



CIS - Receive Changes To Benefit Information

This procedure explains the interface action between the Child Maintenance Group (CMG) and the Customer Information System (CIS) when a paying parent or their partner moves on or off benefits.

If the CMG has registered an interest in the paying parent or their partner and CIS receives details of start or end dates of a benefit award from the benefit systems, CIS automatically sends a transaction to the child maintenance systems to advise that the paying parent or their partner has moved on or off benefit.

These updates are in real time and sent 24 hours after the change has been reported to CIS.

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.

Change to benefit information

1. If a paying parent or their partner has a child maintenance interest registered on the Customer Information System (CIS) account and they go on or off benefit, a transaction is triggered to the child maintenance system to advise us of the change. CIS notifies the Child Maintenance Group (CMG) of changes to the following benefits:
 - Job Seeker's Allowance
 - Incapacity Benefit
 - Income Support
 - State Pension
 - Pension Credit
 - Employment Support Allowance
 - Severe Disablement Allowance
 - Carer's Allowance
 - Bereavement Benefit
 - Maternity Allowance
 - War Disablement Allowance
 - War Widows Pension/Parent's Allowance
2. CIS sends the following information about the client's changes to the 2012 system:
 - National insurance number (NINO)
 - Date of birth
 - Post code
 - Benefit type
 - Start or end date of entitlement
 - Award end reason
3. 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](#).



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.

- If caseworker interaction is necessary a **Change Of Circumstances** service request (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.



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. When CIS sends an off benefit transaction for this kind of household, the 2012 system automatically removes this Benefit Household flag.

- The notification from CIS creates a **Change Benefit Details** SR with the **Source** as **CIS**. Where the benefit is either ESA IR, JSA IB, IS, or PC and the SR is generated from CIS update the **Resolution Code** to **Accepted** and close the SR. This will create a **Perform Calculation** SR. For more information refer to [Calculation - Non HMRC](#). Where the benefit is not one of those listed above, Team Leader approval is required before continuing with the calculation. Set the **Status** to **Pending Approval** and the SR **Sub Status** to **Pending Approval - TL**. Once the team leader has approved the SR, set the **Resolution code** to **CoC Accepted** and close the SR. Refer to [steps 6-9](#) where the paying parent is coming off benefit.



Occasionally the change to benefit details SR will be generated erroneously due to a benefit relationship on CIS being incorrectly left open. To confirm if this error has occurred, check there is a partner held on the benefit record as the main benefit recipient. Check the partner's benefit record on CIS/OPSTRAT to see if the Paying Parent is on the award. Where OPSTRAT confirms the Paying Parent is not part of the award, check the Relationships tab on CIS to see if the ex-partner is listed as a 'partner' with a start date but no end date. If this is the case, ignore the rejection from JCP and send a [CIS500\(E-enabled\)](#) to CIS Frontline Services to remove the relationship between the Paying Parent and their ex-partner (note, this will sometimes be the Receiving Parent). Set a 'to do' activity for 1 week after issuing the CIS500E as a reminder to check CIS. Once the relationship in CIS is showing as ended, end the benefit via a manual Change of Circumstances SR. The effective date of the change needs to be the same date as the benefit start date previously recorded. A further change is required to put the Paying Parent back onto the correct income source from the same effective date.

Paying parent off benefit, no historical income

- If CIS receives notification that a paying parent is off benefit and no historical income exists, a change benefit details SR and a perform calculation SR is raised.

Caseworker

- Set the change benefit details SR to **In Progress**. Send the SR for TL approval, once your TL returns the SR set the **Resolution Code** to **CoC Accepted** and close the SR.
- Refer to [Calculation - Non HMRC](#) to complete this process.

Paying parent off benefit, historical income present

- If CIS receives notification that a paying parent is off benefit and historical income exists, an automated Calculation SR will be created producing a new calculation, P2P and set Default MOPF.

Caseworker

- Select the calculation templates CMSL 4092 and CMSL 4098 and complete the relevant activities to issue.

Benefit start date from CIS shows start date of disallowance period instead of benefit entitlement start date

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 it has been identified that the effective date of the change incorrectly shows the start date of a benefit disallowance period, take the following action:

- The 'on' benefit notification SR will be completed automatically, however the Perform Calculation child SR requires the letters CMSL4092 and CMSL4098 to be completed manually. Cancel both letters and close the SR.



Be aware that CIS updates overnight, so ensure that all 'on' and 'off' benefit changes are processed on separate days.

- Create a manual change of circumstances SR using the following values:

- **Process = CofC**
- **Area = Change Employment/Income**
- **Sub Area = Change Benefit Details**

- The benefit end date needs to be the same date that the original incorrect SR came through. Complete the SR to take the client off benefits. For more information on completing this SR refer to [Change - Benefit status/details](#).
- In the child Perform Calculation SR that generates, cancel letters CMSL4092 and CMSL4098.

5. Now the client can be put back onto benefits using the correct date. This can be completed following the **On Benefit** procedure.

[CIS - Get Benefit Award Information](#)

[CIS - Register/Deregister Interest](#)

[Verify NINO/CRN](#)

[Change - Benefit Status/Details](#)

[Off Benefit](#)

[On Benefit](#)