



Application - Child In Scotland

The purpose of this procedure is to continue an application and collect information to progress it through to a provisional calculation.

 Always ensure that information entered onto the system is correct. Any error can have serious implications for clients and is also in breach of the Data Protection Act. For more information about data protection refer to the Policy, Law and Decision Making Guidance. 

This process only applies to Scottish Law.

This process will always be completed by an applications or specialist case worker.

For more information on the definition of a Child in Scotland (CiS) refer to the Policy, Law and Decision Making Guidance. 

To help the caseworker cover all the information that they will need to collect a checklist has been developed. The Applications Caseworker Checklist is located [here](#).

For a CiS application to continue, the applicant must be aged 12 years or above. The CiS will also be the qualifying child (QC) in the application.

A CiS application can only be made by telephone; this will allow the applicant to be coached through the application. For more information on handling the initial call, refer to [Applications Call Guidance](#).


A CiS application can include siblings of the applicant.


The system will identify the applicant by using the information you took from them and confirming it with the Customer Information System (CIS).

The system will prompt users to input mandatory information on the system; some of these will be marked with a red asterisk.

When you create a service request (SR) the system will create an activity plan to help you complete the SR.

At the end of this process, you will have collected sufficient information to either progress the application, set a review date to revisit the application at a later date, or close the enquiry.

 During the application, it is possible that information reported by the applicant may change, when a change is reported by an applicant refer to [Changes at Application / New Case](#).

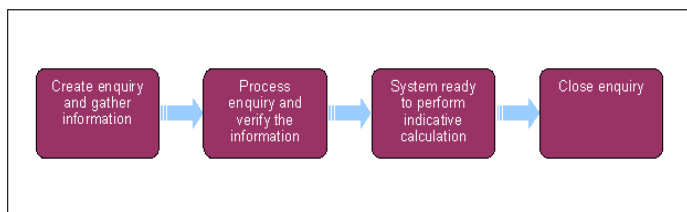
 It is important that when completing an application that you ensure the sub status' selected are completed as specified in the procedure, skipping one or doing them in a different order. The correct order of the sub status' can be found in the supporting checklist referenced above. The following sub status's must never be selected manually:

- Contact and Gather Other Party
- Establish Maintenance Region
- Indicative Calculation
- Initial Calculation
- Work Allocation


Generating these manually can impact the correct creation of a new application.

As a CiS the applicant is entitled to have a case against both parents. To do this, two separate applications will need to be made and they should be completed or progressed one at a time. For the second application personal information will already be held for the CiS.

For more information on multiple applications 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.

Continuing the application



You must complete the [Application Fee](#) procedure with the applicant before following this procedure.

The application process can be triggered by a phone call from an applicant, or a written application being received. The caseworker will then collect information from the applicant. For more information on handling the initial call from the receiving parent, refer to [Application from a Receiving Parent](#). A call script is also available to assist when making a call to the paying parent following the receiving parent application. Refer to [Call to Paying Parent following Receiving Parent application](#) for further information.

To help the caseworker cover all the information that they will need to collect, a checklist that can be printed off and used to tick off information gathered is available, for more information refer to [CMG Receiving parent application checklist](#).



Remember, a Child in Scotland (CiS) application can only be made by telephone; this will allow the applicant to be guided through the application.

During the application

During the application enquiry process, a CiS may report a change of circumstances (COC) where this is the case, there is specific guidance to be followed at all times, for more information refer to [Changes at Application / New Case](#).

Inputting applicant information

Inputting applicant information



Before collecting information from the client remember that the client could be going through a difficult time, so it is important that your tone is clear, welcoming, helpful and sensitive. Explain how the statutory service works and encourage them to provide as much accurate information as possible.

Gather contact information

1. Access the **contact record** of the applicant via the Application SR.
2. Confirm a contact telephone number with the receiving parent and record it on the system. If a mobile number is provided advise the client that they will receive text messages from us and check that they are happy to do so. If they are not, set the client as **Opted Out Of The SMS Service**. For more information refer to [SMS Text](#). Where no mobile number is provided, the client will need to be set as **Opted Out of the SMS Service**. Once entered, save the record.



