Department for Work & Pensions Procedures ▸ Close Case - Reverse/Revise

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Close Case - Reverse/Revise

This procedure outlines how to revise the effective closure date on a previously closed case or re-open a previous closed case.

This process should be used when we want the original case to re-open on the day after the closure. This will ensure no gaps in liability.

This procedure is not used for re-applications. For more information refer to the relevant application procedure.

This process is automatically triggered by the following processes;

- Revision of paying parent not the father
- Revision of qualifying child (QC) no longer in full time education (FTE)
- Revision of receiving parent no longer the primary carer

This process is dealt with by the owning caseworker at the time the revision/correction is identified.

For more information refer to the Policy, Law and Decision Making Guidance.
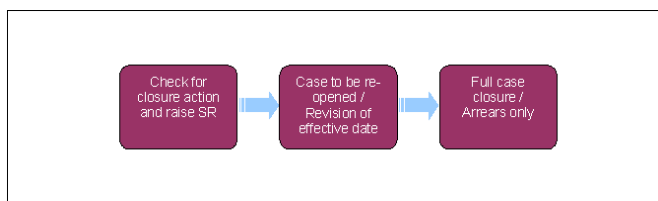
When speaking to clients always use the new terminology - for more information refer to Terminology Changes.

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.

A reversal of case closure service request (SR) may already be outstanding from a revision made to the case. If the revision is reported by telephone and is a result of a mistake by the Child Maintenance Group (CMG), apologise to the client and advise them of the steps that you will take to action the revision e.g. if the case has been closed incorrectly, that steps will be taken to reopen the case.

1. If there is no SR outstanding, raise one using;

   - **Process – CofC**
   - **Area – Revision/Correction**
   - **Sub Area – Reverse Case Closure**

   Update the **Source -** this should always be the case applicant - the **Subject,** and change the SR **Status** to **In Progress**.

   For any closure process SR the **Source** must be the applicant and the **Subject** must be the receiving parent.

2. Suppress letters to both the receiving parent and the paying parent, this prevents potentially incorrect correspondence being issued. For more information refer to Outbound Contact - Suppress.

3. Record the reason for the revision in the SR **Notes** and check the case to determine if the case is to be re-opened or the effective date of the closure is to be revised.

   - If the case is to be re-opened, go to **step 4**.
   - If the effective date of the closure is to be revised, where the new effective date precedes the original effective date, update the **Sub Status** to **Revise Effective Date**. Go to **step 5**

   If more information is required attempt to call the receiving parent or paying parent. **CMSL5402** can be issued if the call is unsuccessful. When verification received consider if SMS appropriate - for more info refer to SMS Text

   CMSL5401 can be issued for refuse to revise if needed.

Case to be re-opened

4. Update the sub status of the SR to **Revise Case Closure** to generate an activity plan.

The system;

- Un-suspends the BaNCS account for the paying parent and receiving parent

- Re-registers customer information system (CIS) interest for the paying parent

- Re-activates the qualifying child (QC) and relevant other child (ROC) contacts

- Re-registers general interest on CIS for the PWC, QCs and ROCs

- Automatically generates a Maintenance Liability Calculation SR from the effective date of the revision to restore on going maintenance (OGM) and update the arrears balance

5. Update the **Source of Revision** and **Resolution Action** fields then update the **Status** of the SR to **Pending Approval** and the **Sub Status** to **Pending Approval - TL**. A work item is sent to the team leader for approval.

6. Once team leader approval is received, update the **Resolution Code** to **Revision Accepted**. Then generate a child SR to perform the calculation. This SR will be:

- **Process – Perform Calculation**

- **Area – Case Maintenance**

- **Sub Area – Correction/Revision**

This SR isn't to be raised if the closure happened before the initial calculation was completed.

For more information refer to Calculation - Post Initial.

Ensure the Paying Parent is selected for **Last Name** and **First Name**. The source is always **internal/system** for revision work items.

If you are revising the effective date of the closure in the calculation SR, you will need to enter the incorrect case closure date into the **Calc Effective Date** field. Save the record to populate the **Calc End Date**. Select the **Calculate Liability Amount** button to create a new liability and promise to pay schedule, this will correct the liability from the **Case Effective** date. You will now need to complete a close case SR ensuring the correct effective date is entered in the **Effective Date** field, for more information refer to Close Case (Collect and Pay) or Close Case (Direct Pay)

Before closing this SR ensure you have completed any outstanding child SR's.

7. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.
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**.

8. Call both the receiving parent and paying parent to obtain a method of payment to (MOPT) and method of payment from (MOPF). For more information refer to **Change - MOPT** or **Change - MOPF** in related items.

9. In the Financial Accounts review the Financial Account Status across the affected case-group to see whether financial reconciliation is required or not. ie the making of non-standard payments in the event of over and under-payments. For more information on special payment refer to the Policy, Law and Decision Making Guidance.

For consideration guidance on special payments refer to the following link http://intralink/2/csa/guides/spg/guide.pdf

Arrears only

10. The system:

- Automatically un-suspends BaNCS accounts for both paying parent and receiving parent

- Re-registers general CIS interest for paying parent and receiving parent related to the case

11. Call both the paying parent and receiving parent to obtain a MOPT and MOPF. For more information refer to Change MOPT - Summary or Change MOPF - Summary - Summary. Continue from **step 11**.

Full case closure

The system de-registers general CIS interest for the paying parent and receiving parent related to the case.

12. In the Financial Accounts , review the Financial Account Status across the affected case-group to see whether financial reconciliation is required or not. I.e. the making of non-standard payments in the event of over and under-payments. For more information refer to the Policy, Law and Decision Making Guidance.

13. Remove suppression. For more information refer to Outbound Contact - Suppress. Manually select the Suppressed Communications that need to be sent to the client. This should include maintenance calculation (MC), arrears and schedule letters where needed. Also send **CMSL5400** to confirm the change.

14. Change the SR **Status** to **Closed**.

CMSL5400 – Important information about your child maintenance payments

Generic free-text template with optional paragraphs for a range of scenarios including both case closure and end of on going liability as well as cases with an on going child maintenance liability

If letter going to the paying parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If there is still unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to pay'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you need to make in future'

- If the revision will result in case closure, use the paragraph 'You do not need to make any further child maintenance payments'

- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made'

If letter going to the receiving parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If the paying parent still has unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to receive'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you should receive in future'

- If the revision will result in case closure, use the paragraph 'You will no longer receive any on going child maintenance payments for the above child'

- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received'

Once completed review the letter to ensure the correct information is provided.

CMSL5401 – Important information about your child maintenance payments

Generic Refuse to Revise template with free-text and optional paragraphs for any scenario where the Request to Revise is to be declined and the existing refusal to revise letter (CMSL5971) is not suitable

If letter going to paying parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'

- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'

- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'

- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you must pay has not changed'

If letter going to receiving parent

Under the heading 'what this means for you' complete the free text area, explaining the reason/s for the refusal to revise

- If the refusal to revise results in no change to the maintenance calculation, use the paragraph 'This means your child maintenance payments will not change'

- If the refusal to revise means that the case will not be reopened, use the paragraph 'This means we will not re-open your child maintenance case'

- If the refusal to revise results in no change to the effective date, use the paragraph 'This means we will not change the date on which we closed your child maintenance case'

- If the refusal to revise means that the arrears balance has not changed, use the paragraph 'This means the amount of unpaid child maintenance you should receive has not changed'

Once completed review the letter to ensure the correct information is provided.

CMSL5402 – We need some information from you

Generic request for information in the Revisions process – to be issued when more information is required before a decision to revise or refuse to revise can be made. Includes free text paragraph depending on nature of information required

Under the sub heading 'What this means for you' complete the free text area to inform the client what further information we require

Under the same heading

- If we need the client to contact us by telephone, use the paragraph 'The easiest way to give us this information is to phone us'

- If we need the client to send us information by post, use the paragraph 'Please send us the information we need'.

Once completed review the letter to ensure the correct information is provided.

Calculation - Non HMRC

Calculation - Post Initial

Change MOPF - Summary

Change MOPT - Summary

Close Case (Collect and Pay)

Close Case (Direct Pay)

Mandatory Reconsideration

Outbound Contact - Suppress

Receiving Parent/Payee Repayment Request -Create

Payment - Non Standard

Terminology Changes