



Parentage Dispute - DNA Testing

A parentage dispute is where an alleged parent does not agree that they are the parent of the child/ren named in the application or case. An alleged parent may raise a parentage dispute at any time during the lifecycle of the case and can do so by phone or post.

The purpose of this procedure is to instruct caseworkers to determine how the alleged parent wishes to proceed once it has been determined that the parentage dispute can only be resolved through DNA testing. The alleged parent is provided with information about the DNA test options available. If they choose a Child Maintenance Group (CMG) DNA test but cannot afford to pay, payment assistance is considered. The results of the DNA test are updated on the 2012 system.

Parentage disputes are dealt with by caseworkers where the case is located at the time the dispute is raised.

Use the following procedures to cover the parentage process. Work through them in the following order:

1. Parentage Dispute - Log
2. Parentage Dispute - Evidence
3. Parentage Dispute - DNA Testing
4. Parentage Dispute - Record Outcome
5. Parentage Dispute - Alleged Parent Is Not The Parent

In the final procedure complete the following:

- Confirm if the Paying Parent wants a private DNA test or a Commission DNA test
- Discuss payment assistance with the Paying Parent when a Commission test is requested
- Transfer the Paying Parent call through to Cellmark
- Set the case to wait for a response

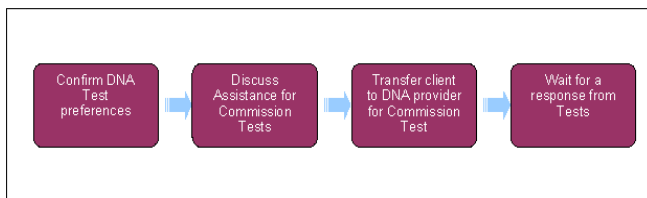


Parentage ambassadors are now available to provide you with support. You should contact your local ambassador whenever you are dealing with a parentage dispute and they will coach and support you to help you handle any sensitive discussions and progress the case swiftly. Details of who your local parentage ambassadors are can be found on the intranet here: [2012 Scheme parentage ambassadors](#).



When speaking to either client at any point during a parentage dispute give consideration to the nature of the dispute, recognise that some clients might be unhappy with the situation and treat them with appropriate sensitivity. Always respond positively to the client even if they challenge the result or feel negative. Your tone should be supportive and sensitive but confident.

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.


Confirm DNA test preferences



1. Set the **Status** of Parentage service request (SR) to In **Progress** and **Sub Status** to **DNA Testing Appropriate**. An activity plan is generated.
2.  Attempt to contact the alleged parent by telephone using all available contact numbers. Attempts must be made as many times as necessary, at all different times of the day, until you are satisfied that to continue call attempts will delay progression of the case. To help with this a Fundamentals checklist has been developed. The fundamentals are available [here](#).

3.  Explain the DNA test options available to the alleged parent to allow them to make an informed choice:

- Child Maintenance Group (CMG) or private test
- How a CMG test is carried out including the information that not all local GP surgeries can take DNA test samples
- How a private test is carried out
- Information on DNA test fees - (see step 9 for cost table)

After you have explained the available testing process, including how samples are taken; confirm the alleged parent is content to continue with the process. If the alleged parent has any concerns or religious objections to giving a blood sample, explain that DNA testing requires only a swab to be taken from the inside of the cheek.

 The alleged parent should be encouraged to have DNA testing through the Commission rather than a private company. When using the Commission testing better support is available to the client.


4.  Explain also that they are required to pay for the test upfront and that this is only refunded if it is a CMG test and they are proved not to be the parent of the child. For more information refer to the Policy, Law and Decision Making Guidance. 

5.  Issue CMSL0103 if the following apply:

- unable to contact the alleged parent by telephone
- the alleged parent refuses to repay the costs if they are proved to be the parent



Set the SR **Status** to **Wait** and **Sub Status** to **Awaiting DNA Preference** to await contact from the alleged parent. Set the **Wait** for 14 days. If the alleged parent:

- Doesn't respond by the due date
- Accepts parentage
- Declines to undergo DNA testing or repay the costs of DNA testing

Parentage is assumed and the dispute closed. For more information refer to [Parentage Dispute - Record Outcome](#). For more information on assumed parentage refer to the Policy, Law and Decision Making Guidance. 


