



## Maintain Client Details Overview

The purpose of this summary is to provide a high level overview of the maintain client details topic which complements the more detailed procedures. These include dealing with third parties, adding new contacts to a case, changing personal details or contact details and recording a change to income or employment. The topic also includes recording unacceptable behaviour, registering personal interest, how to process a death notification and Case Surveillance Enforcement cases.

Notification of a change may come from a receiving parent, paying parent, client representative, child in Scotland (CIS), Her Majesty's Revenue & Customs (HMRC), employer, third party or the Customer Information System (CIS). Most changes need to be verified before they are accepted.

Clients can also report changes in personal details and manage their account quickly and easily with the Child Maintenance Service's safe and secure self service website. Clients can log on any time to check when their next payment is due, view payment history, make a payment or update information about their account.

For further information, refer to [Client Self Service](#).

The procedures will be carried out by caseworkers who own the case at the time and also specialist teams such as the third party team who deal with all third party organisations. Third party organisations are external organisations acting for their own purpose and are different from client representatives, who act on behalf of a client.

Changes involving a qualifying child (QC), relevant other child (ROC) or child in a family based arrangement (CIFBA) being added to or removed from a case can lead to a new assessment being calculated.

Any reported change to a client's gender, date of birth or name needs to be verified and authorised by a team leader before the change is accepted however verbal evidence can be accepted for a change to a client's married name.

When progressing a case where evidence has been requested, the SR **Resolution Code** is used to accept or decline the information. The resolution code must be updated prior to the SR **Status** being changed to **Closed** and SR **Sub Status** to **Complete**.

Clients can report changes to address/contact details for anyone in their case, but can only ask to change their own contact preferences. Changes to address or contact details must be verified before they are accepted.

Service requests (SRs) should not be raised for a change of circumstances where there is not enough information to complete the SR to **In Progress**. Where a client advises of a change, but does not have sufficient information, record the reason for the call in an inbound call activity, but don't trigger the change until all information is available to allow progression. If you have generated the SR before it is evident that the client does not have enough information, you should cancel the SR and ask the client to call back with the required details.



Note, all SR's generated by clients or employers through Self Service must be actioned within 24 hours.

A paying parent's gross income must change by more than 25% before it is applied to an assessment. Where income has not changed by at least 25% record that tolerance hasn't been breached.



You must make every effort to prevent overpayments occurring on a case by encouraging clients to report a change and by completing all change of circumstances as they are reported. However, when a backdated change of circumstances is being reported you will need to consider the impact. An overpayment could reduce the amount of payments the receiving parent will receive until annual review, you must make a decision to allow the system to make the change, or in very exceptional circumstances to halt the system action if the adjustment appears to be too much. Applying overpayments against arrears is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on

discretionary decisions including a verbatim statement to record in **Notes** refer to Policy, Law and Decision Making Guidance . For more information refer to **Backdated Change of Circumstances** in the **Procedural Exceptions** tab.

There may be occasions when completing a backdated change of circumstances where a period covered by the change has suspended arrears. When this occurs you will need to complete the actions in the **Backdated Change of Circumstances with suspended arrears** section in the **Procedural Exceptions** tab.

Where you have calculated a change of circumstances that will generate a new promise to pay (P2P) schedule, you will need to generate and issue the P2P schedule on the same day that you have calculated the change of circumstances. This is because the 2012 system will calculate an additional arrears balance for the period between the calculation date and the P2P schedule issue date. If the P2P schedule cannot be produced on the same day, then you will need to perform a new calculation with the same effective date when you are ready to issue the P2P schedule.

When performing a calculation with an effective date that is before the calculation date, the 2012 system will make an adjustment to the arrears balance within the calculation service request (SR) to reflect the new calculation. Note that this adjusted amount will show in the previous calculation SR, not the new one you have created.

When an instance of unacceptable behaviour occurs it must be recorded and investigated. It may involve a potentially violent (PV) status being recorded against a client. PV statuses are reviewed at least once a year.

Where there is a potential conflict of interest between a caseworker and a client, the case must be flagged with a personal interest indicator. This flag will make sure that the case is routed to the sensitive case workgroup.

Death notifications should be handled with sensitivity. When notification of a client's death is received the caseworker verifies the death, suppresses contact and records the change.

### Guidelines for dealing with multiple changes of circumstance

It is not possible to predefine sequencing rules for every scenario where multiple CofCs are triggered by a single event and/or where multiple CofCs exist on a case.

As such, it is imperative that caseworkers carefully consider the impact/effect of CofCs in order to decide the most appropriate sequence of execution.

