Changes at Application / New Case

This procedure is designed to show you how to complete a change during the application process and applies to cases within the Applications and New Case segments. This is where the paying parent, receiving parent, child in Scotland (CiS) or an interface sends information and triggers the need for a change in circumstances (CofC).

To complete the (CofC) you need to establish where the case is in the lifecycle. If the case:

- Is before the clients national insurance number (NINO) has been verified = Application caseworker will update the information on to the system without the CofC service request (SR).
- Is after the clients NINO has been verified but before provisional calculation = Application caseworker will use the CofC SR to complete the change (except in circumstances of receiving parent death)
- Is after the provisional calculation but before the initial calculation = Maintenance caseworker will complete if the effective date of the change matches the effective date of the case. If not the CofC will be completed after the initial.
- Is after the initial calculation = CofC will be completed as normal

In some circumstances the caseworker will need to also suppress sending letters to the client until the CofC has been completed. For more information refer to Outbound Contact – Suppress.

Once the client's NINO has been verified, the interface with Customer Information System (CIS) can also report a change in circumstances. The system will automatically complete these with the exception of any death notifications. For more information on refer to CIS - Receive Broadcast Updates.

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

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.

If a benefit notification is received between the provisional and initial application refer to Calculation - Initial.

Change before the Client's NINO is verified

Application Caseworker

1. Record the change requested directly on to the application record. If the client already exists as a contact on CMS 2012, raise a service request (SR) for the change required and link the SR to the already existing case for the owning segment to complete.
2. You will need to decide based on the type of change reported whether you can continue with the application enquiry.

Change after NINO is verified before provisional calculation

Application Caseworker

1. If the change requested doesn't have an outstanding SR, refer to the relevant change of circumstances procedure and create one, using the correct Process, Area and Sub Area.
2. Investigate the change, if the change is likely to affect the sending of the provisional calculation letter and/or completing the application enquiry, suppress any letters until the change has been completed. For more information refer to Outbound Contact – Suppress.
3. Complete the change as detailed in the relevant procedure.
4. Change of Circumstances raised at application stage also require the **Open Work Item Status** field to be updated to one of the following values:
   - **Ignore**
   - **Done**
   - **Resolved**

   Select **Contacts** at case level and update the **Open Work Item Status** to one of the above values.
5. Once the change is completed, remove the suppression if one has been put in place and depending on the change complete the application.

Change after provisional calculation before the initial calculation

Maintenance Caseworker

1. If the change requested doesn't have an outstanding SR, refer to the relevant change of circumstances procedure and create one, using the correct Process, Area and Sub Area.
2. If the effective date of the change is not the same as the initial effective date go to **step 3**. If the effective date of the change is the same as the initial effective date go to **step 4**.
3. Complete the gather paying parent information process and the initial calculation, then complete the change SR as detailed in the relevant procedure. Go to **step 5**.
4. Complete the change as detailed in the relevant procedure and gather the paying parent's information if you haven't already done so, then complete the initial calculation.
5. Check any generated notifications to ensure the letters for both the initial calculation and change of circumstances are correct at their respective effective dates.

Change after the initial calculation

Maintenance Caseworker

Once the initial calculation has been completed, any changes can be completed as normal.

Where you are completing a change on the same day as the initial calculation you need to make sure that the letters generated for the Liability and the Promise to Pay (P2P) schedule are generated before completing a change that will affect the Liability or the P2P schedule. For more information refer to Calculation - Initial.

Client/child death reported by client/other party/CIS

Application Caseworker

If the client/child death is reported before the Applicant/QC NINO is verified, an application case worker will verify the death without creating the death of a client SR. Once the NINO is verified, the SR can be created as normal.

1. Create or open the death of a client SR by following the instructions in the procedure relating to this SR. For more information refer to Death – Paying Parent, Death – Receiving Parent, Death – QC and Death - ROC in related items.
2. As a death has been reported set suppression on the case to prevent incorrect letters being issued to the clients. For more information refer to Outbound Contact – Suppression.
3. Check the effective date of the death of a client SR. To complete this SR now, the effective date must match that of the case effective date (notification date plus two days). Go to **step 5** to continue completing the SR.
4. Where the SR doesn't match set a wait on the death of client SR until after the initial calculation has been completed. Once the initial calculation has been completed, set the effective date of the death of client SR to that of the case effective date.
5. Complete the SR as detailed in the procedure relating to this SR. For more information refer to Death – Paying Parent, Death – Receiving Parent, Death – QC and Death - ROC.
6. Once the SR is completed the system will deactivate the paying parent/receiving parent/QC or ROC. If there are no active QC's or the paying parent/receiving parent is no longer active the system will launch a case closure work item. To complete the case closure, go to **step 8** If the case can continue the system will launch a maintenance calculation work item.
7. Identify and remove any incorrect liability schedules if the change was reported by customer information system (CIS). Go to **step 9**.
8. Complete the case closure work item. For more information refer to Close Case (Collect and Pay) or Close Case (Direct Pay).
9. Remove the suppression ensuring that only the correct letters are sent out. For more information refer to Outbound Contact – Suppress.

CIS - Receive Broadcast Updates

Calculation - Initial

Close Case (Collect and Pay)

Close Case (Direct Pay)

Death - Paying Parent

Death - Receiving Parent

Death - QC

Death - ROC/CIFBA

Maintain Case Overview

Maintain Client Details Overview

Outbound Contact - Suppress