



Identify The Non Applicant

The purpose of this procedure is to identify the non applicant e.g. receiving parent or paying parent, national insurance number (NINO) to progress an application.

This is achieved by using customer contact and the Customer Information System (CIS) to obtain the non applicant's NINO. If the NINO cannot be obtained, the caseworker will use Credit Reference Agency (CRA), Caseworker Online (CWOL) and Websearch to obtain a confident address which can be used in CIS to obtain the non applicant's NINO.



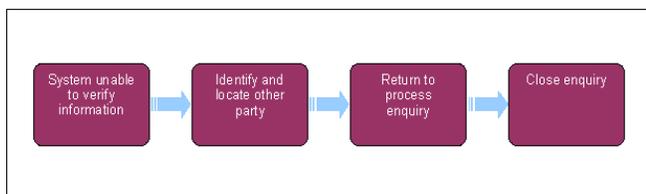
Whilst this procedure uses similar steps to the [Confirm Current Location](#) procedure, it is used only at the application stage.

This process is used by applications and specialist case workers.

If unable to establish a successful match, set a review date and notify the applicant.

The review date is split into two cycles; the first cycle is three months and the second is three months. After the combined six months the application is closed.

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](#).



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.

Identify Non Applicant's NINO



It is important to work with the applicant to ensure they have provided all the information about the other client and to explain what we need, and why.

-  Review the information that the applicant has provided and confirm that the information is correct. If a paper application was received contact the applicant to retrieve further information on the other party. If contact by telephone is unsuccessful issue letter CMSL0061 and wait seven days.
- Once reviewed, re-attempt verification. If the verification is successful, the Sub Status is automatically set to NINO Verified. For more information refer to the relevant application procedure
 - [Application - Receiving Parent](#)
 - [Application - Paying Parent](#)
 - [Application - Child in Scotland](#).
- If you are still unable to verify the non applicants NINO, use the tools listed below to search for an address, once you have identified an address, use this address in CIS to obtain a one to one match and verify the non applicant.

Use Customer Information System (CIS)

Use CIS

Search for the other party using a relaxed name search through the Customer Information System (CIS). To search, enter the first three letters of either first name or surname followed by an asterisk (*). If the CIS interface does not work then attempt the search using CIS online. Attempt to re-verify, if successful, the Sub Status is automatically set to NINO Verified. For more information refer to the relevant application procedure:

- [Application - Receiving Parent](#)

- Application - Paying Parent
- Application - Child in Scotland.

Use Credit Reference Agency (CRA) Interface

Use Credit Reference Agency (CRA) interface

1. Set **Sub Status** to **CRA Address**. You will be navigated to the **CRA/Websearch** tab.



When this functionality is not available use the following link, [Caseworker Online](#) (CWOL) and follow the legacy process to complete.

2. Select the **CRA Search** button and the **CRA Relax Search** applet will populate.
3. Select the **Search Option** you want to complete, use the option that best reflects the information you have available:
 - **Name and Address** - This will search CRA based on the name and address
 - **Name, Address and Date of Birth** - This will search CRA based on the name, address and date of birth
 - **Name and Date of Birth** - This will search CRA based on the name and date of birth
 - **Telephone Number** - This will search CRA based on the confirmed telephone number and name



Use Name, Address and Date of Birth as a default

4. Enter the search criteria, where CRA pulls the address through from CMS2012 you'll need to delete the house number/name from the street name and enter it into the house number/name field. Remove the clients middle name (if present) and select **Search CRA**.



If an error message is generated during the CRA search process, change the status to **In Progress**, this will allow you to continue the process.

5. The **CRA Matches** view will display a maximum of 20 potential matches based on the information you provided. In the situation where more than 20 potential matches are found, the CRA will not consider this successful and the following message will be displayed: "More than 20 potential matches have been located on the CRA database and the search data needs to be refined". When this occurs, use the other locate tools as necessary to narrow the results.

6. The **CRA Matches** view displays information on each match under a number of columns:

- **Serial #** = This number represents one person match, eg everything labelled as '1' belongs to one match
- **First Name** = First name of the matched contact
- **Last Name** = Last name of the matched contact
- **House Number** = House number of a returned matched contacts address
- **Street** = Street name of a returned matched contacts address
- **Town/City** = Town or City of returned matched contacts address
- **County** = County of returned matched contacts address
- **Post Code** = Post Code of the returned matched contacts address
- **Address Sequence** = Number showing that each address with the same number is the same address
- **Start Date** = Start date of matched contacts address record, based on information supplied to CRA
- **End Date** = End date of matched contacts address record, based on information supplied to CRA
- **Current Address Indicator** = One of four results:
 - **Matched** = Current address with indication of recent financial activity
 - **Aged Matched** = Current address with no indication of recent financial activity
 - **Matched New** = New address with an indication of recent financial activity
 - **Aged Matched New** = New address with no indication of recent financial activity



The result returned is applied to every address in the match, due to system functionality this is incorrect. The result return only represents the address you have searched. Search the alternative addresses provided if you need to review other addresses.



Recent activity is defined by CRA as activity within the previous 12 months.

7. Review the matching records using the information provided and consider the following:

- **Matched** - Did the address used in the CRA search return as Matched? This would mean there is an indication of recent financial activity
- **No End Date** - Is there a returned address that has a start date but no end date?

- **Start Date** - What is the most recent start date? If it doesn't have an end date this is likely to be the current address

Depending on the address returned, the response in the current address indicator and the start and end dates you may need to search CRA again using another address returned to achieve a confident match; or consider using the CRA Financial Interface tool where you have a likely match and want to confirm this.

To search another address use one of the addresses returned in the original search and go to step 4 to do another search.



There may be times where a client has multiple address start and end dates which overlap one another. When this happens consider using the CRA Financial Interface tool.

