. Validate the CMS reference ID given by Options and if applicable, take the application fee at this point. For more information refer to Application - Fees.

4. Select the receiving parent's surname and create the following SR:

   - **Process = Manage Inbound Call**

   - **Area = General Enquiry**

   - **Sub Area = General Enquiry**

5. Select the SR and create a new Letter Outbound activity and select CMSL0069 as the template.

6. Select the **Letter Outbound** activity and then select the **Create Correspondence** button.

7. Select **Generate**.

8. Once the application form has been issued, **Close** and **Complete** the SR.

9. The third party postal contractor will scan the inbound documents onto CMS. You will receive an Inbound Letter activity advising when the application form is returned.

Applicant has closure letter/invitation to join

1. Ask the client to check the invitation letter they should have received, this will have the name of the Paying Parent from the 1993/2003 scheme case.

   If the 1993/2003 case was maintained clerically, the letter may not contain the paying parent's name. Obtain either the receiving parent's national insurance number (NINO) or the 1993/2003 scheme case number.

2. Progress the case as normal to **step 12** of the **NINO verification successful** section. Complete **step 12**, if there is insufficient information to confidently select a matching client record returned by CIS, then the **sub status** will update to **Identify Other Party**. If the caseworker is still unable to confirm a matching record through CIS to verify the paying parent's NINO, then before placing the case into review they should advise the receiving parent that the minimum information is not allowing a successful trace of the paying parent and that further investigation is required using our 1993/2003 scheme systems.

3. Arrange a call-back with the receiving parent then contact a single point of contact (SPOC) with 1993/2003 scheme access and request that they trace the paying parent NINO from the appropriate system.

   If the 1993/2003 case was maintained clerically then the name and NINO can be provided by the Application SPOC

4. When the NINO has been traced, the NINO can be included in the CIS trace information and this should allow successful identification of the paying parent.

5. Complete the call back as agreed and the application can be progressed as normal.

Consider habitual residence

Where habitual residence needs to be checked again as the appicant's NINO can't be verified, ask the following questions:

   - If the parent is not a UK national do they have official permanent UK residency?

   - If they do not have permanent UK residency – are they residing in the UK on a Visa?

   - What kind of visa does the parent hold (for example – temporary, working, student)? What date is this due to expire?

   - If the parent is not a UK national and does not have official permanent UK residency has a decision been made re habitual residence?

Consider the answers with the habitual residence policy held in the policy, law and decision making guidance. If the decision is that the applicant is considered to be habitually resident, make sure that this is recorded in the client's contact notes eg:

   I consider the RP to be habitually resident as they have lived in the UK for 5 years, although they do not have permanent residency they are currently employed, maintain property and bank accounts here, and have indicated it is their intent to remain I the UK on a long term basis

For more information on habitual residence, refer to policy, law and decision making guidance

Exceptional Case Handling

Go to the Exceptional Case Handling folder and search for the paying parent, if the paying parent is located, contact the Area Advice Centre (AAC) for more guidance.

Proactive Case Closure issue with CCD Cases

Proactive Case Closure issue with CCD Cases

1. Complete the steps detailed in 1993/2003 scheme look up.

2. Complete **steps 5- 12** of the **NINO verification successful** section and **step 1** of the **Process Enquiry** section in the **details** tab. Once the data warehouse automated lookup is completed, go to the paying parent **More Info** tab and check the T-date:

   - T-date shows as a Proactive date - Continue from **step 2** of **Process Enquiry** in the details tab

   - T-date shows as a Reactive date - Go to **step 2** within **Inputting applicant information.**

3. Removed the NRP Legacy ID from the case and change the **NRP Case Group Look Up Outcome** to **Continue with Application**. Leave the **sub status** as **Identify Other Party C-Scheme**. This will stop the LTR file changing the 1993/2003 scheme closure journey from proactive to reactive.

4. Update the effective date to show as the Proactive T-date + one day, navigate to the Application SR and add the T-date to the Next Action due date.

   ![i] Where the Proactive T-date is within 38 days, Service Management will need to amend the T-date to the Proactive T-date, provide the paying parent name, national insurance number (NINO), Row ID and the correct Proactive T-date.

5. Select the paying parent contact Notes and add a note to advise the New Case worker that the Master Case and Annual Review dates will need to be amended. For more information on this refer to Gather Paying Parent Information.