If the applicant has agreed to receive SMS messages, issue the **Welcome Pack SMS** whilst the client is on the telephone. Refer to [SMS Text](#) for further information. The CMSL0072 Confirmation of Application letter must still be issued. Sending the SMS text message does not replace the legal requirement to issue the CMSL0072.

Once the SMS has been sent, confirm with the client that they have received it. Explain to the client that they should save the SMS and inform them that it is their responsibility to keep the SCIN safe and secure. Disclosure or loss of the SCIN must be reported immediately.



Confirm the Child In Scotland's preferred contact time and record this on the system at contact level by creating an **Activity – record** with a future start date of 01/01/2035. Record the preferred contact times within the **description** field and set the **activity Status** to **Not Required**. This activity will always appear at the top of the **activities** tab making it easy for caseworkers to locate the preferred times. Notify the CiS that you have recorded the preferred contact time however, we may also attempt calls at different times of the day

Gather any additional qualifying child/ren details

3. Add any other QC/s to the application in the same way as the CiS was created at the Fees stage, repeating the process for each QC saving the record each time one is added. For information on how names and addresses should be formatted on the system, refer to the Names, Titles and Addresses section of the [2012 System Overview](#) procedure. The minimum required information required is:
 - Last Name
 - First Name
 - Date of Birth

For more information on the definition of a QC refer to the Policy, Law and Decision Making Guidance 

4. Any matching records will be displayed in the pop up and you will have the option to **Pick** or **Ignore** the matches. If the QC is already a relevant other child (ROC) or a QC in another case, a warning message will be displayed. For more information refer to [Application - QC/ROC in existing case](#).

Gather paying parent information

5. Add the paying parent in the same way as adding the QC/s. The minimum information required for an application to continue is:
 - Case Relationship
 - Title
 - Last Name
 - First Name



Whilst this is the minimum required information for an application to continue, as much information as is possible should be gathered to allow contact with the paying parent to be established as the case continues through the application process. Gathering as much accurate information here will reduce delays in progressing the application to the initial calculation.

For more information on the definition of a paying parent refer to the Policy, Law and Decision Making Guidance. 



Advise the CiS it is important that they provide as much information about the paying parent as possible. If the CiS is not able to provide a contact number or date of birth, where appropriate, request that they attempt to obtain this information, for example by asking friends/family or checking social media sites.

6. Ask the CiS for the paying parent's following information and record it in the **Notes** field:

- Address
- Telephone number/s (eg Landline, mobile, work number etc)
- Employment Details such as:
 - Nature of the work
 - Job title
 - Name and address of the employer
 - Whether the paying parent is full time or part time

In the **More Info** tab of the CiS navigate to **Comments** and record the best time to contact the paying parent.



If no telephone number has been supplied explain to the client that obtaining a telephone number increases the likelihood of setting up a payment schedule that will be adhered to, explain the implications of default standing order and the delays this can cause to setting up payments.

Where the paying parent is reported to be in the Armed Forces refer to [Armed Forces Overview](#)



If the paying parent is in the Armed Forces, do not set the Armed Force flag indicator in the other information part of the contact screen. Setting this flag can have an impact on the future running of the case.

7. Any matching records will be displayed in the popup applet, you have the option to **Pick** or **Ignore** the matches.



If a match is returned showing the paying parent already exists on the 2012 scheme, check if the case/s are active ie has ongoing maintenance or arrears outstanding.

Trigger the customer information service (CIS)

8. Change the Sub Status to Check Applicant/QC NINO, which will trigger the interface with CIS to identify the correct clients. Save the record.

For more information refer to [CIS - Verify NINO/CRN](#).



There is no 1993/2003 scheme look up for a CiS application.

9. CIS will be used to identify the correct clients based on the information entered. In some instances there will be a need to complete the following additional action depending on the information obtained from CIS:

- **Child is identified as transgender** - the case will need to be referred to SCR, suppress all notifications and use the known as field to correctly record the name the child is known as. For more information refer to [Change - Name/Gender/DOB](#).
- **Relationship with a person with a sensitive record** - the sensitive record will not be displayed in the Relationships View when drilling down from the contacts list. For more information on sensitive cases refer to [Sensitive Case - Handle](#)
- **CIS returns a response indicating that the QC/s don't have a child reference number (CRN)** - refer to the steps in procedural exceptions for QC doesn't have a CRN



Where an email address has been provided, this will cause CIS to not identify the applicant, where this is the case, complete a CiS relaxed search, remove the email address from the CIS applet and reattempt verification, this will allow for verification without causing the email address to be removed from the contact.

