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On Benefit

This procedure details the steps to place a paying parent or their partner on benefit. Depending on the benefit and whether the deduction is standard or non standard process there is always some caseworker intervention required.

This procedure is completed by the owning caseworkers at the time the change is identified. When a paying parent is in receipt of benefit their benefit record must reflect this. This ensures that CMG holds accurate income details at all times as this is used to calculate the maintenance assessment. It also affects the method of payment from (MOPF). When a paying parent is in receipt of a benefit and the service type is collect and pay they must pay their maintenance by deduction from benefit (DFB).

Customer Information Service (CIS) notifies the Child Maintenance Group (CMG) of a new benefit award and sends an automatic transaction to CMS 2012. CIS notifies the CMG of changes to the following benefits:

- Income Support (IS)
- Job Seeker's Allowance – Income Based (JSA IB)
- Employment Support Allowance – Income Related (ESA IR)
- Incapacity Benefit (IB)
- Job Seeker's Allowance – Contributory (JSA C)
- Employment Support Allowance – Contributory (ESA C)
- State Pension (SP)
- Pension Credit (PC)
- Severe Disablement Allowance (SDA)
- Carer's Allowance (CA)
- Maternity Allowance (MA)
- Bereavement Benefit (BB)
 - Bereavement Allowance
 - Widows Benefit
 - Widowed Parent's Allowance
 - Widowed Mothers Allowance

CIS will not notify CMG of changes to the following benefits:

- Universal Credit (UC)
- Industrial Injuries Disablement Benefit (IIDB)
- Defence Business Services (DBS)
 - War Disablement Pension
 - War Pension
 - War Disablement Allowance
 - War Widows Pension
 - War Parent's Allowance
- Bereavement Supprt Payment(BSP)

BSP will never be notified to CMG from CIS. BSP is not considered income. These lists are not exhaustive.

Defence Business Services (DBS) was previously known as Service and Personnel Veterans Agency's (SPVA).

CIS sends the following information about the client's changes to the 2012 system

- National Insurance Number (NINO)
- Post code
- Benefit type
- Start date of entitlement

The 2012 system attempts to match the NINO and transaction sent from CIS with an open case. If this is an on benefit transaction, the 2012 system automatically triggers the Get Benefit Award Information interface with CIS. For more information refer to [CIS - Get Benefit Award Information](#).

For more information on what benefits are considered to be prescribed benefits refer to Policy, Law and Decision Making Guidance. 

Alternatively benefit records may need to be manually updated for a number of reasons, for example the benefit awarded has not been automatically updated by the system, where Universal Credit is in payment, or an error is identified.

For more information refer to 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.

Details

 Occasionally the change to benefit details SR will be generated erroneously due to a benefit relationship on CIS being incorrectly left open. For more information refer to [Change Benefit Status/Details - Procedural Exceptions](#).

 Where the benefit start date is a future date, wait until this date to perform the change by updating the SR **Status** to **Wait** and inputting the appropriate **Next Action Due Date**. This is because the child **Perform Calculation** SR will assess the maintenance calculation on the incorrect income if performed before.

 If benefit notification is received between the provisional and initial application refer to [Calculation - Initial](#).

 The following benefits are not assessable and cannot be deducted from. An alternative benefit or income will need to be sourced. These benefits should not be entered into the system.

- Attendance Allowance (AA)
- Disability Living Allowance (DLA)
- ~~Personal Independence Payments (PIP)~~

 When a paying parent's JSA or ESA award has both Contributory and Income Related/Based components, the system interface determines whether the benefit is Contributory or Income Based. The system determines this automatically, however, there may be occasions when the benefit record needs to be updated manually. To determine whether a benefit is Contributory or Income Based, the following rules apply:

- C Component is greater than the IR Component = Contributory
- C Component is equal to the IR Component = Contributory
- IR Component is greater than the C Component = Income Based/Related