**General considerations/questions**

- **Is one of the changes a benefit change?**  
If a benefit record is held and a change of circumstances needs to be recorded before the start date of the benefit claim, the benefit record must be ended, the change of circumstances completed and then the benefit record re-entered.
- **How will each SR affect the number of QCs on the case?**  
For example, an **Alleged NRP Not The Parent** SR would lead to case closure if the qualifying child (QC) in question were the only QC or the last QC on the case. In such a situation, performing the **Alleged NRP Not The Parent** SR would take priority over the majority of other SRs, since case closure would make them redundant.
- **Will one SR entirely override the effects of another?**  
For example, if two changes of address are outstanding for the same client, it might be pointless to perform the earlier of the two requests.  
Suspicious activity: if two or three Change Address Details or Change Contact/Security Details SRs appear with very close effective dates, caseworkers should check whether these are all valid changes. Multiple changes of this type might suggest attempted fraud or a security breach.
- **How will each SR affect the recipient of correspondence/communications?**  
If the SR will change where communications go, these should generally receive priority.
- **How will each SR affect the service type, liability calculation and/or promise to pay schedule?**  
Generally speaking, changes which will impact these should be dealt with ahead of most SRs but please note that changes affecting correspondence/contact details should be given priority, as per the table below.

Where case closure is triggered, the SR itself instructs caseworkers to consider whether any outstanding SRs need to be completed or closed as Not Required. For this reason, it is not included in the guidelines below.


**Consideration of outbound correspondence**

Where multiple SRs are performed together (i.e. on the same day), caseworkers need to consider whether it is appropriate to cancel some of the outbound correspondence which would be produced. For example, if two SRs are performed on the same day and both impact the calculation, the caseworker needs to consider whether it is appropriate to cancel the correspondence which the first SR produces.

The table below serves purely as a guideline:

Sequence number	Service request/s	Notes
1	Correction/Revision	A correction or revision SR may often need to be done first, but given that corrections/revisions can take effect on a wide range of errors, it is important for the caseworker to consider the particular situation and state of the case. This could result in other SRs taking priority over the revision/correction.
2	Confirm Current Location	
3	Change Address Details Activate Client Representative Deactivate Client Representative Change Contact/Security Details Change Personal Details	Complete in effective date order
4	NRP Not The Parent Parentage Dispute (see notes)	These SRs should be performed at sequence number 4 only if the change relates to the last QC or only QC on the case. In these circumstances, the action will lead to case closure, and any other SRs outstanding on the case will be superseded, regardless of their effective dates.  If there are multiple QCs involved in the case, then these SRs should be performed at sequence number 8
5	PWC/PeWC And NRP Reconciled QC Not In Full Time Education Child Turns 20 Death Of QC Death Of ROC Death Of Client QC/ROC Adopted	Complete in effective date order
6	Change To DEO Employment Details	
7	Change To Method Of Payment From Change To Method Of Payment To Change To Service Type	Complete in effective date order
8	NRP Not The Primary carer Of ROC PWC/PeWC Not Primary Carer Of QC Shared care ROC Not In Full Time Education	Complete in effective date order


New	QC	In	PWC
Household			
New	ROC	In	NRP
Household			
Change	Benefit Details		
Change	Income		
Change	Employment		
Status			

 Where multiple CofCs have been completed within a 3 day period, a call is not required until the final change is completed.

### Case Surveillance - Enforcement Cases

Where all means of gathering information have been exhausted, enforcement cases that are unable to be progressed will be placed into Case Surveillance by Enforcement Case Managers (ECM's). A review date will be set to determine whether enforcement action can resume at a later date. For action to take on enforcement Case Surveillance cases refer to [Case Surveillance – Maintenance Segment](#).

For more information on any of these topics refer to related items and the Policy, Law and Decision Making Guidance. 

 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.

### Backdated Change of Circumstances

When completing a backdated change of circumstances, consider whether the change is likely to create an overpayment on the case. An overpayment may occur when the paying parent's payments exceed their liability and the money has been paid to the receiving parent e.g.