6. If the alleged parent wants to do a private test at this stage, explain that the CMG can't offer any payment assistance on private tests, if this is acceptable to the alleged parent, select the parentage SR and update **NRP Wishes To Continue** by selecting **Y** or **N** from the dropdown list. Update the **Test Preference** dropdown to **Private**. To complete action go to **Private Test**.

7. If the alleged parent is undecided explain that they must make a decision within seven days. Explain that if they do not agree to DNA testing then parentage can be assumed (pre-calculation) or the parentage dispute will be rejected and their liability will continue (post-calculation). Update the **Status** to **Wait** and **Sub Status** to **Awaiting DNA Preference**.

8.  If the alleged parent states that they cannot afford to pay the cost of the DNA test, consider if the alleged parent is eligible for payment assistance. During the provisional calculation stage a breakdown of the alleged parent's ability to pay is performed. Go to the most recent **Calculation SR** and select the **Calculation Breakdown** button to view the alleged parent's finances. Make a note of any decision made with regard to payment assistance including the amount, if awarded, within the **Notes** of the **Parentage SR** and the **Case Notes**. Advise the alleged parent that, if eligible to pay, they must agree to repay the cost of the DNA test if they are proven to be the parent of the child/ren. The offering of payment assistance is discretionary, however, a Team Leader must agree to the offer of payment assistance and update the **Parentage SR notes** to confirm the offer of payment assistance before continuing. For more information on payment for DNA testing and to see if the alleged parent can receive assistance refer to the Policy, Law and Decision Making Guidance. 

 When payment assistance has been agreed for the paying parent unless they have any questions regarding the DNA process there won't be a need to warm transfer them to Cellmark.

9. If the alleged parent does qualify for payment assistance, and has agreed to repay the cost of the DNA test, update **Test Payment Method** in the system to show that the A/NRP qualifies for payment assistance. In the **Case** and **SR Notes** field add the DNA cost and include "Alleged parent has agreed to repay DNA test if proven to be the parent". If there is more than one qualifying child (QC) to be tested, apportion the cost of the DNA test across each Parentage dispute SR, and ensure an equal split on each. Please see the table below for the actual costs.

 Where the alleged parent has paid DNA costs for a parentage dispute on a linked 1993/2003 scheme case within the last six months they will not have to have a further sample taken for this 2012 scheme parentage dispute so the sampling cost will be reduced by £27.50. The cost of the 2012 scheme DNA test will be reduced by £46.50 as their sample will have been analysed for the 1993/2003 scheme case parentage dispute.


No. of People	DNA Cost	Sampling Cost	Admin Cost	Total Excl VAT	VAT	Total in. VAT
3	£139.50	£66.00	£10.00	£215.50	£43.10	£258.60
4	£186.00	£77.00	£10.00	£273.00	£54.60	£327.60
5	£232.50	£88.00	£10.00	£330.50	£66.10	£396.60
6	£279.00	£99.00	£10.00	£388.00	£77.60	£465.60

If there are more than six participants, £11.00 is added for each extra sample taken plus VAT at the rate of 20%. In addition for each extra DNA test a further £46.50 is added, plus VAT at the rate of 20%.

10. Access the parentage SR and update **NRP Wishes To Continue** by selecting **Y** or **N** from the dropdown list.
11. From the Test Preference dropdown list choose the appropriate option:
 - Commission (CMG) - go to **Commission Test**
 - Refuse test - for more information refer to [Parentage Dispute - Record Outcome](#)
 - No response - for more information refer to [Parentage Dispute - Record Outcome](#)

Private Test

Manage private DNA test

1. An alleged parent will only be given the option of a private DNA test once. If the alleged parent chooses a private test, explain in more detail what the process will be and give details of which DNA test providers are court approved and accepted by the CMG. Note that if the alleged parent does not know the receiving parent's address (and cannot provide it to the independent test company) then a private test cannot proceed. Make sure the alleged parent is aware that it is their responsibility to arrange the DNA test and provide the CMG with the result within timescales and explain what will happen if they do not do this by that date. For more information on private DNA testing refer to the Policy, Law and Decision Making Guidance 
2. Record the alleged parent's test preference on the system by accessing the drop down menu **DNA Test Preference**, selecting the **Private Test** option and then selecting the appropriate DNA test provider from the list. Update the **PWC Needs To Be Tested** field.



