

Application - Paying Parent

The purpose of this procedure is to continue with an application and collect information to progress it through to initial calculation. This process is completed by an applications or specialist caseworker.

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

Always ensure that information entered onto the system is correct. Any error can have serious implications for clients and is also in breach of the Data Protection Act. For more information about Data Protection refer to the Policy, Law and Decision Making Guidance 

To help the caseworker cover all the information that they will need to collect, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to [CMG Paying parent application checklist](#).

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

The application process can be triggered by a transferred call from CM Options (Gateway), an email from CM Choices (NI), a phone call from an applicant, or a written application being received. You then collect information from the applicant.

The system prompts caseworkers to input mandatory information on the system; some of these are marked with a red asterisk (*).

When you create a service request (SR) the system creates an activity plan to help you complete the SR.

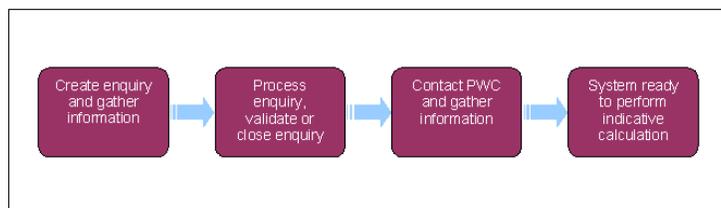
With a paying parent application if the receiving parent doesn't want the application to continue the caseworker sets the case to direct pay.

Once the caseworker has gathered information from the paying parent, the receiving parent is contacted by telephone to review and collect further information by the applications or specialist caseworker.

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

 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 Nino verification successful. It is also possible that information reported by the applicant may change during the application process. For more information refer to [Changes At Application/New Case](#).

For more information on multiple applications please refer to the Policy, Law And Decision Making Guidance .



For more information please 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

 Caseworkers must complete the **Application - Fees** procedure with clients before following this procedure.

The application process can be triggered by a phone call from an applicant, or a written application being received. The caseworker will then collect information from the applicant. For more information on handling the initial call from the paying parent, refer to [Application from a Paying Parent](#). A call script is also available to assist when making a call to the receiving parent following the paying parent application. Refer to [Call to Receiving Parent following Paying Parent application](#) for further information.

To help the caseworker cover all the information that they will need to collect, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to [CMG Paying parent application checklist](#).

 The Segment 5 Compliance Opportunity should be considered at this point. For more information refer to [Segment 5 - Compliance Opportunity](#).

Is the application by phone or post?

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 into the system as a PDF and attached it to a work item. Open the PDF and review the information and consider the following before going to **Inputting applicant information**:

- 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 paying parent and complete the application as you would if 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 for a further fourteen days. If there is still no contact after the further fourteen days go to **Close the enquiry**.
- The paying parent may request an application form from CMG. For further information and for more information on how to issue the application form, refer to **Applicant requests application form** in the **Procedural Exceptions** tab.

During the application

During the application it is possible that information reported by the applicant may change during the application process. For more information refer to [Changes At Application/New Case](#).

Inputting applicant information

Input Paying Parent Information

 Do not inform the paying parent of the effective date of the case until it has been updated on the system. If for any reason there is a delay in the application, the effective date may be set to a later date.

Gather contact information

1. Access the **Contact Record** of the paying parent via the Application SR. Confirm a contact telephone number with the paying 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, the client will need to be set as **Opted Out of the SMS Service**. This will prevent future errors generating.

 If the paying 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. The CMSL0073 Confirmation of Application letter must still be issued. Sending the SMS text message does not replace the legal requirement to issue the CMSL0073.

Once the SMS has been sent, confirm with the client that they have received it. Explain to the client 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

2. Once Security has been completed ask the client to confirm their address and contact number as well as asking for the most appropriate time for contact. notify the client you have recorded the preferred contact time however, we may attempt calls at different times of the day. Step 5 advises how to record this information on the system.

Answerphone Messages

3. Confirm with the client if they are happy that we leave more specific answerphone messages 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.

4. Information on preferred contact times and CMS specific answerphone messages can be recorded by creating an Activity - Record at contact level with a start date of 01/01/2035. Record 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](#)



This activity will always appear at the top of the activities tab making it easy for caseworkers to locate the preferred times. Notify the client that you have recorded the preferred contact time however, we may also attempt calls at different times of the day.

- Confirm with the applicant if they have an email address we can use to contact them on. The email address is required for use in the self service portal. When completing the **email address** field, make sure that the address is correct.



The email address must be recorded in the **email address** field and not in **Notes**, recording it incorrectly can effect the future setting up of a self service account for the receiving parent.

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

If the paying parent is unable to provide the required minimum information, advise the paying parent that as they are unable to provide this information the application cannot continue at this time and go to Close the enquiry. The paying parent can apply again if they obtain sufficient information later.

