

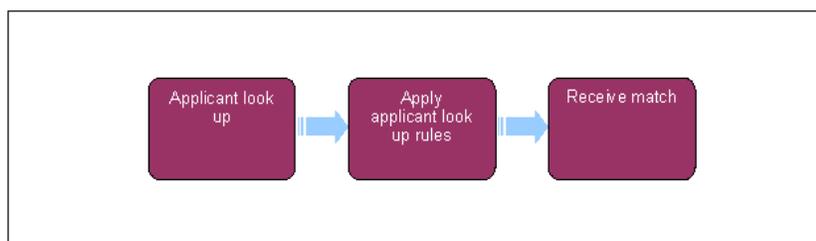
## Manual Handling Exceptions - CSA- scheme look up - (Applicant)

The purpose of this procedure is to guide the owning applications caseworker through the necessary steps to complete the applicant lookup process if the automated data warehouse lookup fails.

When an application is received on the CMS scheme, a lookup is required to check if the applicant and qualifying child/ren (QC/s) exist together in a CSA scheme case on one of the CSA scheme systems. If this lookup fails the system will generate an Applicant Look Up Manual Handling Service Request in the applications segment.

The applications team leader will allocate the Applicant Lookup Manual Handling SR to the caseworker dealing with the application. The caseworker will then gather the required information from CSA scheme systems and apply a set of look up rules to determine if the CMS scheme application can progress.

If the applicant to CMS scheme is held as nationally sensitive on CMS system, the application and CSA scheme look up will be carried out by the special client records team. If the applicant is not held as nationally sensitive on the CMS system, but during the look up process it is identified that one of the relevant parties is held as locally or nationally sensitive on CS2 or CSCS the caseworker will need to obtain the required system access to allow them to obtain the required data from these systems. You will need to follow the current procedures ([http://csrhelp/webhelp/externalprocedures/current/a2/a2\\_10030.htm](http://csrhelp/webhelp/externalprocedures/current/a2/a2_10030.htm)) for reporting attempted access, and to also gain temporary access to the sensitive records to enable you to continue with the lookup checks. Once the lookup is completed, if a nationally sensitive case was identified the case would then move over to be dealt with by the CMS scheme special client records team.



If the automated data warehouse applicant lookup fails the system will generate an Applicant Look Up Manual Handling Service Request in the applications segment.

The applications team leader will allocate the Applicant Lookup Manual Handling SR to the caseworker dealing with the application.

### Applicant Look Up

- Open the Applicant Look Up Manual Handling service request (SR) generated by the system:
  - **Process = Transition**
  - **Area = Manual Handling**
  - **Sub Area = Applicant Lookup**
- Set the status of the SR to **In Progress**.
- Select Go to Case tab to view the 2012 Scheme applicant details. Check **Applicant Type** for 2012 scheme applicant to determine whether the applicant has role of Person with care (PeWC). If the applicant type is PeWC go to **step 4** and if the application is from a paying parent or receiving parent go to **step 9**.



We do not complete the applicant look up where the 2012 Scheme applicant role is Child in Scotland and the system will not trigger the applicant look up or generate an Applicant Look Up Manual Handling SR if the automated look up fails.

### PeWC Application

- If 2012 Scheme Applicant Type is PeWC, then you do not need to complete the applicant lookup. This is because the applicant lookup checks whether the applicant exists together with the QCs in any 1993/2003 scheme case. Until the paying parent lookup you will be unable to determine whether a PeWC application is a duplicate existing 1993/2003 scheme case or a new application with a different paying parent (i.e. against the other parent). Therefore you can bypass the applicant look up and wait until the system triggers the 1993/2003 scheme look up before you need to check 1993/2003 scheme systems.

5. Within the Applicant Look Up Manual Handling SR, record in the notes tab that the 2012 Scheme Applicant has a role of PeWC, and therefore it is not appropriate to complete a check of the 1993/2003 scheme systems at the applicant lookup stage, and the application can continue until SR sub status **identify other party in C-scheme**.
6. As there is not an appropriate applicant look up outcome and applicant look up reason for a PeWC role application, record the **Applicant Look Up Outcome** in the SR as **Continue With Application**. Select **Continue With Application** from the drop down list in the resolution code field. Record the **Applicant Look Up Reason** in the SR by typing in the notes tab **Applicant/QC combination does not exist in Legacy**.
7. Complete any outstanding activities and update the status of the SR to **Closed** and the sub status to **Complete**.
8. Within the PeWCs case, open the **Case More Info** tab. Select **Continue With Application** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Applicant/QC combination does not exist in Legacy**. You can now continue with the application.