Team Leader Action

3. Calculate the date that the results are due (40 working days from today) and manually input the **Result Due Date**. Set SR **Status** to **Wait** and **Sub Status** to **Awaiting DNA Results**.










Team leaders must not move the case to the hopper when the SR **Sub Status** is set to **Awaiting DNA Results** in order to ensure that the DNA test results are received by the owning caseworker.

Caseworker Action


4.  Send letter CMSL0108 along with FT0003 to the receiving parent to let them know that the alleged parent wishes to take a private DNA test.
 -  This letter is currently off system. Do not issue the system version. When selecting the letter recipient for the CMSL0108 you must ensure that the receiving parent is selected.
5. Set the SR **Status** to **Wait** and **Sub Status** to **Awaiting DNA Results**.
6. If the alleged parent gets in touch to let you know that they are unable to meet the agreed timescales and you agree that the alleged parent requires more time, determine how much extra time should be allowed. Ensure that the alleged parent is aware of the new due date and what will happen if they do not carry out the action by that date. Add notes to explain the situation and why you have allowed extra time. Update the **Parentage Dispute** SR **Sub Status** to **Result Due Date Extension – TL** and inform your TL.


Commission Test

Manage CMG DNA test


1.  If the alleged parent chooses a CMG DNA test then explain in more detail the process involved and timescales, and the consequences if they fail to comply. For more information refer to the Policy, Law and Decision Making Guidance. 
 -  It is important that you make the paying parent aware of the importance of keeping to the timescales for DNA testing. By not keeping to the timescales the CMG may assume the disputed parentage.
2.  Let the receiving parent know that the alleged parent wishes to take a CMG DNA test and ask the receiving parent for their consent to send their contact details to the DNA testing company. Consent can be given by phone but must be noted on the system. Advise the receiving parent to check the literature sent to them to confirm what documentation they need to supply when taking the test, for example photographs/ID documents. Explain what will happen if they do not give their consent.
3. If they consent, update the Parentage SR field **PWC Wishes To Continue** to show **Y**. If they refuse to consent, update the field to show **N** and go to [Parentage Dispute - Record Outcome](#). To help you with this a Fundamental has been developed. Click [here](#) to view it. For more information on DNA testing consent refer to the Policy, Law and Decision Making Guidance. 
4. Update the **PWC to be tested** field with **Y**. If the client is a PeWC, update this field with **N**.
 -  It is important that you make the receiving parent aware of the importance of keeping to the timescales for DNA testing. By not keeping to the timescales the CMG may regard their refusal as a request for the application against the QC to closed.
5.  Send CMSL0108 along with FT0003 to the receiving parent to let them know that the alleged parent wishes to take a CMG test and request their consent to send their contact details to the DNA testing provider. You must always send this letter even if you have called them to explain, if consent was given over the phone go to **step 7**.


 CMSL0108 is currently off system. Do not issue the system version please use the version that is in [OSCAR](#).

6.  If the receiving parent does not provide consent within seven days, send reminder letter CMSL0109 along with FT0003 to let them know that the alleged paying parent wishes to take a CMG test. For more information refer to [Parentage Dispute - Record Outcome](#). If the receiving parent provided consent over the phone, there is no need to issue the reminder letter.



 CMSL0109 is currently off system. Do not issue the system version please use the version that is in [OSCAR](#).


7. Once you have received consent from the receiving parent, create and complete the [CMSL1103](#), ensuring full names are used, including any middle names, and all the relevant fields are completed. Don't complete the **Paying for Test** field at this stage.


 Currently the Email - Outbound (Third Party) isn't working, to complete this step refer to the steps laid out in **CMSL1103 - Send to DNA provider - Contingency in Procedural Exceptions**.