- Add the qualifying child/ren (QCs) to the application and add the address. 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. Include as much relevant information as possible. For more information refer to [CIS - Verify NINO/CRN](#). Repeat for each qualifying child (QC) saving the record each time one is added. The minimum information required is:
 - 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

- Any matching records are displayed in the popup; you have the option to **Pick** or **Ignore** the matches. If the QC is already a relevant other child (ROC), or a QC in another case a warning message is displayed. For more information refer to [Application - QC/ROC In Existing Case](#).
- Add the receiving parent in the same way as adding the QC/s. Gather and enter as much information as possible. The minimum information required is:
 - Case relationship
 - Title
 - Last name
 - First name

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



It is important that you verify the matches and confirm that the match presented is the correct receiving parent.

Ask the paying parent for the receiving parent's address and record it in the Case Notes field. Also record the receiving parent's telephone number. Where the receiving parent is reported to be in the Armed Forces refer to [Armed Forces Overview](#).



If the receiving 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.

- If the paying 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**.
- Any matching records are displayed in the popup applet; you have the option to **Pick** or **Ignore** the matches.

Trigger the customer information system (CIS)

- Change the **Sub Status** to **Check Applicant/QC NINO**, which triggers the interface with CIS to identify the correct clients. For more information refer to [CIS - Verify NINO/CRN](#). Save the record.



Where a client has a relationship recorded against a person who has a sensitive record, the sensitive record will not be displayed in the **Relationships** View when drilling down from the contacts list.

- CIS will be used to identify the correct clients based on the information entered. 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.
- The QC/s are associated with the applicant 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** and 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 the paying parent or QCs are not habitually resident go to **Close the enquiry**.

The system uses CIS for paying parent and QC NINO verification. If verification is not successful, the **Contact Status** is set as **NINO Not Verified** and the **Sub Status** set to **Identify Applicant/QC**. Go to **Identify applicant NINO**. If the NINO is verified go to **NINO verification successful**.

 If the paying parent is certain the information being provided is correct you will need the paying parent to provide evidence before deciding to accept the paying parent data over that of CIS.

Identify applicant NINO

Identify Applicant/QC NINO

These steps are not required if NINO verification was successful

Review the information that the paying parent has provided and confirm that the information is correct. If required, contact the paying parent. If you are unable to contact the paying parent by telephone issue letter CMSL0077. If there is no response to this, issue letter CMSL0080. Once reviewed re-attempt verification by selecting the **CIS/CRA button**. A successful verification will set the **CIS/CRA Contact Status** to **NINO is Verified**.

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

If required, 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 the first name or surname followed by *.

Re-attempt verification. A successful verification will set the **CIS/CRA Contact Status** to **NINO is Verified**. Go to **NINO verification successful**.

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

NINO verification successful

NINO verification successful

Data warehouse lookup

- Following verification the data warehouse automated lookup checks the paying parent and QC/s details against 1993/2003 scheme cases to check for the 13 week rule. If the automated lookup fails or the case is located on the clerical case database (CCD), the system will generate a **Manual Handling** SR lookup, go to **step 3**.
- Check the lookup response in the **Contact More Info**, 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**, continue with the application.
 - 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.

- 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
- 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 within this procedure - 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 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.

Set up the security

- Set up the paying parent security details. For more information refer to [Security - set up](#).

Confirmation of maintenance orders

6. Confirm with the paying parent whether a maintenance order is in place for the QC/s. For more information 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 generates two activity types; **Letter (Outbound)** and **Wait**. Once these have been created, select the **Wait** activity and remove the **Request More Info** from the sub type field of the activity. This prevents accidental closure of the case.

7. Change the **Sub Status** to **Collect Applicant Details** and save the record. Where a maintenance order is going to be replaced with the application the system will create CMSL0082 which is issued to the client informing them that we have requested the court to cancel their court order for child maintenance. The system will also create CMSF0005 to inform the court of a change to the maintenance arrangement. CMSL0082 and CMSF0005 are issued by the system but must be edited by caseworkers before they can be sent. For further information on where to send the CMSF0005, refer to [Maintenance Orders Overview](#).

Confirm parentage

8. Confirm with the paying parent whether they accept parentage of the QC/s. Record the response in the Parentage field. A response must be recorded against every QC in the application.

Confirm if the household contains ROC/s

9. Confirm with the paying parent whether there are any ROCs living in the household. Establish criteria for adding a ROC is met before continuing. If the paying parent confirms CHB is not in payment to their address, go to **step 19**.