6. Return to **step 2** within **Process Enquiry** in the details tab and complete the remainder of the procedure.

   ![i] Where a case has already been through this workaround and is currently waiting to reach the Proactive T-date and a new 2012 application with a new receiving parent is made, this will change the proactive case to a reactive one and the following action will need to be completed:

   - Confirm the T-date in the **More Info** tab is showing the correct Reactive T-date

   - Amend the effective date to show the Reactive T-date + 1 day

   - Check the clerical client database (CCD) and confirm that the case is moving from a proactive journey to a reactive journey, where CCD shows as Proactive, refer the case to the Small Systems Team to update the Case Closure dates

7. Change the **case status** to **Inactive** and the **sub status** to **Awaiting Transition**.

QC doesn't have a CRN

CIS response indicates that QC doesn't have a CRN

![i] To help with this process additional information including a process management flow is available in the No CRN Applications document, for more information refer to No CRN Applications.

1. Check Child Benefit systems (Child Benefit Index(CBIX) and Child Benefit Online (CBOL)) to see if child benefit is in payment. If so, the CRN should be available from here. If the CRN is temporary (starts UU or UX) and has been in payment for 10 weeks, please raise an incident via the AAC. They will complete a CHB proforma for NAT to contact child benefit via the SLA team to arrange for the CRN to be allocated. This should only take a few days. Set a Wait on the case for seven days. Once a CRN has been provided, return to **step 8** to re-trigger the interface. If no response has been received from the AAC, please contact AAC to escalate.

2. Confirm with the receiving parent whether they have made an application for Child Benefit (ChB) Where the receiving parent hasn't already applied to ChB, discuss the advantages of doing so by following the Lines to Take guidance. Depending on the response go to one of the three steps below:

   - Where the receiving parent has already applied for CHB go to **step 3**

   - Client is going to apply for CHB go to **step 4**

   - Receiving Parent is unable or unwilling to apply for CHB go to **step 5**

3. Where the receiving parent has already applied for CHB set a **Wait** on the **Application** SR for seven days to allow time for CRN to be assigned. After seven days check to see if a CRN is present and re-trigger the interface as per **step 8** in the **Details** tab.

   - If a CRN has been assigned and the interface successfully re-triggered continue with the application as per the details tab

   - If after seven days the CRN is still not assigned, set Wait state for a further seven days or until CRN has been assigned.

4. Where the applicant advises that they will apply for CHB, set a **Wait** state for four days. After the four day **Wait** has expired, call the client to check that they have applied for CHB:

   - If client confirms application has been made, follow **step 3**

   - If no contact set another **Wait** state for three days to check again

   After the three day **Wait** has expired call the client to check that they have applied for CHB:

   - If client confirms application has been made, follow **step 3**

   - If no contact set another **Wait** state for three days to check again

If still unable to contact client, set a further **Wait** state for seven days. On expiry check CHB system:

- If application has been made, follow **step 3**

- If client has not applied for CHB, or if at any point the client advises that they will not be making a claim for CHB, go to **step 5** and request appropriate evidence

5. Where the receiving parent disagrees or is unable to claim, ask if they can provide evidence to show the full name, address and date of birth of the QC/s. If this evidence can be provided set a **Wait** of 14 days. The evidence we can accept includes original copies of the child's:

- Birth certificate

- Passport

- Letter or record from a school, GP or dentist, or from a local authority

We can accept photocopies that have been officially stamped by a Government Department such as a DWP Job Centre or the Home Office

If you are unable to speak to the client to request the above information, a CMSL0077 should be issued.

If the receiving parent is unwilling or unable to provide this evidence then they should be informed that the application can't continue until either the evidence is provided or a claim for ChB is made. Where the RP is not allowed to apply for child benefit, the reason for this needs to be recorded. If the receiving parent is a foreign national, request the country of origin and the status of their right to remain in this country. This information is required to confirm the receiving parent cannot claim ChB. Also confirm that a family based arrangement (FBA) is not appropriate and why, this will be required for the Exceptional Case Handling (ECH) referral.

6. The paying parent will need to be checked against the 1993/2003 scheme and clerical client database (CCD) and where the paying parent is a paying parent in a case present on any of these systems, these cases will need to follow the correct case closure route.

7. Where evidence is provided, check whether the receiving parent and child would also be considered to be habitually resident. There are some questions that can be asked in the procedural exception, **Consider habitual residence**. Once confirmed, contact the AAC to raise an incident for consideration to make the case ECH. If after 14 days the information has not been supplied, please contact AAC to raise an incident for further advice. For more information refer on habitual residence refer to policy, law and decision making guidance

When it is identified that a CHB claim has been made, continue to monitor CHB claim until decision is made, do not raise an incident.