8.  Contact the alleged parent and ask the alleged parent to pay for the DNA test upfront in order to continue with the DNA testing process. Details of costs can be found in **Confirm DNA Test Preferences, step 9**. This payment will be taken by the test provider when the call is transferred. Advise the paying parent to check the literature sent to them to confirm what documentation they need to supply when taking the test, for example photographs/ID documents.

9. Update the Paying for Test field on the CMSL1103 and confirm that all information is correct. This form will need to be sent to the DNA test provider along with the warm handover.


10.  If the alleged parent agrees to pay the cost of the test, update the system to show **Test Payment Method** as **Paid to DNA Provider** and transfer the alleged parent to the DNA test provider using the conference call facility. Select the **Conference** button on the telephony toolbar  This automatically puts the client on hold and brings up the phone book. Once you have establish contact with Cellmark, select the conference button again to establish a three way call. Where the paying parent isn't paying for the test, there's no need to complete a warm transfer, go to **step 11**.


 Between 6:00 pm and 8:00 pm and all day at weekends, referrals to the DNA test provider will be made by email (also referred to as a 'cold transfer') and the client's contact details will be passed to the DNA test provider for a callback. You should attempt to call the DNA test provider to arrange the test on the paying parent's behalf. Alternatively, clients may wish to call back during the office hours of 08:30am to 7:00pm Monday and 08:30 am to 6:00 pm Tuesday - Friday when their call can be transferred to the test provider directly, after an introduction by the caseworker (a 'warm transfer'). A call to Cellmark to provide client information for the DNA test can take up to half an hour, so please ensure that the client has enough time to be transferred and make payment.


11.  Provide the information on the CMSL1103 to the DNA test provider. The information below is the same as the information contained on the [CMSL1103](#).

- SR number for each QC to be tested
- A/NRP scheme client identification number (SCIN)
- A/NRP address and telephone number
- A/NRP name and date of birth
- QC name/s and date/s of birth
- Confirmation that the QC/s live with the receiving parent
- The number of people being tested
- Whether the alleged parent has agreed to pay for the DNA test or if the CMG are paying

Where the paying parent has agreed to pay the full amount of the test to the test provider, remain on the call until the payment has been taken. Once the payment is taken and/or the case is registered ask for the Cellmark Reference number and record this in the **SR and Contact Notes**.


 During the call, don't provide Cellmark with the details of the receiving parent, this information will be provided to Cellmark on the CMSL1103. Remember that only one CMSL1103 is to be completed for each QC disputed per (Parentage SR raised)

12.  Send the CMSL1103 to the DNA test provider by secure email. To do this, select the **Outbound Activity Type** to **Email - Outbound (Third Party)**.

 Currently the Email - Outbound (Third Party) isn't working, to complete this step refer to the steps laid out in **CMSL1103 - Send to DNA provider - Contingency in Procedural Exceptions**.



Team Leader Action

13. Calculate the date that the results are due (40 working days from the date you sent the template to the DNA test provider) and manually input the **Result Due Date**. Set SR **Status** to **Wait** and **Sub Status** to **Awaiting DNA Results**.

 Team leaders must not move the case to the hopper when the SR **Sub Status** is set to **Awaiting DNA Results** to ensure that the DNA test results are received by the owning caseworker.

Caseworker Action

 The DNA test provider may make contact before the 40 working day time limit has expired, this could be for a number of reasons, for more information refer to Contact from Test Provider in Procedural Exceptions.

14. The Wait Activity will automatically expire at the due date. The DNA results will be sent by secure email by the test provider and trigger a work item. Change the SR Status back to **In Progress** and the **Sub Status** to **DNA Test Result Review**. Log the result on the SR by accessing the drop-down menu in the field **DNA Test Provider** and record the DNA test result in the **Test Result** field. The system will generate an activity plan.
 Currently Cellmark emails will be returned through the SPOC, so a work item doesn't currently generate.
15. If the result is not available by the result due date the DNA test provider will provide an email update **Status** of **Result Pending**. The DNA test provider will allow an extension to the due date in certain circumstances.
16.  If a result or update has not been provided by the due date, contact the DNA test provider to find out why, update **Sub Status** to **DNA Provider Delay** and manually update the **Result Due Date**.
17. Add notes to explain the situation and why the DNA provider required extra time. Update the Parentage Dispute SR **Sub Status** to **Result Due Date Extension - TL** and inform your team leader.