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

10. If the paying parent already has an existing case, you need to launch a Change of Circumstances (CoFC) SR to add the ROC to the application. For more information refer to [Existing Case - New ROC](#). Once the ROC/s have been added, manually trigger **NINO Verification**. Go to **step 18** to continue.
11. Where the paying parent only has one case, start a **Query** on the ROC, using as much information as you can i.e. first name, last name, date of birth and post code. Select **Go** and if there are any matches to that information already on the 2012 system, they are presented to you. Check through them, to see if the contact already exists.
12. If the contact/ROC does not exist on the 2012 System, you need to create a new contact at the system level, select the **Contacts** tab, select **New** and enter the details of the ROC.
13. When the contact is on the 2012 System select the **Last Name** of the contact and go to the **Cases** view to verify their role. If the ROC is already a Qualifying Child (QC) in another case a warning message is displayed, for more information refer [Application - QC/ROC in Existing Case](#). If the contact is registered at a different address and it is the same child, investigate where the child is based, before continuing. If the contact is on the 2012 system and at the same address, continue.
14. Go **Paying Parent** contact, select the **Relationships** tab and select **New**.
15. Update the **Relationship Type** dropdown to Relevant Child and select the multi-value group (MVG) button in the **Last Name** field, which generates the **Contact Relationship Pick** applet.
16. Select **Query** and enter details of the ROC, select the ROC you have added to the case and select **OK**.
17. Within the **Relationships** tab highlight the row containing details of the ROC you have added, this enables CIS in the Relevant Child applet. Select **CIS** to verify the NINO of ROC.
18. Update CHB to activate the ROC.

Confirm if there are any private arrangements

19. Confirm with the paying parent whether they have any private arrangements. If the paying parent does, confirm that it meets the criteria for a child in family based arrangement (CIFBA). Add the CIFBA/s through the NRP Contact **Relationship** view. If the paying parent already has an existing case, launch a CoFC SR to add the CIFBA/s to the application. For more information refer to [Existing Case - New CIFBA](#).

Where the paying parent or their partner have not yet applied for CHB, advise that CHB can be applied for even if they are over the earnings threshold to receive it or they do not want to receive any money awarded and to call back once CHB is in payment. If the paying parent or their partner are unwilling to make a claim for CHB advise the paying parent that we cannot make the change and include the child into their calculation. You may consider signposting them to [Claim Child Benefit](#). For more information refer to the Policy, Law and Decision Making Guidance. 

For more information and verification/evidence required - refer to [Existing Case - New CIFBA](#). The minimum information required to add a CIFBA is:

Full Name
Date of Birth
Child Reference Number

Once the CIFBA/s have been added manually trigger **NINO Verification**. For more information on CIFBA refer to the Policy, Law and Decision Making Guidance 

Confirm if there is a joint benefit claim

20. Confirm with the paying parent whether they live with a partner and if the paying parent and their partner are in a joint benefit claim. If they are in a joint benefit claim for anything other than Universal Credit, add the partner details on to the system and manually trigger

NINO Verification. For more information refer to [Paying Parent Application - Add Paying Parent Partner](#).

 Partner details should not be gathered when a paying parent is in a joint claim for Universal Credit (UC). When a paying parent is in receipt of UC follow the Universal Credit procedure.

Confirm service level and method of payment from

21. Advise the paying parent about the different service types available to help inform their service type decision.

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 paying parent 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.
- If the payment date on the schedule isn't suitable, advise the paying parent they will need to contact us to amend the payment schedule rather than pay late. Late payments could result in a change of service type to collect and pay, where charges will be incurred.
- Advise the paying parent that if they have a change to their circumstances, they must tell us straight away and continue to the make the payments from their payment schedule until they receive a new one.
- Failure to make the correct payment and on time will result in the service type being changed to collect and pay.
- 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 receiving parent asks us.
- 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.

 Direct Pay is not suitable for everyone. Provide the client with information about the service types, giving unbiased advice to allow the clients to make an informed decision that is suitable for their own individual circumstances. For more information on service types, refer to the Policy, Law, and Decision Making Guidance (PLDMG) 

22. Use the [Collection Fee Calculator](#) to provide the paying parent a monetary estimate of what charging might mean for them. For more information refer to the [Service Type Guide](#).

23. Check paying parent contact Notes for details of 1993/2003 enforcement action, eg live enforcement action, DEO/DER or RDO to determine the payment parent's service type/MOPF options:

- If the paying parent has paid by DEO/DER on 1993/2003 and the DEO/DER:
 - has been in place for less than 6 months advise the paying parent that they need to have 6 consecutive months of DEO/DER payments on CMS before they can switch to direct debit. After 6 consecutive months of direct debit payments they can opt for direct pay. When setting up a DEO/DER for this reason refer to [DEO - Self Selected - Set Up](#) or [DER - Self Selected - Set Up](#)
 - Update the **contact Notes** with decision and reason for unlikely to pay check failure and the date the paying parent can request compliance opportunity.
 - has been in place for more than 6 months offer the paying parent a compliance opportunity, after paying by a voluntary method of payment for 6 consecutive months they can opt for Direct Pay
 - Update the **contact Notes** with the decision and reason for unlikely to pay check failure and the date the paying parent can request Direct Pay
- If the paying parent had paid by RDO or currently subject to on-going legal enforcement action on 1993/2003:

- Advise the paying parent that to move to direct pay they first need to set up a voluntary method of payment and have nine months of consecutive payments.