## Receiving Parent or Paying Parent Application

9. Select the **Go to Case** tab to view the applicant details collected for the 2012 Scheme application to obtain the name, date of birth, NINO for the 2012 scheme applicant.
10. Within the **Go to Case** tab view the qualifying child (QC) details collected for the 2012 scheme application to obtain the names, dates of birth and NINO/CRNs for the qualifying child/ren named in the 2012 scheme application.
11. Using the applicant and QC details obtained, search 1993/2003 scheme systems to identify whether the applicant and the QCs exist together in any 1993/2003 scheme case.
12. As client records may exist for the same person on more than one 1993/2003 scheme system, (for example, a CSCS client whose case was reactively migrated to CS2, would exist on both CSCS and CS2; a CS2 client whose case became stuck and made clerical, would exist on both CS2 and CCD etc.) you must identify where the case is currently managed by checking the 1993/2003 systems in the following order:
  - Clerical Case Database (CCD)
  - CS2
  - CSCS
13. If you find the applicant and QCs together in a case on CCD, then this means that the case is managed on CCD. You do not need to look at any other system and you should use the case details held on CCD in order to obtain information to allow you to apply the look up rules.
14. If you do not find the applicant and QCs together in a case on CCD, then you should next check CS2. If you find the applicant and QCs together in a case on CS2 this means that the case is managed on CS2. You should use the case details held on CS2 in order to obtain information to allow you to apply the look up rules.
15. If you do not find the applicant and QCs together in a case on CS2, then you should next check CSCS. If you find the applicant and QCs together in a case on CSCS this means that the case is managed on CSCS. You should use the case details held on CSCS in order to obtain information to allow you to apply the look up rules.

If you have checked all three systems and do not find the applicant and QCs together in a case, this means that there is no existing 1993/2003 scheme case.



There are known issues with CCD not holding QC details. Therefore you may not identify an existing case on CCD at applicant look up if you only have a match for applicant on CCD but are unable to check for the QCs. In this scenario, as you will be unable to find a match on applicant and QC, the applicant look up rules will allow the application to continue.

You will be able to identify an existing 1993/2003 scheme case on CCD at paying parent look up because the paying parent look up identifies all 1993/2003 scheme cases for that paying parent and does not need QC details for this check. Therefore if you subsequently identify an existing 1993/2003 scheme case on CCD, you will be able to apply the rules correctly at the paying parent look up stage.

## Apply Applicant Look Up Rules

16. Complete an initial check to find a match on the relevant systems for the applicant. Search using the NINO of the 2012 Scheme applicant to see if they exist on any of the systems in any role. You can also use applicant name and date of birth to verify you have the correct person. For more information on navigation on CCD, CS2 and CSCS refer to **System guidance for 1993/2003 scheme look up manual handling - CCD**, **System guidance for 1993/2003 scheme look up manual handling - CS2**, **System guidance for 1993/2003 scheme look up manual handling - CSCS**.

If you do not find a record for the 2012 scheme applicant and you have checked all three systems in order, this means they do not have a 1993/2003 scheme case.

If there is no match for the applicant you do not need to check systems for the QCs, as a match has to be for a combination of applicant and QC(s) together. Go to **Step 18**.

Where there is a record for the 2012 scheme applicant, check each case they are in to see if they are in a case with the QCs named in the 2012 Scheme application. Complete the check for QCs searching on NINO/CRN for each QC named in the 2012

scheme application. You can also use QC name and date of birth to verify you have the correct person/s. If you find a match with at least 1 QC, go to **step 23**.

17. If all systems have been checked and the applicant with at least 1 QC does not exist in a 1993/2003 scheme case on any system, then determine that there is no match. Go to **Step 18**.