 The benefit start date is the date of entitlement irrespective of whether the benefit amount is £0.00 or a positive amount. The maintenance liability will also be a flat rate calculation. If the benefit award starts with a period of waiting days, they are still considered as a period of benefit entitlement. Therefore the start date will be the date that the waiting days begin. If the client went on benefit before the effective date of the case, the benefit start date is still the date of benefit entitlement. For more information refer to the Policy, Law and Decision Making Guidance 

On Benefit - IS, JSA(IB), JSA(C), ESA(IR), ESA(C)

The system automatically starts the benefit, completes a perform calculation and creates a Promise to Pay schedule for the following benefits:

- Income Support (IS)
- Job Seeker's Allowance – Income Based (JSA IB)
- Job Seeker's Allowance - Contributory based (JSA C)
- Employment Support Allowance – Income Related (ESA IR)
- Employment Support Allowance - Contributory based (ESA C)

Caseworker intervention is necessary to issue the calculation letters to both parties. If the system has created a Nil liability caseworkers should investigate if we still have the Paying Parent recorded as being in prison. The Paying Parent cannot be receiving benefit while in prison. For more information refer to [Prison](#). The **Change Benefit Details** SR is routed to the appropriate team according to the change category and change type. This interface ends at the production of the SR.

 Some automated 'on' benefit notifications pull through an incorrect start date from CIS. Where the client has a period of benefit disallowance before the start of their award, the start date of the disallowance period is populated in the SR in error. The date should be the start of the benefit entitlement, not the disallowance period. If this error is identified, check the effective date of the change. Check the **Award History** tab in CIS for a disallowed benefit award, and where a disallowance period exists, action is required to correct the benefit start date. For guidance on correcting the case, refer to the **Procedural Exceptions** tab in [CIS - Receive Changes To Benefit Information](#).

 Any variations in place will automatically be ended if the paying parent is starting a means tested benefit claim (Income Support, Income Based JSA, Income Related ESA and Pension Credit).

 If the case is pre provisional calculation and the paying parent is in receipt of the above benefits, DFB must be manually set up as the MOPF. refer to [DFB Set up](#)

Caseworker action

1. Select the relevant calculation letters within the **Perform Calculation** child SR. For more information refer to [Calculation – Post Initial](#).
2. If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
3. Update the **Status** to **Closed** and the **Sub Status** to **Complete**.

On Benefit IB, SP, PC, SDA, CA, BB, MA

Caseworker intervention is necessary to set up the DFB and to update **Change To Benefit Details SR** to allow the system to create a **Perform Calculation SR** for the following benefits:

- Incapacity Benefit (IB)
- State Pension (SP)
- Pension Credit (PC)
- Severe Disablement Allowance (SDA)
- Carer's Allowance (CA)
- Maternity Allowance (MA)
- Bereavement Benefit (BB)

 Bereavement Support Payment(BSP) will never be notified to CMG from CIS. BSP is not considered income.

This list is not exhaustive.

The caseworker must then take action to issue the calculation letters. If the system has created a Nil liability caseworkers should investigate if we still have the Paying Parent recorded as being in prison. The Paying Parent cannot be receiving benefit while in prison. For more information refer to [Prison](#). The **Change To Benefit Details SR** is routed to the appropriate team according to the change category and change type. This interface ends at the production of the SR or the change being automatically completed.

 Any variations in place will automatically be ended if the Paying Parent is starting a means tested benefit claim (Income Support, Income Based JSA, Income Related ESA and Pension Credit).

Caseworker action

1. Open the **Change To Benefit Details SR**. As CIS is the source of the change, it is an automated decision.



Some automated 'on' benefit notifications pull through an incorrect start date from CIS. Where the client has a period of benefit disallowance before the start of their award, the start date of the disallowance period is populated in the SR in error. The date should be the start of the benefit entitlement, not the disallowance period. If this error is identified, check the effective date of the change. Check the **Award History** tab in CIS for a disallowed benefit award, and where a disallowance period exists, action is required to correct the benefit start date. For guidance on correcting the case, refer to the **Procedural Exceptions** tab in [CIS - Receive Changes To Benefit Information](#).

2. **Set the SR to In Progress and update the sub-status to On Benefit Notification**
3. Update the **Status** of the SR to **Pending Approval** and **Sub Status** to **Pending Approval - TL**.