Update the **contact Notes** with the paying parent to take up or decline compliance opportunity and the date the paying parent can request direct pay

 If the paying parent declines the compliance opportunity then set up an enforced method of payment, eg [DEO - Self Selected - Set Up](#) or [DER - Self Selected - Set Up](#).

 If the paying parent has an existing arrears only case with the same receiving parent, the service types for each case must be the same.

24. Confirm with the paying parent what level of service is required depending on the outcome of the checks carried out in the previous step. The payment method can be direct pay regardless of the paying parent's source of income ie employed, benefits etc. A fundamental and a calculator have been developed to help with this, refer to [Direct Pay fundamental](#). Enter the response in the **NRP Service Type** field.

25. If the paying parent and receiving parent have the same preferred service type this will be set as agreed. If both clients do not have the same preferred service type, this will be aligned. For more information refer to Policy, Law and Decision Making Guidance 

Make the paying parent aware that any missed payments will affect their ability to request direct pay in future, which may result in collection fees being applied.

 If the service type is to be set as direct pay but the clients are no longer in contact with each other it is possible to pass on contact details, with permission. This enables clients to arrange payment details and frequency. For more information refer to [Transfer Data Between Clients](#). The clients should be advised this will not delay case progression and the calculation/schedule will be issued, it is the client's responsibility to set up payments and set money aside if this takes time beyond the first payment due date on the schedule.

26. If calculation and collection service type has been chosen collect the paying parent's initial method of payment from (MOPF) information. For more information refer to [Method Of Payment From - Set Up Initial](#).

Shared care

27. Obtain and enter any shared care information by selecting the **NRP Surname** from the **Summary Case** details and then select the **Relationships** tab. Once shared care is entered save the record.

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, otherwise the system won't pick up the information. Contact the LA to verify this.

Advise the paying parent that where an agreement cannot be reached, we will apply an assumption of the lowest amount of nights agreed between both parties e.g. paying parent reports 3 nights, receiving parent reports 2 nights, we will apply an assumption of 2 nights. If we are unable to contact the receiving parent, the nights reported by the paying parent should be allowed. If either party advises a court order or solicitors agreement is in place, advise the client we will require a copy to resolve the dispute.

 Advise the paying parent that where there is shared care this affects the calculation. Make them aware that we will also confirm shared care with the receiving parent and that a discrepancy between the two will result in a possible delay to the application whilst we attempt to resolve this.

 Under no circumstances when recording shared care should the field **Exceptional Weeks Without NRP** be used. A subsequent system release will remove this field.

Private pension

28. Confirm whether the paying parent makes any contributions towards a private pension.

Advise the paying parent we will require evidence private pension contributions are being made.

Evidence will be in the form of the annual statement of contributions for the personal pension scheme. We may also accept copies of bank statement which show the payments into the personal pension scheme.

Where contributions are being made, raise the Pensions Contributions SR. For more information on adding private pension information refer to [Pensions Summary](#).

Occupational contributions are included with the standard HMRC response. Where contributions are being made add these to the system. For more information on adding private pension information refer to [Pensions Summary](#).

29. Consider whether the paying parent has any possible grounds for a Variation. These are specific types of changes which take account of circumstances not covered by the basic maintenance calculation rules. For further information, refer to [Variations - Special Expense](#).

Process enquiry

Process Enquiry

1. Change the **Sub Status** to **Check Other Party NINO** and save the data. If the NINO check returns as not successful, the **Contact Status** changes to **NINO Not Verified** and the **Sub Status** changes to **Identify Other Party**. For more information refer to [Identify The Non Applicant](#).

 If the CIS search returns a match with the fields starred out, this could be a potential sensitive record. You must send this to the SCR team by completing a **Sensitive Check SR (Process = Special Case Management Area = Special Customer Record Sub Area = Sensitive Check)**. Once you set this SR to In Progress it will automatically route to the SCR team.

If the SCR team identify that it is a sensitive record, they will process the case from this point. If it is not a sensitive record, the SCR team will return this to you to continue with the application as normal.

- Check to see if any additional contact information has been provided by CIS and CRA for the receiving parent. Record any additional contact information in **Notes**.

Child benefit (CHB) checks

- The system checks if CHB is in payment, if a **No** response is returned you need to investigate whether the application can continue. To view the response, select the **NRP Surname** from the **Summary Case Details** and then select the **Relationships** tab. After making the decision, update the **Notes** field with your decision and, if required, change the **CHB response** to **Child Not Found**. Go to **Close the enquiry** where the decision is that the case cannot continue.

