



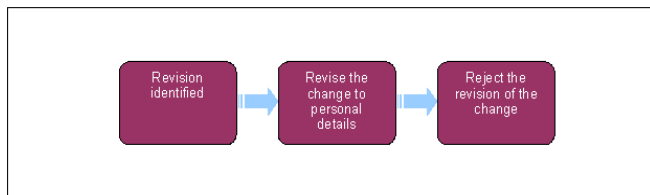
## Correction - Personal Details

This procedure shows you how to correct a previous decision to change personal details. It covers name, date of birth and gender. Address is covered by a separate procedure [Correction - Contact Address](#).

You need to obtain the required evidence and then carry out the correction to correct the case.

This process will be dealt with by the owning caseworker at the time the correction is identified.

For more information please 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.

### Correction identified

If the correction is being 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 correction e.g. if the case has been closed incorrectly, that steps will be taken to reopen.

1. Create a service request (SR) using;
  - **Process = CofC**
  - **Area = Revision/correction**
  - **Sub Area = revision of personal details**


Update the SR **Sub Status** to **In Progress**.

2. Update the SR sub status to **PWC/QC revision** or **NRP/ROC revision** depending on the client the correction applies to. Record the correction effective date.

### Correct the change to personal details




Revision of personal details is selected when the change to personal details was incorrect and needs to be changed back to the original details held.

3.  For qualifying child (QC) name or date of birth (DOB) change only - if insufficient or no evidence has been provided, you must attempt to contact the client to ask for the evidence. Calls must be made as many times as necessary, at all times of the day, until you are satisfied that to continue call attempts will delay progression of the case. If calls are unsuccessful, issue CMSL5402 - more information required to request the information. Set the SR status to wait for 14 days.
4. 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](#).

5. If no response is received after 14 days consider if enough evidence is available to continue or whether to reject the correction. If no suitable evidence is received go to **step 11**.
6. If suitable evidence is received, eg: documents, birth certificate, obtain team leader (TL) approval in order to progress the case. Consider if SMS is appropriate - for more info refer to [SMS Text](#). Update the notes field of the SR giving reasons for the revision request, set the **Status** to **Pending Approval** and the **Sub-Status** to **pending approval - TL**.

### Team leader action

7. Open inbox work item and self allocate the SR. Open the SR and consider the revision request, update the TL approved and the comments box with the reasons for the decision. Update inbox work item to approved or rejected and allocate the SR back to the caseworker. For more information refer to the Policy, Law and Decision Making Guidance. 

### Caseworker action

8. If the team leader has:
  - Rejected the change go to **step 11**
  - Accepted the change, apply the new personal details against the client and select **approved** from the drop down list in the SR



CIS must be updated and the name or DOB correction accepted before the revision SR is completed.



9. The system will trigger an interface to update CIS with the new information. Manually update the **resolution code** to **revision accepted**. A workflow item is triggered that will carry out the necessary tasks of updating and creating other relevant SRs. Where an alias has been recorded in the **Known As** field and the client would like this name to be marked on any correspondence, the case will need to be marked as sensitive, refer [Personal Interest - Register](#). In this instances the outbound contact suppression will need to remain in place.

You must inform the receiving parent that although their **Known As** name will be used for all correspondence, should there be need to take legal enforcement action we may be required to use their legal name in any relevant documentation.

10. Remove the suppression and manually select the suppressed letters that need to be sent to the client. For more information refer to [Outbound Contact - Suppress](#). Close the SR and issue CMSL5400 – confirmation of revision letter.

## Reject the correction of the change to personal details



11. If suitable evidence is not received or the request for correction is declined by the team leader. Select rejected in the SR and manually update the Resolution code to revision rejected. Remove the suppression and manually select the suppressed communications that need to be sent to the client. For more information refer to [Outbound Contact - Suppress](#). Issue CMSL5401 – refuse to revise letter and close the SR.

### 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 ongoing liability as well as cases with an ongoing 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 ongoing 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 inform 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.

Change - Name/Gender/DOB

Correction - Contact Address

Outbound Contact - Suppress

Terminology Changes