10. The QCs are associated to the CiS, and the **Habitually Resident Status** set to Yes if the address is within the United Kingdom (UK). If the response is set as No, set the case Sub Status to Contact & Gather Other Party and then investigate and make a decision on habitual residence. Manually enter the residence details onto the system.

For more information on habitual residence refer to the Policy, Law and Decision Making Guidance. 

If the decision is that either the CiS or QC is not habitually resident go to **Close the enquiry**.

11. The system checks if child benefit (CHB) is in payment, the system will return one of two responses:

- **Yes** - CHB is in payment and the application can continue
- **No** - CHB isn't in payment and requires investigation

To view the response, select the **PWC Surname** from the Summary Case Details and then select the Relationships tab. After making the decision either:

- Update the **Notes** field with the decision and change the CHB response to **Yes** to continue the application
- Go to **Close** the enquiry if the decision is to close the enquiry.

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



Where the Child Reference Number (CRN) can't be established with the interface to CIS. Use the 1993/2003 scheme Child Benefit Index (CBIX)/Child Benefit Online (CBOL) by searching using the receiving parent's NINO. For more information on completing a search on CBIX/CBOL refer to the 1993/2003 scheme procedures.



Check whether the system has updated the CHB Payment in Status. If this has not happened update it manually using the dropdown.

Identify the QC NINO



This section will only be needed if they CIS reports that they are applying for QC/s, this process won't be used to verify themselves

Identify QC NINO

1. The system will use CIS for **QC NINO** verification. If verification is not successful, the **contact status** will be set as **NINO Not Verified** and the **Sub Status** will be set to **Identify Applicant/QC**. If verification is successful go to **NINO verification successful**.
2. Review the information that the CIS has provided to confirm that the information is correct. Once reviewed, re-attempt verification by selecting the CIS/CRA button. Successful verification sets the CIS/CRA contact status to NINO Verified. Once verified go to NINO verification successful.



If the information fields of a response are filled with asterisks (*) this indicates a sensitive record.

3. Search for the QC/s by using a relaxed name search through CIS. The relaxed name search is completed by entering the first three letters of either the first name and/or surname followed by *. Re-attempt verification. Once verified go to NINO verification successful.
4. Where it has not been possible to locate the QC NINO (CRN) go to **Procedural Exceptions for QC doesn't have a CRN**.
5. If at any point during the application process it's identified that CHB is now in payment go to back to **Inputting applicant information, step 3**.

NINO verification successful

NINO verification successful

Update sub status

1. Change the **Sub Status** to **Collect Applicant Details** and save the record.

Set up security

2. Set up the CIS **security details**. For more information refer to [Security Set Up](#).

Confirmation of maintenance orders

3. Confirm with the CIS whether a maintenance order is in place for them. Where a maintenance order is going to be replaced with the application the system will create CMSL0082 which is issued to the client informing them that we have requested the court to cancel their court order for child maintenance. The system will also create CMSF0005 to inform the court of a change to the maintenance arrangement. CMSL0082 and CMSF0005 are issued by the system but must be edited by caseworkers before they can be sent. For further information on where to send the CMSF0005, refer to [Maintenance Orders Overview](#).



When setting an application to wait for more information, you will set the **Status** as **Active** and the **Sub status** as **Request More Info**. This will generate two activity types; **Letter (Outbound)** and **Wait**. Once these have been created, select the **Wait** activity and remove the **Request More Info** from the **sub type** field of the activity. This will prevent an accidental closure of the case.

Confirm service level and method of payment to (MOPT)

4. Confirm with the CIS what level of service is required. Advise the receiving parent/CIS of the features of each service type to help inform their decision:

Direct Pay

Direct pay is where the clients manage payments directly between themselves once CMG have worked out a child maintenance amount.

We will issue a schedule of when payments should be made. Inform each party that it will be a statutory liability, which means that it will be a set amount calculated by the Child Maintenance Service.

