



Death - ROC/CIFBA

This procedure is also used to confirm the death of a child in family based arrangement (CIFBA)

A change of circumstances (CofC) is when a client or third party notifies us that a client's details have changed and need to be updated. This process will be dealt with as a CofC within the system. Notification of death for a relevant other child (ROC) can be notified by various sources whether it is through an inbound call, letter, email or through the interface. These sources are:

- Other parties involved in the case
- Other third party
- Customer Information System (CIS)

When using this procedure to record and verify the death of a CIFBA, where the procedure states ROC, replace this with CIFBA.

When a call is received to inform the Child Maintenance Group (CMG) of a ROC death, caseworkers will need to ensure sensitivity when dealing with the caller and:

- Remain courteous and treat the person with sensitivity, as the person on the phone may have just lost a loved one (offer your condolences if appropriate)
- Apologise for having to ask questions of them but explain that you need to gather as much information as early as possible to take action on the child maintenance case
- Advise them that by answering your questions now, we may not need to make further contact at a later date, avoiding additional distress
- Moderate your tone of voice so that the questions are asked sensitively

Certain questions will need to be asked to gather relevant information to help with the CofC, the caseworker should ask:

- When did the death occur
- Can they provide a copy of the death certificate
- Are there other documents to verify the death
- Has a funeral been arranged at that point, if so, could copies of the funeral documents be provided (Only required if they cannot provide a death certificate)
- Is there anything else they could provide us to assist the process
- Contact details of the person making the call

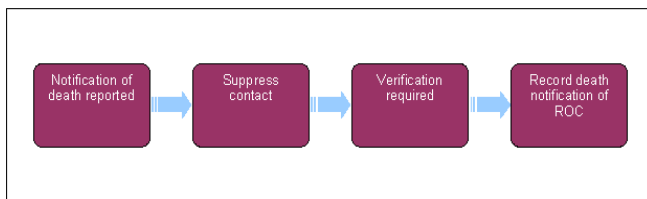
With cases where the death isn't from natural causes, the death certificate won't be issued until the coroner has held an inquest. A burial or cremation certificate may be issued in the interim.

This process will show all caseworkers how to verify a death notification on the system, suppress the contact and record the change.

This action will be undertaken by the caseworker that has ownership of the case.

To reverse the marking of a ROC/CIFBA as deceased on the system or correct the effective date of contact death, refer to [Revision/Correction - Death](#).

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 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.

Notification of Death Reported

 If a decision has been made to decline/reject a **Death of ROC** SR as evidence was not received within 14 days, but evidence is then received within allowable time i.e. 30 days + 2 days for posting, from the date the decision to decline/reject the change was made, refer to [Mandatory Reconsideration](#).

 If a telephone call is received advising of a relevant other child's death, be sensitive to the circumstances of the contact. Thank the caller for taking the time to call us at such a difficult time, and advise them of the possible timescales involved for confirmation to be received from the Customer Information System (CIS), and for the Child Maintenance Group (CMG) to complete the change.

For more information refer to the Policy, Law and Decision Making Guidance 

1. The system will populate a **Death Of A Child** service request (SR) when information is provided by CIS through the interface. If the notification comes from any other party, the SR will need to be created and the following selected:

- **Process = CofC**
- **Area = Change child status**
- **Sub Area = Death of ROC**

 Ensure the **Source** is entered correctly. The **Source** is the person who is reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or PWC.

2. In the **CoC More Info** tab enter the details of the paying parent in the **Subject Details** field and select **NRP** from the **Subject Type** dropdown.
3. In the **CoC More Info** tab enter the details of the ROC who the death notification has been raised for in the **ROC Details** field.

CIS will provide one of two notifications. This will be either verified date of death or not verified. If the date of death is not verified then a wait period is required for 14 days awaiting update from CIS of a verified death.

To correct an effective date of the death or reinstate the status of a contact in the event of a successful challenge or notified error refer to [Revision/Correction - Death](#).

4. Update the **Status** in the SR to **In Progress** in order to generate the initial Activity Plan. Set the lock assignment flag on the case to stop it from moving segments, for more information refer to [BOM - Segments Summary](#).


Suppress contact

5. Create an SR to manually suppress contact with relevant case or to stop all standard contact with clients. You will need to set the **Area** of the SR to **Suppress contact**. For more information refer to [Outbound Contact- Suppress](#).



 System will automatically set the case/s to **Pause Liability Status**.