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 2**

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

 Where the Child Reference Number (CRN) can't be established with the interface to CIS. Use the legacy 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 legacy procedures.

Equality and diversity questions

- Ask the paying parent the equality and diversity questions. Select the **NRP Surname** and then select the **More Info** tab. Whilst these are a requirement to ask, the paying parent is under no obligation to answer. Not answering these questions does not prevent the application from continuing.
- Telephone is the assumed contact preference recognised by CMS2012 for all clients. Only record an alternative if the client requests one e.g. letter, otherwise leave the **contact preference** field blank.
- Update the activities in the **Activities** tab for the Application SR. Confirm that all the required activities have been completed.
- Once the other party NINO is verified the system will automatically update the **Sub-status** to **Identify other party in C-Scheme** which triggers the data warehouse automated look up.

Data warehouse lookup

- 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 the case is held on clerical case database (CCD) the system will generate a **Manual Handling** SR lookup, for information on how to complete this refer to **step 9**.

Check the lookup response in the paying parent **Contact More Info** tab, for the lookup responses, wherever the selected date for transition field is blank and/or the date in **T date** field has passed go to **step 10**:

- If the **NRP Case Group Look Up Outcome** is **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 10**.
 - 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 10**.
 - 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 9**.
- If the **NRP Case Group Look Up Outcome** is **Continue with Application** with any other reason type, continue with the application. Go to **step 10**.
- If the **NRP Case Group Look Up Outcome** is **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**.
- If the **NRP Case Group Look Up Outcome** is **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**.
- If the **NRP Case Group Look Up Outcome** is **Reactive Transition With Pause** and the **NRP Case Group Look Up Reason** is **NRP Has Ongoing Liability**, continue with the application. Go to **step 10**.

 Advise the paying parent that their 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 must 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 10**.

- If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up Reason** is **NRP has only 1 case and not part of the case closure journey**. Go to **step 10**.

9. Send a request containing the clients SCIN, NINO and case number to the relevant **Case Closure Team**, email **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**.

Continue with application

10. Change the **Sub Status** to **Locate Other Party** and save the record. If the system can't find a location or the address returned is older than 30 days further investigation is needed. For more information refer to **Confirm Current Location**. The receiving parent residential address normally needs to be in the UK. If the receiving parent's address is returned as not being in the UK, investigate and determine if the receiving parent is habitually resident. If the decision is the receiving parent is not habitually resident go to **Close the enquiry**. Once the other party's location is found the system issues the CMG booklet and CMSL0073 to the paying parent.

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

 At this point if the paying parent's language preference has been set to Welsh the case/group will route to the Welsh Language segment.

Contact receiving parent and gather information

Contact Receiving parent and gather information

1. The **sub status** updates to **Contact & Gather Other Party Details**. Application letter CMSL0075 is automatically issued to the receiving parent.

For more information on notifying a receiving parent from a paying parent application refer to the Policy, Law and Decision Making Guidance



Make contact with receiving parent

2. Create a **call outbound** call activity. Use this to telephone the receiving parent. If the contact is unsuccessful set a **Due Date** to try again. The receiving parent is given seven days to contact Child Maintenance Group (CMG).
3. Confirm that the receiving parent wants the case to continue. If the receiving parent doesn't follow the steps for encouraging them to accept the case, for more information refer to **Receiving parent refuses maintenance** in **Procedural Exceptions**.

 When a caseworker is 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 reporting 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>

4. If there is still no response from the receiving parent issue reminder letter CMSL0078 and set a **Due Date** for another seven days, if after this there is still no response from the receiving parent, the service level will be set as direct pay. Go to **step 7**.

Confirm clients identity

5. Select the **Case Overview** and confirm the receiving parent's identity using information currently held:

- **National Insurance Number (NINO)**
- **Postcode**
- **Date of Birth**
- **QC name/QC date of birth**
- **Scheme Client Identification Number (SCIN)**

If the receiving parent reports they have an alias, record this in the **Known As** field and mark the case as sensitive. For more information refer to **Personal Interest - Register**.

 Be certain to add the receiving parent's gender when entering the details on to the system, doing this allows the system to include gender specific text in future letters.

Confirm contact information

6. Confirm and record the telephone number. Telephone is the assumed contact preference for CMS2012. Only record an alternative e.g. Letter if the client requests one otherwise leave the field blank. If a receiving parent provides a mobile number or confirms the number already held, advise the receiving parent that they will receive text messages from us at a later date. If the receiving parent specifically states that they don't want to receive texts from us. Select the tick box **SMS Text (Opt Out)** in the receiving parent's **More Info** tab.