Team Leader action

4. Open the SR and update the **TL Approved** and the **Comments box** with the reasons for the decision, **only if rejecting**. As CIS is the source of the change, it is an automated **update decision**. Update the inbox work item to either:
 - **Approved**
 - **Rejected**

5. The **Status** of the SR will automatically change to **In Progress** and allocate back to the caseworker.

Caseworker action

6. For Collect and Pay cases ensure the DfB has been successfully set up by the system by checking a Payments child SR has automatically been generated from the On Benefit SR. ~~if the request has been:~~

- ~~Approved~~— Refer to ~~DFB—Set Up~~ if the case is collect and pay. Ensure this process is completed and the DFB-MOPF is showing as **Active**.

Change the ~~Sub Status~~ of the CofC SR to ~~CofC Accept~~ and the ~~Resolution Code~~ to ~~CofC Accepted~~.

- ~~Rejected~~— read through the details of the SR, correct all outstanding errors and return it to the Team Leader for approval. If the Team Leader confirms the work item should be rejected, update the SR ~~Status~~ to ~~Closed~~ and the ~~Resolution Code~~ to ~~CofC Decline~~.

7. If the Payments child SR has not generated refer to [DFB - Set Up](#)
8. If the request has been approved set the sub-status to **CoC Accept** and the resolution code to **Change of Circs Accepted**.

9. If the request has been rejected read through the details of the SR, correct all outstanding errors and return it to the Team Leader for approval. If the Team Leader confirms the work item should be rejected, update the SR **Status** to **Closed** and the **Resolution Code** to **CofC Decline**.
10. The system will automatically generate a **Perform Calculation SR**, issue CMSL4092 to the receiving parent, or CMSL4090 if the Calculation is being completed for an additional case, and issue CMSL4098 to the paying parent, ~~select the relevant calculation letters~~ within the **Perform Calculation** child SR to issue. For more information refer to [Calculation - Post Initial](#).
11. Check the liability is correct by checking the weekly liability is set to £7.00
12. Call the clients to advise of the new calculation in line with Effective Client Contact (ECC). ~~If the Perform Calculation SR has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the Procedural Exceptions tab in Calculation - Non HMRC to complete the Perform Calculation Checks.~~
13. Update the **Status** to **Closed** and the **Sub Status** to **Complete**.

Universal Credit (UC)

When the paying parent is in receipt of Universal Credit (UC) refer to [Universal Credit](#) before adding UC details.

Industrial Injuries Disablement Benefit (IIDB)

1. When the paying parent is in receipt of Industrial Injuries complete **On Benefit - Client/Third Party steps 1-3**.
2. Contact the industrial injuries unit to get confirmation. Get the Industrial Injuries Office ID and contact number by selecting the **Interests History** tab on the **CIS Account Summary** screen. This displays all the open system/clerical interests on the customer's CIS account.
3. Select the **Interested Parties** link next to the **Industrial Injuries Disablement Benefit (IIDB)** interest and scroll to the bottom of the page. Details of the IIDB owning office, including the office ID and telephone number are displayed. Call the owning office and collect the following details:
 - **Benefit amount**
 - **Start date**
 - **Benefit office ID** (this is the broadcast office)
4. Then continue **On Benefit - Client/Third Party** from **step 5**.

Defence Business Services (DBS)

1. When the paying parent is in receipt of an DBS benefit complete **On Benefit - Client/Third Party steps 1-3**.
2. Contact the DBS to get benefit confirmation, and obtain the **benefit amount** and **start date**. The benefit information request is sent directly them using form **CMSF5575 (Request for an award breakdown)** via external post or attachment email as an attachment:

DBS
Veterans UK
Payments Team
R6311
FY5 3WP
Email: veterans-uk@defence.gsi.gov.uk

If emailing the request put the following text in the Subject field: **OFFICIAL - CMG 2012 Request for Benefit Details**.