8. Once you are confident of the address, select it and then select **Pick**. CMS2012 will then transfer the details to the Contact Address Details on the client record.

Use Public Domain Information/Websearch

Use public domain information

1. In the Application SR set the **Sub Status** to **Websearch**.

2. The **Websearch** applet will open and display a drop down list of the following available websites :

- **CompaniesHouse.gov.uk** - If there is reason to believe the client owns (or is a director of) a company this site provides information to confirm the owner of the company, its directors, and whether the company is still trading. Companies house is free to browse.

If the client is confirmed as an owner or director the company address can be used as a confirmed current address.

- Access the link to CompaniesHouse.gov.uk
- In the **Search Company Information** section, select **WebCheck**
- Enter the company name where prompted and select **Search**
- Select the company from the list displayed and the company details will be shown
- Select **Order Information** on this company and the current owners and directors will be displayed
- **Yell.com** - Yell.com is the online Yellow Pages classified information service providing telephone numbers and address details of over 1.7 million businesses in more than 2,400 product and service categories. The service covers the whole of the UK except the Isle of Man and the Channel Islands.
 - Access the link to Yell.com
 - Enter the nature of business in the **I'm Looking For** field and the area (town, city or county) in the **In** field and select **Search**
 - Select **Advanced Search** to enter more detailed search criteria
- **ThomsonLocal.com** - This site is a free business search needing no registration.
 - Access the link to ThomsonLocal.com
 - Input nature of business in the **What Are You Looking For?** field and the area (town, city, or county) in the **Where Is This Service Located?** field, then select **Search**
- **Scout.com** - This site is a free business search needing no registration.
 - Access the link to Scout.com
 - Enter the nature of business in the **What** field and the area (town, city, or county) in the **Where** field and select **Search**
- **192.com** - This site is a free business and people search needing no registration for the search people, search businesses and directory enquiries services. The electoral roll service is chargeable but unnecessary for our purposes as these enquiries have already been made through the CRA interface (as above).
 - Access the link to 192.com
 - Select **Search** and select **Nature Of Search** from the drop down displayed, e.g. **People, Businesses** or **Places**
 - Enter the name of the person or name of the business in the **Who/What** field and the area (town, city, county or postcode) in the **Where** field and select **Search**
- **ThePhoneBook.com** - This site allows free business and people searches needing no registration.
 - Access the link to ThePhoneBook.com
 - Enter the nature of the business in **Business Type** and the area (town, city, or postcode) in **Location** and select **Search**
 - Select **Find A Business By Name, Find A Person**, and **UK Area Codes** as appropriate and initiate searches with relevant criteria

The list of available websites displayed in the drop down is expected to be added to in due course.

For more information on accessing the internet refer to the [DWP Media Policy](#).

3. From the drop down list displayed, select the website required. Search that website, as shown above, for information to confirm current location.

4. Close the website when the search is complete noting any information obtained. Return to the **Websearch** applet drop down and select any further web site/s required.
5. Check any new information obtained by using the CRA interface. A location cannot be confirmed by information contained in these internet sites alone.
6. Record any information obtained in the **Notes** field.

Final contact before review

Final contact before review

1.  Confirm with the applicant whether they have any additional information to aid you in locating the other party. If the client cannot be contacted by telephone issue CSM0061 and allow seven days for a response. If the receiving parent applicant informs you that the paying parent may be in prison, refer to **Change - Prison**.
2. If you are still unable to establish a location of the non applicant to allow NINO verification. Set the application as inactive for review.

Set the application as inactive

1.  Once all the above actions are exhausted and the NINO of the other party remains un-confirmed, record all the steps taken to establish the NINO in the Notes field, set a review date of three months, and set the **case** to:
 - **Status = Inactive**
 - **Sub Status = 1st Cycle Pending OP NINO**

Issue CMSL0052 if the other party cannot be identified. Mark the letter activity in the activity plan as **In Progress**. The case is now an inactive application.

Manage Inactive Application

1.  On the review date, review the system evidences to confirm whether the first or second review cycle has expired. If this is the first review cycle, contact the applicant and repeat steps 1 to 3 of Identify Non Applicant's NINO to locate the paying parent. If still unable to locate the paying parent, set the **case** to:
 - **Status = Active**
 - **Sub Status = Identify OP NINO**

Issue CMSL0053 if the other party cannot be identified. Mark the letter activity in the activity plan as **In Progress**. If the paying parent's employer is identified, issue CMSL0057 to the employer then set the **case** to:

- **Status = Inactive**
 - **Sub Status = 2nd Cycle Pending OP NINO**
2. Once the second review cycle date expires, contact the applicant and repeat steps 1 to 3 of Identify Non Applicant's NINO to locate the paying parent, if unsuccessful, close the application due to insufficient evidence. For more information refer to Close Enquiry in:
 - **Application - Receiving Parent**
 - **Application - Paying Parent**
 - **Application - Child in Scotland**

CMSL0052 Your child maintenance application

To applicant - cannot identify other party so application enters review cycle. Suitable for all applicants.

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

CMSL0053 We need some new information from you

Request additional, new information about other party needed to identify them (post review cycle)

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

CMSL0057 We need some information from your employee

Letter to a paying parent's employer asking them to help the CMG in locating the paying parent.

CMSL0058 Your child maintenance application

Letter informing the receiving parent that CMG have been unable to locate the paying parent and the application is being put on hold for six months.

CMSL0061 We need some information from you

Initial request for additional information to prove other party's identity (before review cycle starts)

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

[Application - Receiving Parent](#)

[Application - Paying Parent](#)

[Application - Child in Scotland](#)

[Confirm Current Location](#)

[CRA - Case Surveillance](#)

[Prison](#)

[Security Set Up](#)

[Terminology Changes](#)