 Where no mobile number is provided, the client will need to be set as **Opted Out of the SMS Service**. This will prevent future errors generating.

7. Confirm the receiving parent's address, select the **Eligibility** tab and check if the habitual residence box is ticked, if the address is marked as not habitually resident confirm that the receiving parent is considered to be habitually resident. If they are not considered to be habitually resident, go to **Close the enquiry**.

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

8. Confirm whether the receiving parent has any **special requirements** such as requiring braille letters or that they are hard of hearing, record these in **More Info** tab.

If the client specifically asks to be spoken to in Welsh, record in the **Contact Notes** "Welsh Language Service requested". Suppress outbound contact as all Welsh letters will need to be sent off system, for more information refer to [Outbound Contact - Suppress and Letters \(Outbound\) - Contingency Summary](#). Email the clients SCIN and NINO to CM Welsh language contact list, this will allow the Welsh contact list SPOC to add the clients details to the Welsh Contact List.

Set up security

9. Set up the receiving parent's security details. For more information refer to [Security - Set Up](#).

If no response has been received from the receiving parent, you'll need to enter default information in the PWC security responses and risk score assessment until the receiving parent responds. Once this information has been entered go to **step 16**.

Complete risk scoring

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

Confirm service level

11. Confirm what level of service is wanted, the receiving parent can request ask for either direct pay or calculation and collection. The receiving parent should be made aware of the advantages of direct pay and the impact collection fees will have on their payments. For more information on direct pay including how CMG can help with direct pay, refer to the [Direct Pay fundamental](#), [Direct Pay summary](#) 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 parents choice in the **PWC Service Type** field.

 Once the Service Type has been confirmed, update the Service Type Decision within the More Info applet. Failure to do so will result in the case defaulting to the Receiving Parent request which may differ to that of the Paying Parent.

Complete equality and diversity questions

12. 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. Not answering these questions does not prevent the application from continuing.

Confirmation of maintenance orders

13. Confirm with the receiving parent whether a maintenance order is in place for the QC/s. For more information refer to [Maintenance Orders Overview](#).

Shared Care

14. Confirm the shared care information and enter the information by selecting the **PWC Surname**.

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

 Any nights a QC spends in LA care must be recorded on both the receiving parent and paying parent screens.

 Advise the receiving parent that where there is shared care, this affects the calculation. Make them aware that their answers will be compared with those of the paying parent and that a discrepancy between the two will result in a possible delay to the application whilst we attempt to resolve this.

Advise the receiving parent that where an agreement cannot be reached, we will apply an assumption of the lowest amount of nights agreed between both parties eg paying parent reports 3 nights, receiving parent reports 2 nights, we will apply an assumption of 2 nights. If either party advises a court order or solicitors agreement is in place, advise the client we will require a copy to resolve the dispute.

Set up initial MOPT

15. Collect the receiving parent's initial MOPT information. For more information refer to [Method Of Payment To - Set Up Initial](#). If the receiving parent requested direct pay this step isn't required.
16. Update the activities in the **Activities** tab ensuring that each activity has a response marked against it.
17. **Wait** one day before continuing on to the next step. This allows the system to run the overnight batch.
18. The application is now ready for you to complete the calculation. Select the **Evaluate Shared Care** button. If the shared care banding matches the paying parent's the system will immediately perform a calculation and move the case to next segment. For more information refer to [Calculation - Initial](#). Any shared care discrepancy triggers a shared care dispute. For more information refer to [Shared Care Dispute At Application](#).

 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](#).

 Manage the receiving parent's expectations with regard to payments. Explain when the liability starts and that although some money accrues 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. You may also want to explain about the deductions from earning order (DEO) process and timescales involved should the paying parent be non-compliant.

 If a client queries the calculation explain that we worked out their income using information that the client, their employer or a third party such as their accountant gave to HMRC. HMRC only holds the income they receive from these sources nothing more. If they have a concern about the accuracy of the information, they should speak to their employer or third party contact (accountant) about the accuracy of the data as HMRC will only react to changes from these sources.

Close the enquiry

Close the 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 had been unable to identify the paying parent	Paying parent not identified	CMSL0088
Application has been received within 13 weeks of Legacy 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 paying parent	Other party not located	CMSL0088
Paying parent is proved not to be the parent	Parentage not proven	CMSL0088
Notification received that QC has died	Death of QC	CMSL0007
Paying parent is not habitually resident	Paying parent not habitually resident	CMSL0070
Receiving parent is not habitually resident	Receiving parent not habitually resident	CMSL0070
	No jurisdiction for Agency	CMSL0070
Applicant and non-applicant have reconciled	Receiving parent/PeWC and paying parent reconciled	CMSL0088
System Generated	System Generated	
Receiving parent is not receiving child benefit and QC is not living with receiving parent		CMSL0088