Team Leader Action and Case Waiting

Team Leader Action and Case Waiting

Team Leader Action

1. Assign the case group to yourself and manually edit the **Due Date** field to show the revised date. Update **Sub Status** to **Awaiting DNA Results** and reassign the SR back to the caseworker.

Caseworker Action

2. Complete the following depending on whether case is a Private Test or Commission Test. For a Private Test complete **steps 3-6**, for a Commission Test complete **step 7**.
3. Create a **Wait** activity to remind you to check if the results have been received by the revised due date.
4. Once the due date for the test result has been reached you should access the Parentage Dispute SR and check all parentage evidence to see if the result has been received. If the result has been provided check it to make sure that a court approved DNA test provider has been used.
5. If a court approved provider was used then you will log the result on the SR by accessing the dropdown menu in the field **DNA Test Provider**, select the approved test provider used by the alleged parent, and record the DNA test result in the **DNA Test Result** field. Ensure **Status** is **In Progress** and update **Sub Status** to **DNA Results Review**. For more information refer to [Parentage Dispute - Record Outcome](#).
6.  If no result was received or not arranged via a court approved test provider, log that the alleged parent has failed to comply and parentage will be assumed until evidence can be provided to prove otherwise. Within the SR, select the field **DNA Test Result** and select the option **NRP Non-Compliant**. For more information refer to [Parentage Dispute - Record Outcome](#).
7. Once the result is received record the DNA test result in the **DNA Test Result** field. Ensure **Status** is **In Progress** and update **Sub Status** to **DNA Results Review**. For more information refer to [Parentage Dispute - Record Outcome](#).

Commission Test - Contact from Cellmark during Wait period

Whilst the case is in **Wait** for the results of a Commission Test, you may receive contact from Cellmark. For more information refer to Contact from Test Provider in the procedural exceptions tab.

Procedural Exceptions

NICMS replaces CMG in Northern Ireland

DNA Single Points of Contact

The current DNA single points of contact (SPOC) are:

Name	Telephone number
Sue Gilmour	VPN 78302 2646 or 01752 352646
Martin Haskell	VPN 78302 2647 or 01752 352647
Shaun Voden	VPN 78821 5189 or 01752 885189

Emails should be sent to:

PLYMOUTHCSAC.2012PARENTAGESPOCTEAM@DWP.GSI.GOV.UK

CMSL1103 - Send to DNA provider - Contingency

1. Complete **step 5 of Commission Test** and save the completed CMSL1103 in your My Documents.
2. Complete **steps 6-9 of Commission Test**, during the telephone call to the DNA test provider, email the CMSL1103 to CMG PLYMOUTH CSAC 2012 PARENTAGE SPOC TEAM.
3. Once the call has been completed, contact the SPOC to advise that the CMSL1103 can be forwarded on to the DNA test provider.
4. Return to **step 10 of Commission test**.

Contact from Test Provider

The purpose of this, is to provide guidance on the reasons why the DNA test provider may need to contact the Child Maintenance Service.

When the DNA test provider makes contact, it could be for a variety of reasons, this procedure will provide a general list of some of the most common reasons for contact from the provider.

The DNA test provider provides a [website](#) that allows caseworkers to view the status of the case. This can be used as long as the test provider's case number (not the CMG case number) is available. Enter the test provider's case number in the first field as directed and in the **Customer Name** field enter **Child Maintenance Service**.

The DNA test provider is set up on the system as a Third Party contact and when making contact will complete the relevant security checks.



When contact is received from the test provider, it's important to remember that the contact may result in delays and that a quick and accurate response to the test provider is provided to get the testing and/or case moving again.



For information on what reasons the test provider will get in contact see **Faulted Samples** and **Non Compliance** below.