- A mid year current income change of circumstances (where the 25% tolerance level is breached and there is a decrease in income)
- A non income related change where there is ongoing maintenance e.g. A QC leaves but is not the last QC on the case, a backdated ROC or another case is added


1. Do not allow the system to complete the adjustment and produce a new schedule until you have completed the following actions:

- Consider whether the change is likely to create an overpayment
- Check the current liability and new liability
- Calculate the weekly difference and how many weeks since the effective date to calculate the total reduction amount
- Check the current arrears balance and reduce down the arrears balance with the reduction amount. If it will clear the arrears then there will be an overpayment

2. If no overpayment will be created, continue with the change of circumstances as normal.

3. If there is an overpayment you will now have to check how this will reduce future collections and in very exceptional circumstances consider halting system action. To do this:

- Calculate how many weeks left until annual review and calculate how much the new liability amount will total
- Reduce this down by the overpayment balance
- Check how many more collections are available in annual review and consider if the new collection amount is reasonable

Before completing and producing the new schedule, you must consider whether it is reasonable to allow the system to apply the overpayment against any arrears and/or maintenance payable up to the next annual review. This is a discretionary decision known as **Regulation 8**. For further information on **Regulation 8** and the factors you need to consider before proceeding, refer to Policy Law and Decision Making Guidance 

4. If you consider the adjustment reasonable, complete the change of circumstances and fully record your decision, including the reasons in the notes field.

5. In exceptional circumstances if you do not consider the adjustment reasonable, you will start the process to consider moving the case to exceptional case handling to manage off system. Do not allow the system to complete the change of circumstances and discuss the case with your team leader (TL). If your TL agrees with your decision you will need to seek advice from the Advice and Guidance team before discussing the details with the client. Refer to [Advice And Guidance - Create Request](#) and send the following information:

- How the overpayment occurred
- The amount of the overpayment
- The period it relates to
- The current maintenance liability amount
- The reduced maintenance liability amount

- The annual review date
  - The amount of outstanding arrears
  - The reasons why you do not consider it reasonable to allow the system to proceed
6. Once you receive a response from advice and guidance, if the advice is to proceed as normal, continue with the change of circumstance.
  7. If the advice is not to proceed and to handle the case off system, the case will need to be referred to the Exceptional Case Handling team until annual review. For more information refer to [Exceptional Case Handling – Overview](#).

#### Backdated Change of Circumstances with suspended arrears

##### System Action

When completing a backdated change of circumstances, if a period of the change has suspended arrears, the system will generate the following SR once the change has been accepted:

- **Process = Perform Calculation**
- **Area = Case Maintenance**
- **Sub Area = Change Client Data**

A liability schedule will be generated with a new income from today until annual review (no P2P will be created).

The system will also generate the following SR:

- **Process = Perform Calculation**
- **Area = Case Maintenance**
- **Sub Area = Change Client Data (Adj)**

This SR will indicate when suspended dues exist on the case using BaNCS.

##### Caseworker Action

1. When the above SRs are raised, you will need to unsuspend the arrears, for more information refer to Suspend/Unsuspend Liabilities.
2. Once you have unsuspended the arrears, within the **Change Client Data (Adj)** SR, select the **Calculate Adj Amount** button. You will receive a pop up instructing you to generate a P2P.
3. Go to the **Change Client Data** SR and select the **Generate Promise to Pay** button to create a P2P with the latest values.
4. Set the **Status** to **Closed** and the **Sub Status** to **Complete** in both SRs.

[Advice And Guidance - Create Request](#)

[Active Duty Flag](#)

[Armed Forces Overview](#)

[Case Surveillance – Maintenance Segment](#)

[Change - Address Details](#)

[Change - Benefit Status/Details](#)

[Change - Contact Details](#)

[Change - Contact Preferences](#)

[Change - DEO Employment Details](#)

[Change - Employment Status](#)

[Change - Income](#)

[Change - Name/Gender/D.O.B.](#)

[Change - Payment Frequency/Collection Date](#)

[Change - Security Details](#)

[Child Leaves Full Time Education - QC](#)

[Child Leaves Full Time Education - ROC](#)

[Child Turns 20 - QC](#)

[Child Turns 20 - ROC](#)

[Confirm Current Location](#)

[Death - Paying Parent](#)

[Death - QC](#)

[Death - Receiving Parent](#)

[Death - ROC/CIFBA](#)

[Exceptional Case Handling – Overview](#)

[Existing Case - Add Paying Parent Partner](#)

[Existing Case - New CIFBA](#)

[Existing Case - New QC](#)

[Existing Case - New ROC](#)

[Maintenance Orders Overview](#)

[Off Benefit](#)

[On Benefit](#)

[Personal Interest - Register](#)

[Potentially Violent Status - Review](#)

[Prison](#)

[Revision/Correction - Death](#)

[Third Party - Amend](#)

[Third Party - Contact](#)

[Third Party - Employer Set Up](#)

[Third Party - Set Up](#)

[Threats of Suicide](#)

[Unacceptable Customer Behaviour](#)

[Universal Credit](#)