Clients need to arrange payments between themselves ensuring the payment schedule is met.

Where Domestic Violence has not been declared, advise clients that we expect them to work together to make the arrangement work or the case will be moved to the collect and pay service and collection charges will apply.

We can transfer bank details and other personal information to help facilitate the arrangement.

Advise clients that if they choose the Direct Pay service type, they should keep a traceable record of payments received if there is a dispute at a future date.

Clients need to wait 5 working days before advising of a missed payment to allow sufficient time for bank clearance time etc. We will not investigate missed payments until 5 working days has elapsed from the scheduled payment date.

If either party has any concerns about maintaining direct pay with regards to the other party finding out their location from the sort code inform them many banks and building societies offer accounts that use a 'central' or 'national' sort code instead of one linked to the local branch where the account was opened. This means that the account details won't give any clue about where clients live. Clients can also arrange to receive payment through money transfer services such as PayPal or Moneygram. For more information refer to [Transfer Data Between Clients](#).

Collect and Pay

The £20 application fee does not guarantee a Collect & Pay service type. We will change the service type to Direct Pay if the paying parent asks us, unless we believe it will be in the best interest for the arrangement not to be by Direct Pay because of the paying parent's payment history.

Explain the charges associated with Collect & Pay and the impact collection fees will have on the client's payments.

Clients may not get their preferred service type; explain we will contact the paying parent to ask for their preferred service type. If they select Direct Pay, they will be given the opportunity to make their payments before considering changing to Collect & Pay.

Explain that we will contact the clients again when a full decision has been made about their service type.



Direct Pay is not suitable for everyone. Inform the clients about the service types CMG offers, providing unbiased advice to allow the clients to make an informed decision that is suitable for their own individual circumstances.

- After providing information on the service types CMG offers, confirm with the CiS what level of service is required. The CiS can request either Direct Pay or Collect and Pay. For more information on Direct Pay including how CMG can help with Direct Pay, refer to the [Service Type Guide](#) and [Transfer Data Between Clients](#). The [Collection Charge Calculator](#) can also give an estimate on how their payments will be affected by collection fees. Update the CiS choice in the **PWC Service Type** field.
- Collect the CiS initial method of payment to MOPT information. For more information refer to [Method Of Payment To – Set Up Initial](#). If the CiS has asked for Direct Pay there is no need to collect a MOPT.

Shared care

- You must now obtain and enter any shared care information by selecting the CiS **Surname** from the **summary case details** and then selecting the **Relationships** tab. Ensure that where there is no shared care, '0' is entered. Once Shared Care is entered, save the record.

For more information on shared care refer to the Policy, Law and Decision Making Guidance. 



Any nights a QC spends in Local Authority (LA) care must be recorded on both the receiving parent and paying parent screens. For more information refer to [Gather Paying Parent Information](#), otherwise the system won't pick up the information. You will need to contact the LA to verify this.



Advise the CiS that where there is shared care this affects the calculation. Make them aware that we will also confirm shared care with the paying parent, and that a discrepancy between the two will result in a possible delay to the application whilst we attempt to resolve this.



Under no circumstances when recording shared care should the field **Exceptional Weeks Without NRP** be used. A subsequent system release will remove this field.

Process enquiry

Process enquiry

- Change the **Sub Status** to **Check Other Party NINO** and save the record. If the NINO check is not successful, the **Contact Status** will change to **NINO Not Verified** and the **Sub Status** will change to **Identify Other Party**. For more information refer to [Identify The Non Applicant](#).








If the paying parent's address includes letters, characters and punctuation that doesn't match CIS an error message will generate and prevent the CIS interest flag from being set. To resolve this, remove the paying parent address from the system and enter it manually. Following this action, if you are unable to progress the application you should raise an incident to get the interest registered on CIS. For more information refer to Incident Management



When CIS returns with a verified NINO, check that the paying parent address matches the address that the child in Scotland provided. If it doesn't, confirm that the address returned by CIS isn't that of the child in Scotland. If it is, you will need to look for a confirmed paying parent address.

Data warehouse lookup

- The data warehouse automated lookup will check the paying parent's details against 1993/2003 scheme cases to check for any active cases where the paying parent is in the role of NRP.

