

Prison

When notified that the paying parent is in prison (or that a paying parent is no longer in prison) by the receiving parent, Customer Information System (CIS) or a third party, confirm this with the relevant prison service.

A **Prisoner** includes a person who is in custody:

- Pending trial
- Pending sentencing after being convicted
- When it has been ordered by a court
- Out on temporary release

Prisoners who are liable for the nil rate also include those serving a prison sentence who are detained in hospital. The effective date for the nil rate assessment is the date that we have been notified of the change.

 Where we have been notified of a paying parent being in prison by a third party or CIS, do not disclose this information to the receiving parent, as this would be in breach of the Data Protection Act.

There are three prison services which can confirm the location of the paying parent. In situations that the receiving parent has notified that the paying parent is in prison, ask which prison they think the paying parent is in, as this will affect the service to contact for confirmation.

When speaking to clients always use the new terminology. For more information refer to the [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.

Details

England and Wales

1. To contact the National Offenders Management Service (NOMS) complete part A of CSF314, input the client's SCIN in the reference field. Email the form, ensuring OFFICIAL is in the subject field, to: prisoner.location.service@noms.gsi.gov.uk

 If notification is received that the paying parent has been detained in a military prison, refer to [Armed Forces Overview](#)

2. After issuing the form update the **Status** of a relevant SR to **Wait** for 21 working days and update **Notes** to say awaiting response from NOMS.

 Ensure that 21 **working** days have passed while awaiting response from NOMS before taking next action. Please do not contact the SLA Team until 21 **working** days have elapsed.

3. If an SR does not have 21 working days as a default value set the wait state manually. Select the relevant line of the activity plan and manually update the **Activity Due Date** column/field with the new date. The field below the SR **Status** and **Sub Status** will still show the default seven or 14 days however, the system logic responds to the field in the activity plan.

No response from NOMS

4. Contact the SLA team for further advice at CSA SLA Team (sla.team@dp.gsi.gov.uk). Attach a copy of the CSF314 that was sent in **step 1**.

Northern Ireland

5. To contact NI Prison Service Complete part A of **CSF314**, inputting the clients SCIN in the reference field. Email the form ensuring OFFICIAL is in the subject field, to: ESBenquiries@dojni.x.gsi.gov.uk (Please note that this is an external email address).

6. After issuing the form update the **Status** of the SR to **Wait** for seven working days and update **Notes** to say awaiting response from NI Prison Service.

No response from NI Prison Service

7. Re issue the **CSF314**, ensuring OFFICIAL is in the subject field, to: ESBenquiries@dojni.x.gsi.gov.uk

Scotland

8. To contact the Scottish Prison Service (SPS) email the Service Level Agreement (SLA) Team at sla.team@dp.gsi.gov.uk to obtain the relevant form.

9. Complete the form with the paying parent's details and return it to the SLA team. This team liaises with SPS and returns a response. Update the **Status** of the SR to **Wait** for 28 days and update **Notes** to say awaiting response from Scottish Prison Service.

No response from SPS

10. If no response after 28 days, contact the SLA team for further advice at: CSA SLA Team sla.team@dpw.gsi.gov.uk attach a copy of the original form issued at **step 9**.

Response received - paying parent in prison

11. The prisoner location service responds via email, which needs to be scanned and handled in the usual way on the 2012 system. For more information, refer to [Scanning - Local](#).



To prevent the case group moving segments whilst the change is completed, set the Lock Assignment Flag. Select the box located within set up and assignment details within case view, this is only available when you are in the master case. After the change has been completed remove the Lock Assignment Flag by un-selecting the box located within set up and assignment details within case view, this is only available when you are in the master case.

12. If confirmed that the paying parent is in prison, record this information on the system by creating the following SR:

- **Process** = CofC
- **Area** = Change Personal Info
- **Sub Area** = Change Address Details
- **Source** = NRP
- **Subject** = NRP

13. Update the **Subject New Address** applet in the **CofC More Info** view as follows:

- **Additional Contact Status** = **Prison**
- **Review Date** = **Expected release date**

14. Change the paying parent's residential address to the prison address. The response may not contain the full address of the prison. The Ministry of Justice page on the GOV.UK site will provide full prison address details by using the search facility. Go to www.justice.gov.uk and select **Prison** above the search box and enter the prison name provided on the **CSF314**.

15. To complete and close the Change Address Details SR refer to [Change - Address Details](#).

16. The system will automatically generate a suppression work item at this stage, consider whether you need to suppress contact to the paying parent until they come out of prison. For further information refer to [Outbound Contact - Suppress](#).

17. Depending on whether the case is pre-initial or post initial, complete the following:

- Pre-initial - Return to the relevant application procedure and continue to complete the application
- Post Initial - Perform any subsequent maintenance calculations by following [Calculation - Non HMRC](#).

Response received - paying parent no longer in prison

18. The prisoner location service responds via email, which needs to be scanned and handled in the usual way on the 2012 system. For more information, refer to [Scanning - Local](#).

19. Refer to [Arrears-\(paused\)-review](#) step 1 and then to action from step 14 onwards. The prison status will not be removed until the paused arrears review is removed.

20. If confirmed that the paying parent is no longer in prison, record this information on the system by creating the following SR:

- **Process** = **CofC**
- **Area** = **Change Personal Info**
- **Sub Area** = **Change Address Details**
- **Source** = **NRP**
- **Subject** = **NRP**

21. Update the Subject New Address applet, delete the prison status from the Additional Contact Status and leave this field blank. The response from the prisoner location service may contain a new address for the paying parent, end the old address and record the new address in the Details applet. If no address given refer to [Confirm Current Location](#). If paying parent address is the same and we are only removing additional contact status refer to Procedural Exceptions tab.

22. To complete and close the Change Address Details SR refer to [Change - Address Details](#).



Check whether contact was suppressed for the paying parent, and remove suppression if necessary. For more information refer to [Outbound Contact - Suppress](#).

Exceptions

NICMS to replace Child Maintenance Group (CMG) in Northern Ireland

If paying parent address is the same and we are only removing additional contact status a minor change will be required to the address in order for the system to accept the change eg Square to Sq, Road to Rd. Then the system recognises the change and accepts the SR.

[CSF314 Request for information from Prisoner location service](#)

CSF314 is a CSA scheme form to request information from the Prisoner Location Service for the paying parent.

[Calculation - Non HMRC](#)

[Change - Address Details](#)

[Confirm Current Location](#)

[Identify The Non Applicant](#)

[Scanning - Local](#)

[Terminology Changes](#)