Where evidence is provided but requires Translation, this evidence will need to be translated before an incident can be raised. For more information refer to Translation.

CMSL0007 Application for child maintenance

Letter to all parties involved in application where sole QC has died and therefore application is being withdrawn.

All fields in this letter are system generated, no manual intervention is required.

CMSL0010 Your child maintenance application

Letter to applicant. Send when they do not respond to requests for missing information.

All fields in this letter are system generated, no manual intervention is required

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CMSL0017 Your child maintenance application

Letter to receiving parent who has applied, when the paying parent has died. Advises that their application has been withdrawn.

All fields in this letter are system generated, no manual intervention is required.

CMSL0059 Your child maintenance application

Still cannot locate other party so applicant given choice to agree new review date or close date.

All fields in this letter are system generated, no manual intervention is required.

CMSL0069 Your child maintenance enquiry

Covering letter for application form, suitable for all applicants. Sent in response to a new request for application form.

All fields in this letter are system generated, no manual intervention is required.

CMSL0070 Your child maintenance application

Letter to Applicant, to advise that we cannot continue with their application as their or the Other Party's circumstances mean that they cannot use the Child Maintenance Service.

There are four possible reasons why you would issue this letter:

- If the paying parent is not a UK resident add the paragraph 'Use if non-resident parent not habitually resident'

- If the receiving parent or the child/ren are not UK residents add the paragraph 'Use if parent or person with care or children not habitually resident'

- If the applicant is a paying parent under the age of 16 add the paragraph 'Use if applicant is non-resident parent and under 16'

- If the other party is a paying parent under the age of 16 add the paragraph 'Use if other Party is non-resident parent under 16'

- All other required information on this letter is automatically completed by the system.

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

CMSL0071 Your child maintenance application

Letter to applicant to confirm their request to withdraw their application.

All fields in this letter are system generated, no manual intervention is required

CMSL0072 Thank you and welcome

Letter to receiving parent or Child in Scotland to confirm their application has been successful. This letter assumes that we have gathered all the information we need to process an application.

All fields in this letter are system generated, no manual intervention is required.

CMSL0077 Your child maintenance application

First request for missing information. Suitable for all applicants.

- Under the sub heading 'Your child maintenance application', complete the free text area to inform the client what further information we require to complete the application.

- All other required information on this letter is automatically completed by the system

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

CMSL0080 Reminder: your child maintenance application

Letter to applicant, reminding them they still need to provide missing information (this is the second request for information that they will receive).

If the letter is being issued to the applicant, select paragraph TM_40149

If the letter is being issued to the other party, select paragraph TM_40150

CMSL0088 Your child maintenance application

Letter to Applicant, to advise that we cannot continue with their application as their or the Other Party's circumstances mean that they cannot use the Child Maintenance Service.

There are seven possible reasons why you would issue this letter:

- If a DNA test has come back negative use the paragraph 'Use if result of DNA test is negative'.

- If the child or children are between the ages of 16-19 and not receiving child benefit, the child or children are between the ages of 16-19 and no longer in full time non advanced education or approved training, the child or children have reached the age of 20 or the Child or children got married or have become part of a civil partnership, use the paragraph 'Use if child or children between the ages of 16-19 and not receiving CHB/child or children between the ages of 16-19 and no longer in full time non advanced education or approved training/ child or children reached the age of 20/Child or children got married or become part of a civil partnership'

- If the paying parent and receiving parent are no longer separated, use the paragraph 'Use if no longer separated'

- If you are unable to identify the other party, use the paragraph 'Use if unable to confirm other party's identity'

- If the child has left full time education, use the paragraph 'Use if child left full time education'

- If the applicant is the receiving parent and they are no longer the main carer, use the paragraph 'Use if applicant is PWC or PeWC and they are no longer the main carer'

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If the applicant is the paying parent and the receiving parent is no longer the main carer, use the paragraph 'Use if applicant is NRP and PWC is no longer the main carer'

 Is there a need for a CHB proforma?

No, there is an automatic trigger within the system to check if CHB is in payment during the application process. In a receiving parent application this is when the details of a qualifying child (QC) are put onto the system and the Sub Status is changed to Collect Applicant Details. During a paying parent application the trigger comes when the Status is changed to contact and gather other party details.

Why does the caseworker need to ask equality and diversity questions?

This is to ensure the organisation are seen to not be discriminating against anyone.

How will the action to end a relevant other child (ROC) be carried out?

An SR will generate in the owning segment informing that them that ROC needs to be ended in the case.