3. If the automated lookup fails or for cases held on the clerical case database (CCD) the system will generate a Manual Handling SR lookup, go to **step 5**.
4. Check the lookup response in the paying parent **Contact More Info** tab, for the lookup responses, wherever the **selected date for transition** field is blank and/or the date in **T date** field has passed go to **step 6**:
 - If the **NRP Case Group Look Up Outcome** is **Continue with Application, Reason - case group is in case closure journey**, check the selected date for transition field and the T date field, if:
 - The difference between the two dates is 38 days and the transition date has already passed, continue with the application. Go to **step 6**.
 - The difference between the two dates is greater than 38 days, continue with the application unless the client states that their Legacy liability ended early and they have waited 13 weeks to apply. If this is the case, email the SPOC team and they will perform a check to see if the liability has ended. Once the SPOC team confirm the liability has ended, continue with the application. Go to **step 6** to continue.
 - The difference between the two dates is 38 days and the Transition Date has yet to be reached, carry out the additional action detailed at **step 5**.
 - If the **NRP Case Group Look Up Outcome** is **Continue with Application** with any other reason type, continue with the application. Go to **step 6**.
 - If the **NRP Case Group Look Up Outcome** is **Client To Wait - End** and the **NRP Case Group Look Up Reason** is **Change Of Circumstances On Existing Legacy Case**, advise the client that as they currently have a claim on 1993 or 2003 scheme that they cannot make a claim to 2012 scheme and must report a change of circumstances to their 1993/2003 scheme case. Go to **Close the enquiry**.
 - If the **NRP Case Group Look Up Outcome** is **Client Wait - End** and the **NRP Case Group Look Up Reason** is **Liability Withdrawn Less Than 13 Weeks Ago**, advise the client that as their 1993/2003 scheme liability ended less than 13 weeks ago they will have to wait until the 13 week period ends before applying to 2012 scheme. Go to **Close the enquiry**.
 - If the **NRP Case Group Look Up Outcome** is **Reactive Transition With Pause** and the **NRP Case Group Look Up Reason** is **NRP Has Ongoing Liability**, continue with the application. Go to **step 6**.
 -  Advise the receiving parent that the paying parent's responsibility to pay will be start from the T-Date + 1 day, this will usually be 39 days in the future. Where transition is identified, the paying parent will need to be notified of the effective date by telephone, for more information refer to **Transition Case Action** in the **Procedural Exceptions** tab of [Calculation - Provisional](#).
 - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up Reason** is **NRP Has Arrears Only Case Group**, continue with the application. Go to **step 6**.
 - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up Reason** is **NRP only has 1 case and not part of the case closure journey**. Go to **step 6**.
5. Send a request containing the clients SCIN, NINO and case number to the Case Closure Team, email the **CMG Newcastle Applications Case Closure**. The team will carry out a check of the legacy case to determine if the case is a Segment 5 type by following the steps in the **procedural exceptions** tab - **1993/2003 scheme look up** and will record their findings in the **notes**.
6. Update the **activities** in the **Activities** tab for the Application SR. Confirm that all the required activities have been completed.
7. Change the **Sub Status** to **Locate Other Party** and save the record.
8. The SR will change to:
 - Process = Application
 - Area = Confirm Current Location
 - Sub Area = Application
9. Update the **Status** to **In Progress** and the **Sub Status** to **In Progress**.
10. Refer to the procedure [Confirm Current Location](#) for the detailed steps to take for each address trace tool within the activity plan. Once an address has been traced, highlight the paying parent address line and select **Pick**. The system moves to the **COC More Info** view. Update the activities in the **Activities** tab.
11. Update the SR **Resolution Code** to **Location Confirmed**. To update CIS with the address select **Update to CIS**. Once the response has been received, update the SR:
12. Select **Go to Case**.
13.  Once the location is confirmed the system issues "about the CMG" booklet and CMSL0072 to the receiving parent. The case now moves out of the applications service.
 -  Explain to clients that they can 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](#).
 -  Manage the receiving parent's expectations with regard to payments. Explain when the liability starts and that although some money will accrue from this date until the promise to pay (P2P) schedule is arranged, the money may be paid in instalments with the liability and not necessarily as a lump sum. If appropriate, explain about the enforcement process and timescales involved should the paying parent be non-compliant. For more information on effective dates, refer to the Policy, Law and Decision Making Guidance 

14. The system will start the automatic process of generating a provisional calculation. For more information refer to [Calculation - Provisional](#). Applications with linked transition cases will need to use the steps for **Transition Case Action** in the **Procedural Exceptions** tab of [Calculation - Provisional](#).

