



## Employer Paying Parent COC - Individual/Group

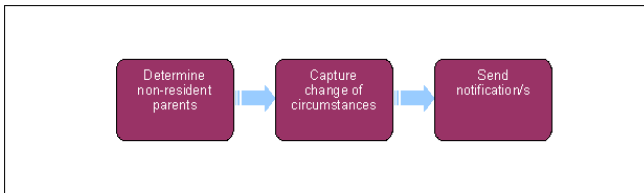
This procedure takes you through the process of raising a change of circumstances (CofC) service request (SR), notified by the employer, for an individual paying parent or a group of paying parents.

The employer may report that an employee has left, been dismissed or suspended or made redundant. Bulk changes may be reported if the employer goes bankrupt or a set of paying parents are made redundant.

This action will be dealt with by caseworkers within the employer payments team. An employer can contact the Child Maintenance Group (CMG) to raise a CofC for a paying parent at any point in the case lifecycle and can be received over the phone or as written correspondence.

In this process you will raise a CofC SR on a paying parent's account as notified by the employer. The SR will route to the correct segment automatically. You will also send out notification of the CofC to the employer and employer's agent if applicable.

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.

### Determine non resident parent/s

1. Collect the name and national insurance number (NINO) of the paying parent/s concerned and in the employer enquiry screen select:

- Amend DEO Schedule/s
- DEO Schedule

This will provide a list of paying parents. Select the **Schedule Record** check box of the appropriate paying parents to bring up the **DEO Schedule Updates** view. If the paying parents are listed, go to **step 2**. If any paying parents are not listed, go to **step 3**.

2. Select **Update Selected NRPs**, go to **step 5**.

3. Where a paying parent is not listed, go to **All Contacts** and perform query for the paying parent. Create the following service request (SR) and assign it to the paying parent:

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

4. Update the **Source** field to **Employer**, then complete the following:

- Select the **Account Field** Multi Value Group (MVG) and choose the employer from the list
- Update the notes within the SR with the change of circumstance details, including the date the change occurred
- Associate the paying parent case number from the **Case No** MVG

5. Update the paying parent record using the drop down menus:

- **Actual Amount** - the actual amount the employer has deducted from each paying parent's earnings - you need to enter this new cash amount
- **Reason** - e.g. paying parent Change of Income, Left Employment, Redundancy



If the paying parent has left the employment, ensure that all of the relevant details are completed in the **DEO Employment** tab e.g. **Employer Status**, **Employer Type**, **Employer Start Date**, **Employer End Date**.

6. Change the **Status** of the SR to **Pending Assignment** and save the record. This SR is routed to the relevant caseworker by the work allocation process.



For paying parents not listed the employer payments team the process ends here.

### Capture change of circumstances

7. Record a call reason against the schedule update and select **Commit Updates** in **DEO Detail Updates**.
8. Repeat **step 4** for all paying parents if it is a bulk change.



BaNCS is automatically updated to reflect the changes made on the system.

### Send notification/s

9.  Manually generate letter CMSL8201 to send to the employer and agent if applicable.

NICMS replaces CMG in Northern Ireland

#### CMSL8201 We have updated your employee details

This letter is sent to the employer to confirm we are verifying changes to their paying parent's details.

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

[Change Employment Status](#)

[DEO - Reconcile](#)

[Employer Account Manager - Allocate, Change, Remove](#)

[Employer/Agent Contact](#)

[Employer - Manage Contact](#)

[Terminology Changes](#)