3. The system issues the relevant closure letter to the paying parent.

Relevant other child doesn't have a child reference number

1. Confirm with the paying parent they or their partner have made an application for and are in receipt of CHB. If the claim is in the paying parent's partner's name, the address of the paying parent and the CHB claim must match.
 - If the paying parent or their partner confirm that CHB is in payment, check Child Benefit systems Child Benefit Index (CBIX)/Child Benefit Online (CBOL) to confirm this
 - If CHB is not in payment but has been applied for, wait until CHB is in payment
 - If CHB has not been applied for, decline the change. Put a note in paying parent's contact level explaining why ROC has not been added and continue with the application
2. If the CRN is temporary (starts UU or UX) and child benefit has been in payment for 10 weeks, please raise an incident via the AAC. Set a **Wait status** on the case for seven days. Once a CRN has been provided, return to **Nino verification successful, step 13** to add the ROC. If no response has been received from the AAC within seven days, contact AAC to escalate.
3. If the paying parent or their partner is a foreign national, request their country of origin and the status of their right to remain. This information is required to confirm the paying parent or their partner cannot claim CHB. This will be required for the [Exceptional Case Handling](#).

 Where the case has been agreed for transfer to the SCR Team due to a foreign ROC issue, the Personal Interest status must be set. Once the Personal Interest status is set a Team Leader warm handover must be completed to the SCR Team Leader to provide the SCR Team Leader with details of the case (e.g. Client name, scheme identification number (SCIN) case number and SR number). Refer to [Personal Interest - Register](#)

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 in 1993/2003 scheme system. If case does not exist then 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 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.
9. 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 the **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. Please capture the:
 - 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.

NI Exceptions

DirectGov website is NIDirect.

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 14**.

CS2 - Check for Enforcement/DEO/DER/RDO

5. Launch **Enquire on Case or Person** to identify the current method of collection recorded on the case.
6. 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.
7. If a case is held in **Partial Clerical** contact the owning team to collect the required information above.
8. 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 14**.

CCD - Check for Enforcement/DEO/DER/RDO

9. Navigate to **Create/Edit Case/PWC/NRP/Assessment** to identify the current method of collection.
10. Access **Read/Update NRP** and select the Employer tab to identify if the checkbox for DEO/DER is ticked.
11. 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.
12. 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.
13. 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 14**.



The Case Compliance Details applet must be updated where a DEO/DER/RDO was in place or CSA case was subject to active Legal Enforcement action.

Record unlikely to pay check outcome

14. If confirmed that an enforced method of collection was used within the last 3 years on the 1993/2003 system, record the information 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 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 the end of the **NINO verification successful** section. Complete **step 1 of Process enquiry**, 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.

Applicant requests application form

Paying parent requests application form

1. If a paying 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 paying 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 paying 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. 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.

Consider habitual residence

Where habitual residence needs to be checked again as the applicant'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 in the UK on a long term basis

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

Qualifying child doesn't have a child reference number

CIS response indicates that QC doesn't have a CRN

CIS response indicates that QC doesn't have a CRN

 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. If after this seven days there is still no response, raise an incident via AAC
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.



For paying parent applications, where the receiving parent is unwilling or unable to provide evidence and there isn't any evidence to suggest that the child doesn't exist, then in these instances the application will continue.

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 



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](#).

[Receiving parent refuses maintenance](#)

Receiving parent refuses maintenance

1.  If the receiving parent has stated that they do not want to receive maintenance payments, complete the following:
 - Encourage the receiving parent to accept the payments from the paying parent
 - Inform the receiving parent that they do not have to have any contact with the paying parent and there is no link between receiving child maintenance and access rights

If the receiving parent wishes to change their mind and accept the payments, **Contact Receiving Parent & Gather Info** in the **Details tab** and continue with the information gathering.

 Where no mobile number is provided, the client will need to be set as Opted Out of the SMS Service to prevent future errors generating.

2.  Call the paying parent to inform them that the receiving parent does not wish to receive the maintenance payments and advise that we will be unable to issue payments to the receiving parent. Explain that the case will remain open as long as the paying parent wishes to continue with the application and that the paying parent is the only person who can withdraw the case.
3. Advise the paying parent to pay the money into a bank account/trust fund for the child and that if they wish to go ahead with the application, the effective date will be set and funds will accrue on the case but will not currently be collected.

 The paying parent should be advised that the receiving parent can contact us at any time to ask for the collection of maintenance.

Inform the paying parent that if there is a maintenance order in place for child maintenance, this part of the order will be cancelled from the effective date of the case, however if the maintenance order references other aspects such as spousal maintenance, then this would continue as normal. For more information on maintenance orders refer to Policy, Law and Decision Making Guidance. 

If the paying parent decides that they no longer want to continue with the application go to **Details** to close the application enquiry.