Close the enquiry

Close the enquiry

1. The **Close Enquiry** process can happen at the following steps during the application process; the system will recognise the reason for closure and whether closing the enquiry can be done manually or automatically. If the enquiry has closed because the clients have selected an FBA then record this. For more information refer to [Family Based Arrangement - Record](#).



Make sure that any open SRs related to the case are closed and cancelled before closing the enquiry.



2. Using the below table as a guide, update the Sub Status to correspond with the reason for closure:

Reason	Sub Status	Letter
Applicant cannot provide sufficient information	Minimum information not available	CMSL0010
Applicant, QC or other party are not classed as being habitually resident	No jurisdiction	CMSL0070
Caseworker has been unable to identify the NRP	NRP not identified	CMSL0088
Application has been received within 13 weeks of 1993/2003 scheme closing	Transaction less than 13 weeks	CMSL0070
Applicant does not wish to continue with application	Client withdraws	CMSL0071
Caseworker has been unable to locate NRP	Other party not located	CMSL0059
NRP is proved not to be the parent	Parentage not proven	CMSL0088
Notification received that NRP has died	Death of primary role	CMSL0017
Notification that QC has died	Death of QC	CMSL0007
NRP is not considered habitually resident	NRP not habitually resident	CMSL0070
PWC is not considered habitually resident	PWC not habitually resident	CMSL0070
	No jurisdiction for Agency	CMSL0070
Applicant and non applicant have reconciled	PWC/PeWC and NRP have reconciled	CMSL0088
System Generated	CofC Closure	System closure
PWC is not receiving child benefit and QC is not living with PWC		CMSL0088



There is currently a problem when selecting the **sub status; NRP Not Identified**, instead of CMSL0088 being created, CMSL0077 is generating instead. Cancel the CMSL0077 and clerically issue the CMSL0088.



3. The system will issue relevant closure letter to the CIS.

Northern Ireland exceptions

No Northern Ireland exceptions

QC doesn't have a CRN

CIS response indicates that QC doesn't have a CRN

- Check Child Benefit systems (Child Benefit Index (CBIX) and Child Benefit Online (CBOL)) to see if child benefit is in payment. If so, the CRN should be available from here. If the CRN is temporary (starts UU or UX) and has been in payment for 10 weeks, please raise an incident via the AAC. They will complete a CHB proforma for NAT to contact child benefit via the SLA team to arrange for the CRN to be allocated. This should only take a few days. Set a **Wait** on the case for seven days. Once a CRN has been provided, return to **step 14** to re-trigger the interface. If no response has been received from the AAC, please contact AAC to escalate.
- Confirm with the receiving parent whether they have made an application for Child Benefit (ChB) Where the receiving parent hasn't already applied to ChB, discuss the advantages of doing so by following the [Lines to Take](#) guidance. Depending on the response go to one of the three steps below:
 - Where the receiving parent has already applied for CHB go to **step 3**
 - Client is going to apply for CHB go to **step 4**
 - Receiving Parent is unable or unwilling to apply for CHB go to **step 5**
- Where the receiving parent has already applied for CHB set a **Wait** on the **Application** SR for seven days to allow time for CRN to be assigned. After seven days check to see if a CRN is present and re-trigger the interface as per **step 14** in the **Details** tab.
 - If a CRN has been assigned and the interface successfully re-triggered continue with the application as per the details tab
 - If after seven days the CRN is still not assigned, set wait state for a further seven days. If after this seven days there is still no response, raise an incident via AAC.
- Where the applicant advises that they will apply for CHB, set a **Wait** for four days. After the four day **Wait** has expired, call the client to check that they have applied for CHB. If client confirms application has been made, follow **step 3**. If no contact set another Wait for three

days to check again. After the three day Wait has expired, call the client to check that they have applied for CHB. If client confirms application has been made, follow **step 3**. If still unable to contact client, set a further Wait for seven days. On expiry check CHB system. If client has not applied for CHB, or if at any point the client advises that they will not be making a claim for CHB, go to **step 5** and request appropriate evidence.