Non Compliance

Non Compliance

The DNA test provider will also make contact if any non compliance is reported to them and pause the case at their end. When replying to the test provider, advise them to unpause the case. A discretionary extension of 30 days can be added to the timescale. The table below gives the most likely reports of non compliance:

Non compliance reason	Action
Paying Parent/Receiving Parent doesn't respond to contact (Cold Handover)	Contact the client and establish whether DNA testing will continue: <ul style="list-style-type: none"> • Continue - Warm transfer the client through to the test provider • No testing - Advise test provider that testing is no longer required. Complete action in Parentage Dispute - Record Outcome  Where the client is a receiving parent and they don't want testing advise that this could result in either the removal of the disputed child from their case or the closure of the case.
Paying Parent refuses to pay (Cold Handover)	Contact the client and ask why the payment can't be made: <ul style="list-style-type: none"> • Will pay - Conference call to the DNA test provider and remain on the call until the payment is taken. For more information refer to step 7 of Parentage Dispute - DNA Testing • Wants to pay - Can't afford to pay at this time but will be able to shortly, arrange to call the client on that date and warm transfer them to the DNA test provider • Refuses to pay - Advise test provider that testing is no longer required. Complete action in Parentage Dispute - Record Outcome
Paying parent/receiving parent fails to provide surgery/clinic details	Contact the client and establish why they haven't provided the test provider with the surgery/clinic details: <ul style="list-style-type: none"> • Client has information - Warm transfer to the DNA test provider • Client hasn't been able to obtain information - Consider waiting to allow the information to be obtained • Client refuses to provide - Advise test provider that testing is no longer required. Complete action in Parentage Dispute - Record Outcome  Where the client is a receiving parent and they don't want testing advise that this could result in either the removal of the disputed child from their case or the closure of the case.
Paying parent/receiving parent fails to provide appointment date within 10 days	Contact the client and obtain the reasons why they haven't provided an appointment date: <ul style="list-style-type: none"> • Client has date - Warm transfer to the DNA test provider

	<ul style="list-style-type: none"> • Client is still waiting for a confirmed date - Consider waiting to allow the information to be obtained • Client no longer wants a test - Advise test provider that testing is no longer required. Complete action in Parentage Dispute - Record Outcome <p> Where the client is a receiving parent and they don't want testing advise that this could result in either the removal of the disputed child from their case or the closure of the case.</p>
Paying parent test kit hasn't been returned five days from the appointment date	<p>Contact the client and confirm whether the DNA test has been taken:</p> <ul style="list-style-type: none"> • Test taken - Warm transfer to the DNA test provider • Test not taken - Confirm whether the client intends to rebook appointment or whether they no longer want to take the test: <ul style="list-style-type: none"> ■ New Appointment - Consider waiting to allow the test to be taken ■ No longer wants a test - advise test provider that testing is no longer required. Complete action in Parentage Dispute - Record Outcome <p> Where the client is a receiving parent and they don't want testing advise that this could result in either the removal of the disputed child from their case or the closure of the case.</p>

 When it is determined that the testing is no longer required, advise the DNA test provider to destroy any samples they may be holding.

 Ensure that all action taken during this procedure is accurately recorded on both the SR notes and the Case notes.

Faulted Samples

Faulted Samples

Below is a list of faulted samples that will result in the test provider making contact