4. Set the paying parent's **Service Type** to **Direct Pay**. Make sure that the paying parent is aware that the receiving parent can, at any time during the life of the case decide for maintenance liability payments to start. These will be effective from the initial case effective date and are enforceable in full. Explain that if they commit to opening a direct pay case, they must set money aside to cover the maintenance liability in the event that the receiving parent changes their mind.
5. Some information needs to be updated for the receiving parent to allow the application to continue, select the **Eligibility** tab and check if the **Habitual residence** box is ticked, if the address is marked as not habitually resident confirm that the receiving parent is considered to be habitually resident. If they are not considered to be habitually resident, go to Close Case to close the enquiry. For more information on habitual residence refer to the Policy, Law and Decision Making Guidance. 
6. Set the receiving parent's security details using the default security answers. For more information refer to [Security - Set Up](#).
7. Complete the paying parent risk score in the **Risk Score Assessment** tab, record a response against the questions that best reflects the receiving parent not providing an answer.
8. Enter the following information into the **Case notes** field:
"(receiving parent/person with care (PeWC)) has refused to accept monies from this paying parent application. (paying parent name) has been advised through outbound telephone contact to pay monies directly to an account of their own choosing, which will become immediately due if (receiving parent name) changes their mind and wishes to accept monies from this application"
9. The application is ready for the initial calculation, go to **Contact receiving parent and gather information** of the **Details** tab to continue.

[CMSL0007 Your child maintenance application](#)

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

[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 paying parent not habitually resident'
- If the receiving parent or the child/ren are not UK residents add the paragraph 'Use if receiving parent or children not habitually resident'
- If the applicant is an paying parent under the age of 16 add the paragraph 'Use if applicant is paying parent and under 16'
- If the other party is an paying parent under the age of 16 add the paragraph 'Use if other Party is paying parent under 16'

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.

[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

[CMSL0073 Thank you and welcome](#)

Letter to paying parent confirming that their application has been successful and informing them that we will now contact the receiving parent.
This letter assumes that we have gathered all the information we need to process their application.
All fields in this letter are system generated, no manual intervention is required

[CMSL0075 Important information about child maintenance](#)

Letter to receiving parent who has been named in an application (where paying parent has applied).
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.

[CMSL0078 Application for child maintenance](#)

Letter to receiving parent who has been named in an application, reminding them they still need to contact us to confirm they want to proceed.

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



The letter CMSL0078 will not automatically generate at present. You will need to issue the letter manually and record that the letter has been issued in the case notes field.

[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

[CMSL0082 Child maintenance and your court order/maintenance order](#)

Letter to client informing them that we have requested the court to cancel the court order/maintenance order.

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

[Application Form](#)

[Application - Child in Scotland](#)

[Application - Fees](#)

[Application Fee Complaints and Returns](#)

[Application - Receiving Parent](#)

[Application - QC/ROC In Existing Case](#)

[Case Closure Overview](#)

[Calculation - Provisional](#)

[Changes at Application/New Case](#)

[CIS - Verify NINO/CRN](#)

[DEO - Self Selected - Set Up](#)

[DER - Self Selected - Set Up](#)

[Exceptional Case - Gateway](#)

[Existing Case - New CIFBA](#)

[Existing Case - New ROC](#)

[Family Based Arrangement - Record](#)

[Identify The Non Applicant](#)

[Manual Handling - Transition Case Data Capture Summary](#)

[Method of Payment From - Set Up Initial](#)

[Method of Payment To - Set Up Initial](#)

[On Benefit](#)

[Pensions](#)

[Security - Set Up](#)

[Segment 5 - Compliance Opportunity](#)

[Sensitive Case - Handle](#)

[Service Type Guide](#)

[Shared Care Dispute At Application](#)

[SMS Text](#)

[Transfer Data Between Clients](#)

[Verify Look Up Response/Check Compliance History](#)

[2012 System Overview](#)

If a paying parent makes an application, can a receiving parent refuse?

No, the paying parent is entitled to make an application; however, we are unable to set up a payment plan if the receiving parent refuses to comply. The paying parent MOPF will be set as direct pay.

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

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

Are there any fees payable by clients for making an application?

Yes, for more information refer to [Application - Fees](#)

Can more than one court order/maintenance order be recorded on the system?

Are there any time limits on applications where a client had a previous case on the 1993/2003 maintenance schemes?

Yes, there is a minimum period of 13 weeks between a case involving a QC being closed on a previous scheme before a new application can be made by the non resident parent (NRP) in respect of that same QC on the 2012 scheme. For more information on the 13 week rule refer to the Policy, Law and Decision Making Guidance.

Will the system prompt you when you need to press the control ("Ctrl") and "S" keys to save the record?

No, there is no system prompt to press "Ctrl" and "S". However, it is good practice to do this when you have fully entered a record, before moving on to another section.