 The DBS Benefit Office ID is 190005

3. When five working days have passed check if a response has been received from DBS. If there is not a response, check your emails to make sure you sent it to the correct address. When the email was not issued to the correct address, or did not send, repeat **step 2**. If you have sent the e-mail to the correct address, wait a further 5 working days for a response.

 DBS have an agreed Service Level Agreement (SLA) of 14 days to respond to an information request.

4. Then continue **On Benefit - Client/Third Party** from **step 4**.

 Xerox receive the email, scan it and any attachments and associate them with the case. For more information on this action refer to [Correspondence \(Inbound\) - Linking](#). Refer to [Correspondence \(Inbound\)](#) for details on how to access the information which has been associated with the case.

On Benefit - Client/Third Party Notified

 If a notification is received from a paying parent or a third party that the paying parent is in receipt of a benefit and it is a CIS notified benefit, CMG should have received a notification of the change to benefit automatically from CIS. Check CIS to confirm the details, and if ~~it appears that~~ the CIS interface has failed, raise an incident to investigate a ~~potential fault~~. Logs are kept for a limited amount of time, if the SR should have generated within the last 23 days raise the incident. If the SR should have generated earlier than this, no investigation can be carried out as logs will not be available.

To Update the benefit details manually, this could be where the interface hasnt worked, the client has moved from income based JSA or ESA to contributions based or retrospective changes, and for all other non-CIS notified benefits, complete the steps below.

1. Create a change of circumstances service request (SR) by selecting the following values:
 - **Process = CofC**
 - **Area = Change Employment/Income**
 - **Sub Area = Change Benefit Details**
 - **Source = NRP**
 2. In the **CofC More Info** tab enter the details of the paying parent in the **Subject Details** field and select **NRP** from the **Subject Type** dropdown. Set the SR **Status** to **In Progress**. Record the effective date, this is the date the PP's entitlement to the prescribed benefit started, for more information on effective dates refer to Policy, Law and Decision Making Guidance 
 -  If more than one benefit needs to be added a new SR has to be created for each benefit.
 -  If a change benefit notification is received between the provisional and initial calculation refer to [Calculation - Initial](#).
 3. Update the **Sub Status** of the SR to **On Benefit Notification** and this will generate an activity plan to follow in order to update the benefit record.
 4. **Record a note to advise why the the benefit record is being added manually.**
 5. Select **Go to Benefit Summary View** and check if we hold any benefit details for the paying parent:
 - If the details we hold match the details the paying parent has provided, close the SR. Update the **Resolution Code** to **CoC Rejected**, the **Status** to **Closed** and the **Sub Status** to **Complete**. No further action is required.
 - If the benefit is not displayed or there is no benefit record held, check the Common Enquiry Service (CES). Update the benefit record with the following minimum information:
 - **Benefit Name**
 - **Benefit Code**
 - **Start Date**
 - **Benefit Office ID** (this is the broadcast office)
 - **Benefit Contact NINO (national insurance number)**
 - **Benefit amount**
 6. Select the benefit the paying parent is claiming from the dropdown, save the record and then select the **Get Benefit Details** button. This will input the benefit information directly from CIS, if this does not work, manually update the benefit record with the minimum information. If the benefit details are updated manually, continue from the next step. **step 7**.
 7. Select the benefit the paying parent is claiming from the dropdown and **save** the record.
 -  If there isn't a partner recorded on the claim, change the **Sub Status** to **No Partners Details**. If there is refer to **On Benefit - Paying Parent Partner's claim**.
 8. Update the **Status** of the SR to **Pending Approval** and **Sub Status** to **Pending Approval - TL**.
- Team Leader action**
9. Open inbox work item and self allocate the SR. Open the SR and consider the request, update the **TL Approved** and the **Comments** box with the reasons for the decision, **only if rejecting**. Update inbox work item to either:
 - **Approved**
 - **Rejected**
 10. Change the **Status** of the SR to **In Progress** and allocate it back to the caseworker.
- Caseworker action**
11. If the request has been
 - **Approved** - Update the **Sub Status** of the CofC SR to **CofC Accept** and the **Resolution Code** to **CofC Accepted**. **Create a Payments SR to set up the DFB, Check a payments Child SR has automatically generated**. If not refer to **DFB - Set Up**. Ensure this process is completed and the DFB MOPF is showing as **Active** before returning to the CofC SR.
 -  **An automatic Payment SR will generate for Pension Credit.**
 - **Rejected** - read through the details of the SR, correct all outstanding errors and return it to the Team Leader for approval. If the Team Leader confirms the work item should be rejected, update the **Resolution Code** to **CofC Rejected** and the SR **Status** to **Closed**.
 -  If the paying parent is in receipt of more than one benefit, pension or allowance you must decide which benefit to deduct from. For more information refer to **DFB - Set Up**
 12. A **Perform Calculation** SR is automatically generated. Refer to [Calculation - Post Initial](#). **Issue CMSL4092 to the receiving parent, or CMSL4090 for an additional case, and CMSL4098 to the paying parent.**