## No applicant/QC combination match

Examples of combinations which are not a match:

- Applicant exists in a 1993/2003 scheme case but not with any of the QCs named; or
  - QCs exist in a 1993/2003 scheme case, but not with the named applicant; or
  - Applicant exists and QCs exist in 1993/2003 scheme cases but not together (in separate cases); or
  - Applicant and QCs do not exist in any 1993/2003 scheme cases
  - Applicant exists in a CCD case unable to check QCs as information not held
18. Where there is no match, the 2012 Scheme Application can continue to be progressed until SR sub status **identify other party in C-Scheme**.
19. Within the Applicant Look Up Manual Handling SR record in the **notes** tab the result of your investigation and any additional information to support how the outcome has been reached.
20. Update the **resolution code** to **Continue With Application**. Record the **Applicant Look Up Reason** in the SR by typing in the notes tab **Applicant/QC do not exist together in Legacy**.
21. Complete any outstanding activities and update the status of the SR to **Closed** and the sub-status to **Complete**.
22. Within the **Case More Info** tab select **Continue With Application** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Applicant/QC combination does not exist in Legacy**. You can now continue with the application.

## Applicant/QC Combination Match

23. If the Applicant with at least 1 QC exists in a 1993/2003 scheme case on one of the systems, then determine that there is a match.

Full Match - all QCs named in the 2012 Scheme case are found in combination with the Applicant in a 1993/2003 scheme case, go to **step 24**.

Partial Match - some of the QCs named in the 2012 scheme case are found in combination with the applicant in a 1993/2003 scheme case, go to **step 43**.

## Full match

24. Check whether the 1993/2003 scheme case has got an active liability. If yes, go to **step 25**. If no, go to **step 31**.

### Full match - active liability

25. Where the 1993/2003 scheme case has got an active liability, the 2012 scheme application cannot be progressed and should be closed. This is because a 1993/2003 scheme case already exists.
26. Within the Applicant Look Up Manual Handling SR record in the **notes** tab the result of your investigation and any additional information to support how the outcome has been reached.
27. Update the resolution code to **Client To Wait – End**. Record the **Applicant Look Up Reason** in the SR by typing in the notes tab **Duplicate Case In Legacy**.
28. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
29. Within the **Case More Info** tab select **Client To Wait - End** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Duplicate Case In Legacy**.
30. Update the Application SR, completing any outstanding activities and change the **Status** to **Closed** and the **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.



Letter CMSL0070 will be issued to the applicant to explain why their application cannot be progressed.

### Full match - no active liability

31. Where the 1993/2003 scheme case has not got an active liability, check the liability end date. If the liability end date is:
- more than 13 weeks ago, go to **step 32**

- less than 13 weeks ago, go to **step 37**

For more information about the 13 week rule refer to the Policy, Law and Decision Making Guidance 

### Liability ended more than 13 weeks ago

- Where the liability end date is more than 13 weeks ago from today's date, the 2012 scheme application can continue until SR Sub Status **Identify other party in C-scheme**.
- Within the Applicant Look Up Manual Handling SR record in the notes tab the result of your investigation and any additional information to support how the outcome has been reached.
- Update the resolution code to **Continue With Application**. Record the **Applicant Lookup Reason** in the SR by typing in the **notes** tab **Liability withdrawn more than 13 weeks ago**. In the **notes** tab, also record the system where the case is managed (CCD, CS2, CSCS) so that this information is available for a future look up where this needs to be completed.
- Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
- Within the **Case More Info** tab select **Continue With Application** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Liability withdrawn more than 13 weeks ago**. You can now continue with the application.

### Liability ended less than 13 weeks ago

- Where the liability end date is less than 13 weeks ago from today's date, the 2012 scheme application cannot continue to be progressed and should be closed. This is because Child Support Policy does not allow an application to be made to a new scheme unless the existing scheme case is closed or liability has been ended more than 13 weeks ago – this is known as the 13-week linking rule.
- Within the Applicant Look Up Manual Handling SR record in the **notes** tab the result of the investigation and any additional information to support how the outcome has been reached.
- Update the resolution code to **Client To Wait – End**. Record the **Applicant Look Up Reason** by typing in the **notes** tab **Liability withdrawn less than 13 weeks ago**.
- Complete any outstanding activities and update the **Status** of the SR to **Closed** and **Sub Status** to **Complete**.
- Open the **Case More Info** tab. Select **Client To Wait - End** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Liability has been withdrawn less than 13 weeks ago**.
- Update the application SR, complete any outstanding activities and change the **Status** to **Closed** and **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.