6. Check whether any letters have been fulfilled on the day the Death of a Client SR was raised, if so, raise an incident for Service Management to attempt to prevent the letters being issued. For further information refer to [Incident Management - Manage Incident](#) Locally.
7. Close the SR to complete the suppression process.

Verification required

8. Investigate whether CIS has populated the **Verified Date of Death** field, if this field is blank go to **step 9**. If the date is populated the date of death has been verified to **level 1, 2 or 3**, manually change the **Verified DoD verified by CIS** field on CMS2012 to "Y" go to **step 12**. For more information refer to the Policy, Law and Decision Making Guidance 


 In CIS, check to see if the person reported as being deceased is present on 1993/2003 schemes and where this is the case, provide this information to the correct scheme.

9. Check the date of death verification level recorded on CIS. This is located in the **DoD Verification** field in the **CIS Account Summary** screen. Where CIS displays **Not Verified** or **Verified to level 0** in the **DoD Verification** field, continue to **step 10**. Where CIS displays **Verified to level 1, 2 or 3**, manually change the DoD verification level on CMS2012 to **Verified** and update the **Verified effective date** field. Continue to **step 12**.
10. If CIS has not updated the verification of death or has not verified the date of death for the receiving parent in the CIS **Account Summary** screen, clerical evidence is required. Enter the date provided in the **Unverified DoD** field.
11.  If clerical evidence is required call the notifying party and issue either **CMSL4990** to the paying parent or **CMSL4991** to the receiving parent via contingency requesting evidence. Select the **Gather Record Evidence** tab, update the applet with the required evidence and select **Generate Evidence**. Change the **Sub Status** to **Request Clerical Evidence**. For more information refer to Policy, Law and Decision Making Guidance 

 Certain primary evidence on its own may be sufficient for you to take action on a case and raise an SR to investigate, such as:

- Death status verified by the CIS (this check must always be made);
- Death certificates, originals or copies;

- If the person notifying the death does not stand to gain financially, the change could be raised based on their statement alone.



 If there is a possibility that the person could be set to gain financially, you should try to obtain and base your decision on further (secondary) evidence such as:

- Information from life insurance providers;
- Confirmation from the DVLA/Passport office that their drivers license/passport has been cancelled due to their death;
- Funeral Documentation;
- Any media articles (if the deceased was a celebrity or a well known figure.

Secondary evidence, in any form, should be provided by the person reporting the death and not the CMG

Record death notification of ROC


- Once a verified date of death has been provided by CIS, set the **Sub Status** to **Child Death Verified**.
- If you have requested clerical evidence, determine if this has been provided:
 - When clerical evidence has been provided you will need to update this on the system and continue to **step 11** (which will then update CIS)
 - If no clerical evidence can be provided and CIS does not verify date of death, issue letter **CMSL4992** to the paying parent and **CMSL4993** to the receiving parent declining the change. These letters will be issued automatically once caseworker has set the **Sub Status** in the SR to **Decline**. Save the record and update the remaining activities. Change the **Resolution Code** to **CofC Declined** and **Close** and **Cancel** the SR to complete the process.


 As per guidance in the PLDMG, the change should only be declined where Advice & Guidance have reviewed the case first. For more information refer to the Policy, Law and Decision Making Guidance. 

- Once clerical evidence has been received, update the SR with the date of death. Change the **Sub Status** to **CofC Accept**, and the **Resolution Code** to **CofC Accepted**.

Update CIS

- Select the **Update CIS** button when the date of death has not been verified by CIS, this sends a message via the interface to CIS to update the date of death (DOD) for the ROC and will verify the death on CIS.
- The verification of death will trigger the system to automatically calculate a new liability and will issue a new payment schedule. Verified notification will set the effective date from the date the change occurred.
- When all CofC actions have been complete, return to the original **CofC death of a ROC** SR. You can now remove the lock assignment flag

 **CMSL4104** is issued to the paying parent and **CMSL4092** to the receiving parent to notify a change in the liability and to confirm that child death has been verified.

 You will need to un-suppress contact at this stage once the notification has been verified or declined and the system updated. For more information refer to [Outbound Contact - Suppress](#).

 Arrears management will also need to be considered once this action has been completed.

[CMSL4092 Your child maintenance payments have changed](#)

Notice of recalculation to the receiving parent following a change of circumstances.

Under the sub heading 'What this means for you':

If multiple changes of circumstances are reported by the client and more changes are to follow, use paragraph **TM_25891_E** 'Although we were told about more than one change to (paying parent's) circumstances at the same time, this letter shows how the change listed above affects your child maintenance payments.'