5. Where the receiving parent disagrees or is unable to claim, ask if they can provide evidence to show the full name, address and date of birth of the QC/s. If this evidence can be provided set a **Wait** of 14 days. The evidence we can accept includes original copies of the child's:
- Birth certificate
 - Passport
 - Letter or record from a school, GP or dentist, or from a local authority



We can accept photocopies that have been officially stamped by a Government Department such as a DWP Job Centre or the Home Office.

If you are unable to speak to the client to request the above information, a CMSL0077 should be issued.

If the receiving parent is unwilling or unable to provide this evidence then they should be informed that the application can't continue until either the evidence is provided or a claim for ChB is made. Where the RP is not allowed to apply for child benefit, the reason for this needs to be recorded. If the receiving parent is a foreign national, request the country of origin and the status of their right to remain in this country. This information is required to confirm the receiving parent cannot claim ChB. Also confirm that a family based arrangement (FBA) is not appropriate and why, this will be required for the Exceptional Case Handling (ECH) referral.

Where evidence is provided, please contact the AAC to raise an incident for consideration to make the case ECH. If after 14 days the information has not been supplied, contact AAC to raise an incident for further advice.



When it is identified that a CHB claim has been made, continue to monitor CHB claim until decision is made, do not raise an incident.

CMSL0010 Your child maintenance application

Letter to applicant. Send when they do not respond to requests for missing information.

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

CMSL0017 Your child maintenance application

Letter to CiS who has applied, when the paying parent has died. Advises that their application has been withdrawn.

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

CMSL0059 Your child maintenance application

Still cannot locate other party so applicant given choice to agree new review date or close date.

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

CMSL0070 Your child maintenance application

Letter to Applicant, to advise that we cannot continue with their application as their or the Other Party's circumstances mean that they cannot use the Child Maintenance Service. AUTOMATED VERSION.

There are four possible reasons why you will issue this letter:

- If the paying parent is not habitually resident, add paragraph "Use if non-resident parent not habitually resident".
- If the receiving parent or QC/s is not habitually resident, add paragraph "Use if parent or person with care or children not habitually resident".
- If the paying parent is the applicant and they are under 16, add paragraph "Use if applicant is non-resident parent and under 16".
- If the other party is the paying parent and they are under 16, add paragraph "Use if other Party is non-resident parent under 16"

CMSL0071 Your child maintenance application

Letter to applicant to confirm their request to withdraw their application.

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

CMSL0072 Thank you and welcome

Letter to the receiving parent / CIS to confirm their application has been successful. This letter assumes that we have gathered all the information we need to process an application.

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

[CMSL0077 Your child maintenance application](#)

First request for missing information. Suitable for all applicants.

- Under the heading 'Your child maintenance application', record the information you need in the free text box.

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

[CMSL0080 Reminder: Your child maintenance application](#)

Letter to applicant, reminding them they still need to provide missing information (this is the second request for information that they will receive).

If the letter is being issued to the applicant, select paragraph TM_40149

If the letter is being issued to the other party, select paragraph TM_40150

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[Manual Handling - 1993/2003 Scheme Look Up \(Paying Parent\) - C3 Contingency](#)

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[2012 System Overview](#)

[Can a Child in Scotland \(CIS\) applicant claim maintenance for all qualifying child/ren \(QC/s\) in the household?](#)

Yes.

[Why is there no mention of a receiving parent in the CIS application procedures?](#)

A CIS may have either one or two paying parent's, as CIS is entitled to claim maintenance from both parents, but if the receiving parent role is filled then the CIS would become a QC by definition.

[Will a CIS be liable to pay collection fees?](#)

Although the Child in Scotland will be exempt from paying an application fee, they are still subject to collection fees.

Does a CiS still need to complete security questions when contact is made by telephone?

Yes, a CiS will be required to complete security questions. For more information refer to [Security - Set Up](#).