Fault Type	Action
DNA donors name and signature not on the signed declaration form (SDF)	Test provider will contact to advise that SDF will be reissued to donor, if SDF isn't returned, testing will need to be redone.
Donors name has discrepancy (not due to spelling errors) see below	See below
<ul style="list-style-type: none"> • Name on the DNA sample and SDF different to that held on test provider's system 	Test provider will contact to advise of the discrepancy and seek confirmation of the correct name. If the confirmed name is different to that on the SDF, then this confirmation must be provided to the test provider in writing
<ul style="list-style-type: none"> • Name on the DNA sample is different to that on the SDF 	Test provider will contact to advise of the discrepancy and ask if both names can be used. If the only one name can be used a new sample will need to be taken
<ul style="list-style-type: none"> • Name of donor not on test provider's system 	Test provider will contact to confirm that the donor is to be tested. Test provider will require confirmation.
Date of Birth on the DNA sample and SDF is different to that held on test provider's system	Test provider will contact to advise of the discrepancy and seek confirmation of the correct date of birth. If the confirmed name is different to that on the SDF, then this confirmation must be provided to the test provider in writing
Date of Birth on SDF and test provider's system is different to that on the DNA sample	Test provider will contact to advise of the discrepancy. Test provider will require written confirmation of the correct date of birth
No Donor Date of Birth	Test provider will contact to advise that no date of birth is present and ask for one to be provided.
Bone Marrow or Blood Transfusion box ticked.	Test provider will contact to advise of the Bone Marrow or Blood Transfusion box being checked. Caseworker will need to confirm that this is correct with the donor and if it was a blood transfusion confirm the date of the transfusion and provide it to the test provider.
No donor signature on SDF but signature on sample	Test provider will contact to advise that SDF will be reissued to donor
Childs SDF has been signed by someone other than the mother	Test provider will contact to advise and confirm who the correct signatory should be. Test provider will send form to the mother to obtain signature.
Incomplete address in on the child's SDF	Test provider will use the mother's address and will only contact if no address is present
Duplicate sample received	Test provider will contact to confirm whether this sample needs to be tested
Cancelled case, sample received	Test provider will contact to confirm whether the sample needs to be tested, if the decision is to test this, the test provider will need confirmation in writing.

These will need to be investigated and in some scenarios, contact will need to be made with the relevant party to obtain the information on behalf of the DNA test provider. Record these contacts in both the service request (SR) and Case notes. If necessary seek further guidance from the single point of contact (SPOC) for DNA testing.

Confirm with the test provider what will happen next and consider whether the Wait date set on the system needs to be amended, for more information refer to Case Waiting and Team Leader action in [Parentage Dispute - DNA Testing](#).

CMSL0103 Urgent – DNA test required

To the alleged parent who has disputed parentage, to advise that they need to take a DNA test (after evidence gathered)

Under the sub-heading 'Urgent-DNA test required' the first paragraph is set as default, remove if not required and select the subsequent paragraph:

- We didn't receive conclusive evidence therefore you now need to take a DNA test
- We didn't receive evidence therefore you need to take a DNA test

All other fields in this letter are system generated, no manual intervention is required. Review the letter before sending.

CMSL0108 Your parentage dispute – DNA test needed



This letter the CMSL0108 is currently off system. Do not issue the system version please use the version that is in [OSCAR](#).

To the receiving parent with the alleged parent when a DNA test is needed, consent for data transfer required.

Under the sub-heading 'your parentage dispute – DNA test needed' the first paragraph is set as default, remove if not required and select the subsequent option:

- if we didn't receive conclusive evidence and the NRP now needs to take a DNA test
- if we didn't receive the evidence and the NRP now needs to take a DNA test

Under the sub-heading 'What this means for you' select the paragraph if the A/NRP arranges a private DNA test.

Under the sub-heading 'What happens next' select the paragraph if the alleged parent arranges a DNA test through us.

All other fields in this letter are system generated, no manual intervention is required. Review the letter before sending.

CMSL0109 Urgent – we need your consent for a DNA test



This letter the CMSL0109 is currently off system. Do not issue the system version please use the version that is in [OSCAR](#).

To the receiving parent where the alleged parent wishes to arrange a CMG DNA test, consent not yet given, reminding them that we need their consent to pass their information.

Under the sub-heading 'What happens next' the system pre-selects whether the letter will be addressed to receiving parent or person with care.

CMSL1103 Email to DNA test provider

Email form to be sent to DNA test provider.

Fill in all required information on the form

[Call - Overview](#)

[Parentage Dispute - Evidence](#)

[Parentage Dispute - Log](#)

[Parentage Dispute - Alleged Parent Not The Parent](#)

[Parentage Dispute - Record Outcome](#)

[Pretty Good Privacy \(PGP\)](#)

[Terminology Changes](#)

[Who are Cellmark?](#)

Cellmark provide DNA testing on and behalf of the child maintenance group (CMG), where requested. For more information on Cellmark refer to their website at www.cellmark.co.uk.

[If there has been no response from Cellmark, what should happen?](#)

Check the Cellmark website with the Cellmark case number to see the progress on the DNA testing