Child date of birth verification

One of the eligibility conditions for a BSG Pregnancy and Baby Payment is that the applicant, the applicant's partner or a dependant has given birth to a child within the last 6 months.

Another is that the applicant or their partner has taken on responsibility for a child under 12 months.

If either of these circumstances is declared on the BSG application, the child's date of birth must be verified.

If the birth mother is named on the application

Where the child's birth mother is named on the application, eligibility for a Pregnancy and Baby Payment can also be met by confirming that the birth mother has reached week 24 of her pregnancy.

Where an application is made post-birth and the birth mother is named on the application, verification of pregnancy via the Baby Box API should always be considered before verification of the child's date of birth is undertaken. See 'Verify pregnancy' guidance.

If the pregnancy cannot be verified by the Baby Box API then the baby's Birth Certificate (to verify date of birth) or a MAT B1 (to verify pregnancy or date of birth) should be requested from the client.

Request verification by following 'Ask a client for more information or evidence' guidance.

If the birth mother is not named on the application

Where the applicant or partner has taken on responsibility for a child, or the father is applying for BSG and is not the partner of the birth mother, verification that the child is under 12 months old on the BSG application is required.

The child's full birth certificate or an official document such as an Adoption or Residence Order showing the child's date of birth should be requested from the applicant. We cannot accept an 'abbreviated' birth certificate as this does not provide details of the parents. A photocopy of the certificate is acceptable.

Record verification of the Child's Birth on SPM

When satisfactory evidence has been provided verification should be recorded on SPM.

If the birth mother is named on the application

Where the birth mother is on the BSG application the child's birth date should be verified by updating the outstanding pregnancy verification.

Where there has been a multiple birth and more than one child's date of birth needs to be verified, all dates of birth must be verified before the pregnancy verification is cleared.

If the birth mother is not named on the application

Where the birth mother is not named on the BSG application, verification of the child's date of birth should be undertaken at the same time as verification of the of child responsibility and recorded as part of this process. See 'Check a client is responsible for a child' guidance.

Value of the award

The value of a Best Start Grant (BSG) Pregnancy and Baby Payment depends on whether there are any other relevant children under 16 in the household for whom the client, their partner (or a dependant birth mother) are responsible for.

The client will receive:

- £600 - if there are no other children under 16 in the household for whom the client, their partner or birth mother are responsible
- £300 – if there's at least one other child under 16 in the household for whom the client, their partner or birth mother are responsible

The following are not classed as relevant children and do not impact the value of the Pregnancy and Baby Payment:

- the child for whom a client or their partner applied for a Pregnancy and Baby Payment
- a sibling of the child born as a result of the same pregnancy
- a parent of the child
- a sibling of the child's parent
- a child for whom the client or their partner are not responsible

Child responsibility

If the client is applying because the birth mother is their or their partner's dependant, any additional children listed should be the responsibility of the birth mother.

If the client, their partner or the birth mother do not meet the responsibility criteria, the child will not count as another child under 16 in the household. This will not impact the value of any Pregnancy and Baby Payment.

If the client declared other children under 16 in the household

If the client receives a Child Tax Credit, Child Benefit or Universal Credit Child Element for the child

To verify, do this:

1. Log in to e-SEF.
2. Search for the client.
3. Select 'Award History'.
4. If there's a Child Tax Credit, New Tax Credit or Universal Credit award on the BSG application date, accept this as verification that the child is named on the Child Tax Credit or Universal Credit award.
5. If there is no Child Tax Credit or Universal Credit award on the BSG application date, select the 'Interest History' and look for a CHB interest on the BSG application date.
6. If there's a Child Benefit interest on the BSG application date, accept this as verification that there is a Child Benefit award for the child.
   Then, record verification on SPM. See the 'Check a client is responsible for a child' guide on how to do this.

If the client has a parental order

If there's no Child Tax Credit, Child Benefit or Universal Credit on e-SEF and the client has stated that they or their partner have a 'parental order' for the other child(ren) under 16 in the household, verify the evidence and update SPM.

See the 'Check a client is responsible for a child' guide on how to do this.

If the client is not responsible for the child

If there's no responsibility benefit award and no relevant parental order, access SPM and remove either:

- any 'Responsibility Benefit' evidence
- 'Kinship Care' relationship

This is to ensure that the correct value of Pregnancy and Baby Payment is awarded. See the 'Check a client is responsible for a child' guide on how to do this.

If the client declared no other children under 16 in the household

Check e-SEF for both the client and their partner:

1. Log in to e-SEF.
2. Search for the client.
3. Select 'Award History'.
4. Look for a Child Tax Credit award.
5. Select 'Interest History' and look for a Child Benefit interest.

If there's a Child Tax Credit award or a Child Benefit interest

Consider if the dates suggest that the client or their partner have a current Child Tax Credit or Child Benefit award that's not associated with the child for whom they applied for Pregnancy and Baby Payment.