13. If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in **Calculation – Non-HMRC** to complete the **Perform Calculation Checks**. Check the liability is correct by checking the weekly liability is set to £7.00.
14. Update the **Status to Closed** and the **Sub Status to Complete**.

On Benefit - Paying Parent on Partners claim

Once a Child Maintenance interest has been set on CIS, the system will automatically receive partner on benefit notifications from CIS. These notifications will only be for benefits that can be claimed as a couple; PC, IS, JSA(IB) and ESA (IR). The system will create a contact for the partner if one is not already held and reacts in the same way as a paying parent on benefit notification.

The case will be assessed at half the flat rate and this amount will be deducted from the benefit. An SR will generate for the partner's case as this also needs to be assessed at half the flat rate.

 Where the paying parent's partner is the main benefit recipient (i.e not a joint claim) add the paying parent partner details as a contact, refer to [Existing Case – Add Paying Parent Partner](#)

 If a paying parent and their partner are both in receipt of benefit and are both paying parent's for different cases, this is known as a paying parent benefit household and the paying parent Benefit Household flag is triggered in the benefit record by the system, this is visible on the benefit record. In this scenario the case will be assessed at half the flat rate and this amount will be deducted from the benefit. An SR will automatically be generated for the partner's case as this will also need to be assessed at the flat rate.

 If the paying parent's partner is a paying parent on the 1993/2003 system, this may trigger reactive case closure. For more information refer to [Manual Handling Exceptions - 1993/2003 Scheme Lookup - Paying Parent Partner](#) and [Case Closure Overview](#).

 Partner details should not be collected when UC is in payment to a paying parent household.

The following benefit can be claimed as a couple:

- Income Support (IS)
- Job Seeker's Allowance – Income Based (JSA IB)
- Employment Support Allowance – Income Related (ESA IR)
- Pension Credit (PC)

Caseworker action

1. Create a **Payment SR** to set up the DFB, refer to [DFB - Set Up](#).
2. Select the relevant calculation letters within the **Perform Calculation** child SR. For more information refer to [Calculation – Post Initial](#).
3. If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in [Calculation – Non-HMRC](#) to complete the **Perform Calculation Checks**.
4. Update the **Status to Closed** and the **Sub Status to Complete**.

CMSF5575 – Request for an award breakdown

Defence Business Services (DBS) form to request benefit information for the following benefits:

- War Disablement Pension
- War Pension
- War Disablement Allowance
- War Widows Pension
- War Parent's Allowance

[Case Closure Overview](#)

[Calculation - Initial](#)

[Calculation – Post Initial](#)

[Case Closure Overview](#)

[Change Benefit Status/Details](#)

[Correspondence \(Inbound\)](#)

[DFB Set up](#)

[Existing Case – Add Paying Parent Partner](#)

[Manual Handling Exceptions - 1993/2003 Scheme Lookup - Paying Parent Partner](#)

[Off Benefit](#)

Universal Credit

When is the correct benefit start date?

The benefit start date is the date of entitlement. If the benefit award starts with a period of waiting days, they are still considered as a period of benefit entitlement. Therefore the start date will be the date that the waiting days begin. For more information refer to the Policy, Law and Decision Making Guidance 