If multiple changes of circumstances are reported by the client and no more changes are to follow, use paragraph **TM_25892_E** 'We were told about more than one change to (paying parent's) circumstances at the same time. We have already written to you to tell you how other changes affect your child maintenance payments.'

[CMSL4104 Important information about your child maintenance case](#)

Template for a calculation letter following death of a QC / ROC and there are other QCs remaining on the case – to paying parent recal.

Under the sub heading 'Important information about your child maintenance case'

- Use the paragraph for 'Death of QC'
- Under the sub heading 'What this means for you'

- If the income source is HMRC, paying parent, paying parent accountant best evidence or the employer, use the paragraphs for 'Income source = HMRC, NRP, Employer, accountant OR best evidence'
- If the income source is benefits, use the paragraphs for 'NRP on benefits'
- If the paying parent is on active duty, use the paragraph for 'If NRP is on active duty'
- Use the paragraph which applies to the paying parent's service type e.g. calculation and collection/ maintenance direct
- If the paying parent's preferred method of payment is direct debit, use the paragraph 'Because you pay child maintenance by direct debit'
- If the paying parent's preferred method of payment is standing order, use the paragraph 'Because you pay by standing order'
- If the paying parent's preferred method of payment is transcash, use the paragraph 'Because you pay child maintenance by using transcash'
- If the paying parent's preferred method of payment is BHOCA, use the paragraph 'Because you pay child maintenance by using bank giro credit'
- If the paying parent's preferred method of payment is deduction from benefit, use the paragraph 'Because you pay child maintenance by deduction from your benefits'
- If the paying parent's preferred method of payment is DEO, use the paragraph 'Because you pay child maintenance by deduction from your earnings'
- Under the sub heading 'What happens next'
- If the paying parent's income source is HMRC, use the paragraphs for 'If income source = HMRC'
- If the paying parent's income source is employer, accountant or the NRP', use the paragraphs for 'If income source = NRP or Employer or Accountant'
- If the paying parent's income source is best evidence, use the paragraphs for 'if income source = Best Evidence'
- If the paying parent is on benefits, use the paragraphs for 'if income source = Benefits'

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

[CMSL4105 Important information about your child maintenance case](#)

Template for a calculation letter following death of a QC – to PWC recal.

Under the sub heading 'What this means for you'

- If the income source is HMRC, paying parent, paying parent accountant best evidence or the employer, use the paragraphs for 'Income source = HMRC, NRP, Employer, accountant OR best evidence'
- If the income source is benefits, use the paragraphs for 'NRP on benefits'
- If the paying parent is on active duty, use the paragraph for 'If NRP is on active duty'
- Use the paragraph which applies to the paying parent's service type e.g. calculation and collection/ maintenance direct

Under the sub heading 'What happens next'

- If the paying parent's income source is HMRC, use the paragraphs for 'If income source = HMRC'
- If the paying parent's income source is employer, accountant or the NRP', use the paragraphs for 'If income source = NRP or Employer or Accountant'
- If the paying parent's income source is best evidence, use the paragraphs for 'if income source = Best Evidence'
- If the paying parent is on benefits, use the paragraphs for 'if income source = Benefits'

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

[CMSL4990 Please can you give us more information](#)

When death of ROC is reported and CIS has not provided a verified date of death, letter to paying parent to request further evidence of the death.

Only sent when the paying parent reports death.

All fields in this letter are system generated, no manual intervention is required

[CMSL4991 Please can you give us more information](#)

When death of ROC is reported and CIS has not provided a verified date of death, letter to receiving parent to request further evidence of the death. *This letter is only sent when the receiving parent tells us about the ROC death.*

All fields in this letter are system generated, no manual intervention is required.

[CMSL4992 Your child maintenance has not changed](#)

When death of ROC is reported and CIS has not provided a verified date of death, letter to paying parent to decline the change if either party can't provide suitable evidence of the change.

All fields in this letter are system generated, no manual intervention is required.

CMSL4993 Your child maintenance has not changed

When death of ROC is reported and CIS has not provided a verified date of death, letter to receiving parent to decline the change if either party can't provide suitable evidence of the change

Only sent when the receiving parent tells us.

All fields in this letter are system generated, no manual intervention is required.

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Death - Paying Parent](#)

[Death - Receiving Parent](#)

[Death - QC](#)

[Outbound Contact - Suppress](#)

[Revision/Correction - Death](#)

[Terminology Changes](#)

[Variation - Cancel](#)