For example:

The client applies for a Pregnancy and Baby Payment on 1 December 2018. They declare that the only child under 16 in her household was born on 10 October 2018.

e-SEF shows a current Child Tax Credit award that started in 2015. This suggests that the applicant may have failed to declare that there's another child under 16 in her household.

If there's no relevant Child Tax Credit award or Child Benefit interest

This means there are no undeclared children in the household. Update SPM:

1. Log in to SPM.

2. Search for the client record.
3. Go to the BSG application case.
4. Add a note in the application case with the date and outcome of your e-SEF check.

If there's a relevant Child Tax Credit award or Child Benefit interest

This means there could be another child under 16 in the household. Contact HMRC and give the following:

- full name of the client or their partner
- National Insurance Number (NINO) of the client or their partner
- date of birth of the client or their partner
- full name of the child named on the BSG application (if applicable)
- date of birth of the child named on the BSG application (if applicable)
- BSG application date

The HMRC staff member will confirm if there are any more children under 16 on the client's or their partner's Child Tax Credit or Child Benefit award. HMRC will not provide the child's name or date of birth.

If HMRC confirm no other relevant children

If HMRC confirm that there are no other children under 16 on the Child Tax Credit or Child Benefit award, update SPM.

To do this:

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. Add a note in the application case with:

- name of the HMRC member of staff
- information provided by them
- date and time of the call

If HMRC confirm other relevant children

If HMRC confirm that there is at least one other child under 16 named on the client's or their partner's Child Tax Credit or Child Benefit Claim, contact the client and ask them to clarify the situation.

If the applicant states that they do have an additional child in the household, update SPM.

To do this:

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. Add the child's details. See the SPM 'BSG application case: Children on application case' guide.
5. Select 'Evidence' from the top menu.
6. Select 'Evidence' on the left of the screen.
7. Add an associated 'Responsibility' evidence . See the SPM 'BSG application case evidence: Responsibility benefit evidence' guide.

If the client states that the child no longer lives with them, ask them to report this to HMRC. Set yourself a task for 5 working days to allow HMRC records to be updated.

If after 5 days the child is still held on the HMRC record, pass the case to a supervisor for advice on how to proceed.

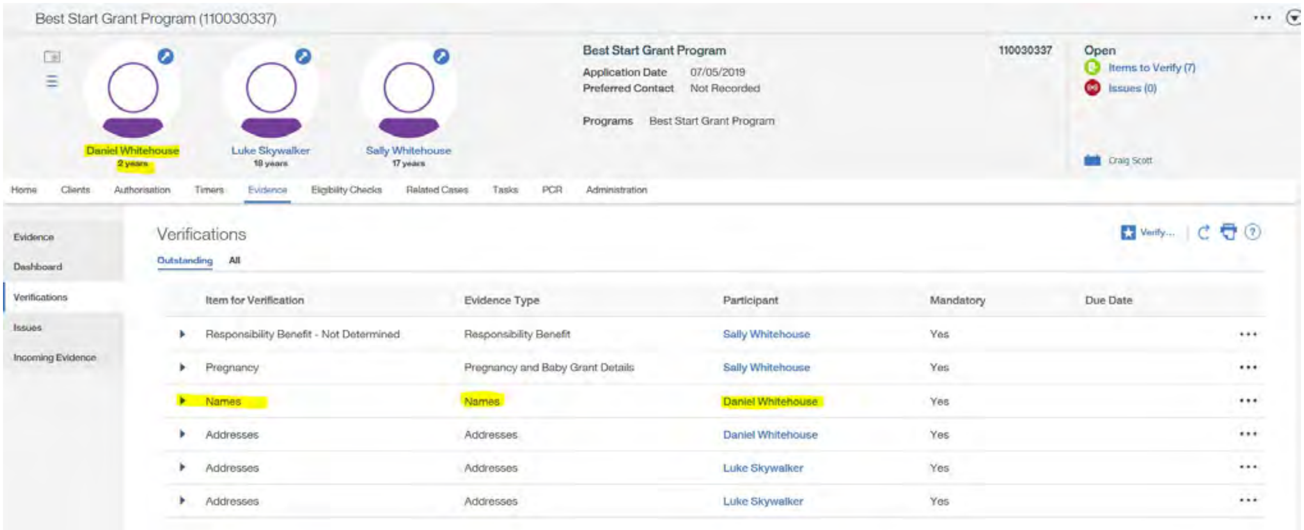
SPM is currently unable to assess the value of a Pregnancy and Baby Payment without the additional child(ren)'s name and date of birth.

If the HMRC hold details for a child who the client does not agree is part of their household, a workaround will be required to ensure that the correct Pregnancy and Baby Payment value is awarded.