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### Partial match

Partial Match – for example, where some of the QCs named in the 2012 Scheme case are found in combination with the Applicant in a 1993/2003 scheme case but there are additional QCs named in the 2012 Scheme application; or where all of the QCs named in the 2012 Scheme application are found in combination with the Applicant in a 1993/2003 scheme case, but there are additional QCs named in the 1993/2003 scheme case.

- Where there is a partial match on QCs, check whether the 1993/2003 scheme case has got an active liability. If yes, go to **step 44**. If no, go to **step 50**.

### Partial match - active liability

- Where the 1993/2003 scheme case has got an active liability, the 2012 Scheme application cannot be progressed and should be closed. This is because this is a change of circumstances to an existing 1993/2003 scheme case.
- Within the Applicant Look Up Manual Handling SR to record in the notes tab the result of the investigation and any additional information to support how the outcome has been reached.
- Update the resolution code to **Client To Wait – End**. Record the **Applicant Lookup Reason** by typing in the **notes** tab **Change of circumstances on existing 1993/2003 scheme case**.
- Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
- Open the **Case More Info** tab. Select **Client To Wait - End** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Change of circumstance on existing Legacy case**.
- Update the Application SR, complete any outstanding activities and change the **Status** to **Closed** and the **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.



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### Partial match - no active liability

50. Where the 1993/2003 scheme case has not got an active liability, check the liability end date. If the liability end date is:
- more than 13 weeks ago, go to **step 51**
  - less than 13 weeks ago, go to **step 56**

### Liability ended more than 13 weeks ago

51. Where the liability end date is more than 13 weeks ago from today's date, the 2012 Scheme Application can continue to be progressed until SR sub status **Identify other party in C-Scheme**.
52. Within the Applicant Look Up Manual Handling SR record in the notes tab the result of your investigation and any additional information to support how the outcome has been reached.
53. Update the resolution code to **Continue With Application**. Record the **Applicant Look Up Reason** by typing in the **notes** tab **Liability withdrawn more than 13 weeks ago**. Also record in the **notes** tab, the system where the case is managed (CCD, CS2, CSCS) so that this information is available for a future lookup where this needs to be completed.
54. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
55. In the case to which the applicant look up refers, open the **Case More Info** tab. Select **Continue With Application** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Liability has been withdrawn more than 13 weeks ago**. You can now continue with the application.

### Liability ended less than 13 weeks ago

56. Where the liability end date is less than 13 weeks ago from today's date, the 2012 scheme application cannot continue and should be closed. This is because Child Support Policy does not allow an application to made to a new Scheme unless the existing scheme case is closed or liability has been ended more than 13 weeks ago – this is known as the 13-week linking rule.
57. Within the Applicant Look Up Manual Handling SR record in the notes tab the result of the investigation and any additional information to support how the outcome has been reached.
58. Update the resolution code to **Client To Wait – End**. Record the **Applicant Look Up Reason** by typing in the **notes** tab **Liability withdrawn less than 13 weeks ago**.
59. Complete any outstanding activities and update the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.
60. Open the **Case More Info** tab and select **Client To Wait – End** from the drop down list in the **Applicant Look Up Outcome** field. Populate the **Applicant Look Up Reason** field by typing **Liability has been withdrawn less than 13 weeks ago**.
61. Update the Application SR, complete any outstanding activities and change the **Status** to **Closed** and **Sub Status** to **Close Enquiry** to manually trigger the close enquiry process.



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#### Related Items

- [End 1993/2003 Scheme Liability - Summary](#)
- [1993/2003 Scheme Receiving Parent Application - Manual Set Up](#)
- [System guidance for 1993/2003 scheme look up manual handling - CCD](#)
- [System guidance for identifying customer reference - CS2](#)
- [System guidance for 1993/2003 scheme look up manual handling - CS2](#)
- [System guidance for 1993/2003 scheme look up manual handling - CSCS](#)
- [Manual Handling - 1993/2003 Scheme look up \(Applicant\)](#)
- [Manual Handling - 1993/2003 Scheme look up contingency summary](#)
- [Manual Handling - 1993/2003 Scheme look up \(Paying Parent Partner\)](#)
- [Manual Handling - Transition Case Data Capture Summary](#)
- [Transition - Contingency](#)