Department for Work & Pensions

I Like It   Tags & Notes

Procedures > Pages > Interfaces > CIS-retrieve-personal-data-from

CIS - Retrieve Personal Data From

This process describes the interface between the Child Maintenance Group (CMG) and the Customer Information System (CIS) during the application stage of a case, or when there has been a change of circumstances that requires a new person to be added to a case. This interface is fully automated and called where the national insurance number/child reference number (NINO/CRN) status is changed to **NINO verified**.

This process is also used for an applicant, after the CMS reference ID has been verified, but before the application fee is taken. The application fee will not be applicable in the Northern Ireland Child Maintenance Service (NICMS)

All information returned from CIS is stored against the client record and identified as sourced from CIS.

This interface is in real time and follows the verify NINO/CRN interface and the identify and locate interface.

NINO is verified

1. After the verify national insurance number/child reference number (NINO/CRN) interface or the identify and locate interface have returned positive matches, this interface is triggered automatically with the Customer Information System (CIS).

2.

   Once the NINO/CRN Status is changed to Verified, the child maintenance systems interface with CIS to get the following information about the client:

   - Personal data

   - Address data

   - Contact data

CIS sends personal data on client

3. CIS identifies the correct client record and sends the following:

   - Client's NINO, only in cases where this has been superseded

   - Date of birth, only in cases where the Status is Verified in CIS and it differs to that already held on the child maintenance systems

   - Sex

   - Date of death, only in cases where this is Verified in CIS

   - Current address, only where this differs to that already held on the child maintenance systems

   - Address start date, only when a new address has been provided

   - Contact details relating to home telephone number, business telephone number, personal mobile telephone number and home e-mail address, only where this differs to that already held on the child maintenance systems

4. CIS may return the following message 'Insufficient access level'. If this occurs, it means that you do not have the appropriate access rights to look at sensitive cases and you will have to hand the case over to someone on the sensitive case team. When this occurs, select the **Sensitive Check** flag and arrange a call back from someone on the sensitive case team. For more information refer to Sensitive Case - Handle.

5. CIS may return a rejection notification:

   - NINO not found

   - NINO deleted

   - NINO superseded

   - Technical error

   For more information refer to Error Handling.

6. Where the information provided by CIS differs from that already held on the child maintenance systems, the information is stored separately and sourced as being from CIS, but it does not over write the data already held. Caseworkers should decide which information is the most up to date, using information available and due diligence.

7. If the information already held on child maintenance systems is more up to date, CIS should be updated, for more information refer to CIS - Send Update.

8. Where CIS sends an update and a CoC SR is raised but the information provided matches the information we hold for the client, **close/cancel** the SR updating the notes with the reason for not completing the change.

Application - Child in Scotland

Application - Receiving Parent

Application - Paying Parent

CIS - Send Update

Error Handling

Identify The Non Applicant

Sensitive Case - Handle