



Application - QC/ROC In Existing Case

The purpose of this procedure is to help the caseworker complete an application where adding a qualifying child (QC) or a relevant other child (ROC) to a new application triggers the duplication warning.

This process is completed by application or specialist caseworkers.

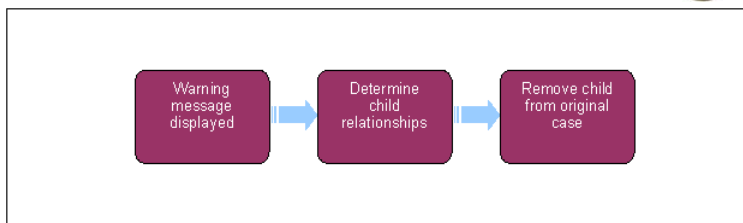
When adding a child to the application the system displays a warning message if this child is already present on the 2012 scheme in another role.

By enquiring further on the child, the caseworker is able to determine whether the child needs to be ended in the linked case, whether the application should close or whether both cases can continue. If the child is to be ended in the linked case, the applications caseworker creates the required service request (SR).

The application caseworker emails the segment manager of the segment in which the child already exists and waits for the Change SR to be completed. The segment manager allocates the SR to be completed as a priority.

Once the Change SR has been completed, the application caseworker can continue the application.

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 the [Terminology Changes](#) procedure in related items.

Warning message displayed

1. After adding the qualifying child (QC) or relevant other child (ROC) to a new application the system checks if the child record already exists. Where the child exists as a contact in another case, the system displays a warning message stating that the contact has been duplicated.

Determine child relationships

2. Clear the warning message and select the child's surname, then the **Contact Relationships** tab.
3. The tab displays a list on all the cases in which the child has a role. Select each case in turn and review the role the child has in each case. You'll then need to decide if the child can remain in the linked case under a different role, whether the role in the linked case needs to be ended or whether the application needs to be closed. Go to **step 5**.

For more information refer to the Policy, Law and Decision Making Guidance: 



If the child is in different roles but only with the same person then this is ok and the child can remain in both cases.

Example 1: Named QC is in the other parent's household and that QC has the role of a ROC in another case

Example 2. Named ROC is in PP household and that ROC has the role of a QC in another case

4. If the decision is that child can remain in both cases under different roles then the application can continue as normal, however if the decision is that the application cannot continue because the child shouldn't exist in the application then close the application enquiry by seeing the Close Enquiry section in the relevant application. For more information refer to [Application - Receiving Parent](#), [Application - Paying Parent](#), and [Application - CIS](#).

Remove child from original case


Application caseworker

5. After you have made the decision to remove the child on the original case. Create an NRP Not Primary Carer Of ROC SR to remove if the child is in a ROC role or a PWC Not Primary Carer Of QC SR to remove if the child is a QC. For more information on completing this refer to [Change - Carer Status - Receiving Parent Not Primary Carer Of QC](#) or [Change - Carer Status - Paying Parent Not Carer Of ROC](#).



You must ensure that when creating the Change SR you assign it to the correct case number. Failure to do this will mean creating an incorrect SR and possibly cause delays to processing the application.

6. Select your **My Homepage** and select the child in the contacts pane. Look up which segment the SR has gone to.

7. Email the segment manager to inform them of the SR and that it needs to be completed so that a new application can be processed.
8.  Where possible set a **Wait** on the 2012 system for 24 hours, if there is no activity to set a Wait against, use Outlook 2010 to set a reminder for 24 hours. With a telephone application, inform the applicant that the Child Maintenance Group (CMG) needs to perform administration tasks and arrange to continue the application once the Change SR is completed.

Segment Manager

9. Arrange for a team leader (TL) in your segment to allocate the Change SR to a caseworker to complete as a priority. For more information on work management refer to [Work Management](#).

Team leader

10. Allocate the change SR a caseworker so that it can be completed as a priority. For more information refer to [Work management](#).

Non applications caseworker

11. The SR will be completed by a caseworker in the owning segment. For more information on completing this refer to [Change – Carer Status - Receiving Parent Not Primary Carer Of QC](#) or [Change – Carer Status - Paying Parent Not Carer Of ROC](#).

Application caseworker

12. After 24 hours, confirm that the Change SR has been completed. Once it has been completed you can continue with the application. Telephone the applicant if necessary to continue. If the SR has not been completed, contact the owning segment manager to confirm when SR is likely to be completed. For more information refer to [Application - Receiving Parent](#), [Application - Paying Parent](#) or [Application - CiS](#).

[Application - Child in Scotland](#)

[Application - Paying Parent](#)

[Application - Receiving Parent](#)

[Change – Carer Status - Receiving Parent Not Primary Carer](#)

[Change – Carer Status - Paying Parent Not Carer of ROC](#)

[Work Management](#)

[Terminology Changes](#)