Child name verification

A 'Name' verification will be raised on SPM if a client makes a new application for Best Start Grant (BSG), and either:

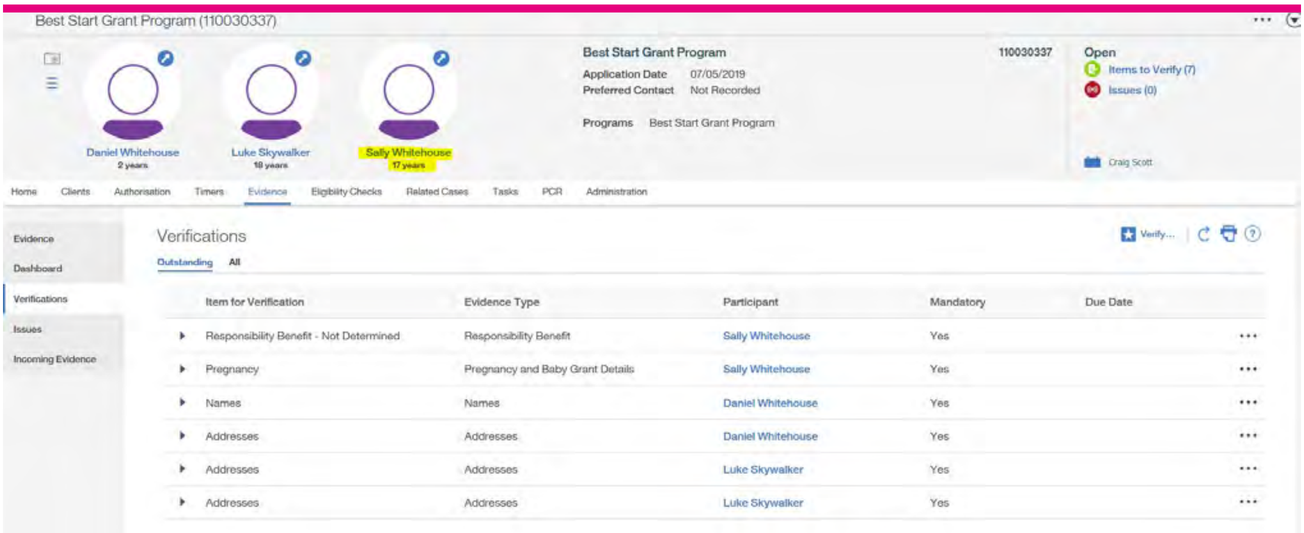
- a new child is added that was not on the previous application
- there's a change to the existing child's details, for example last name is changed or there's a different of their name



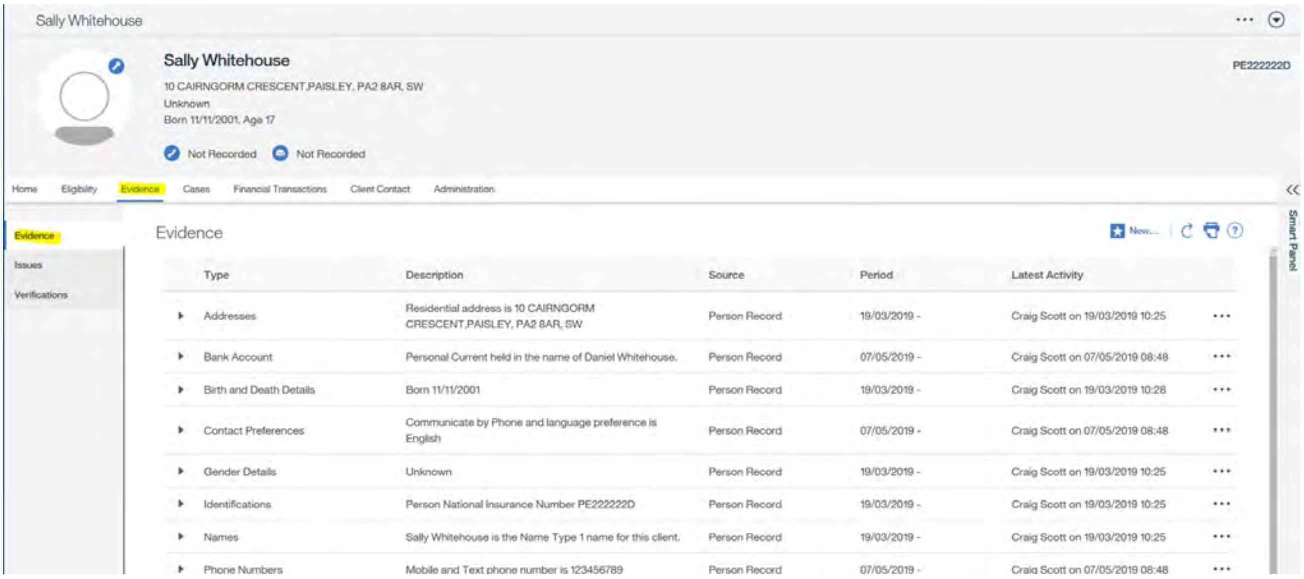
Check if this is an existing child or an additional child

Before you clear the verification, you need to ensure if this is an existing child or an additional child. To do this:

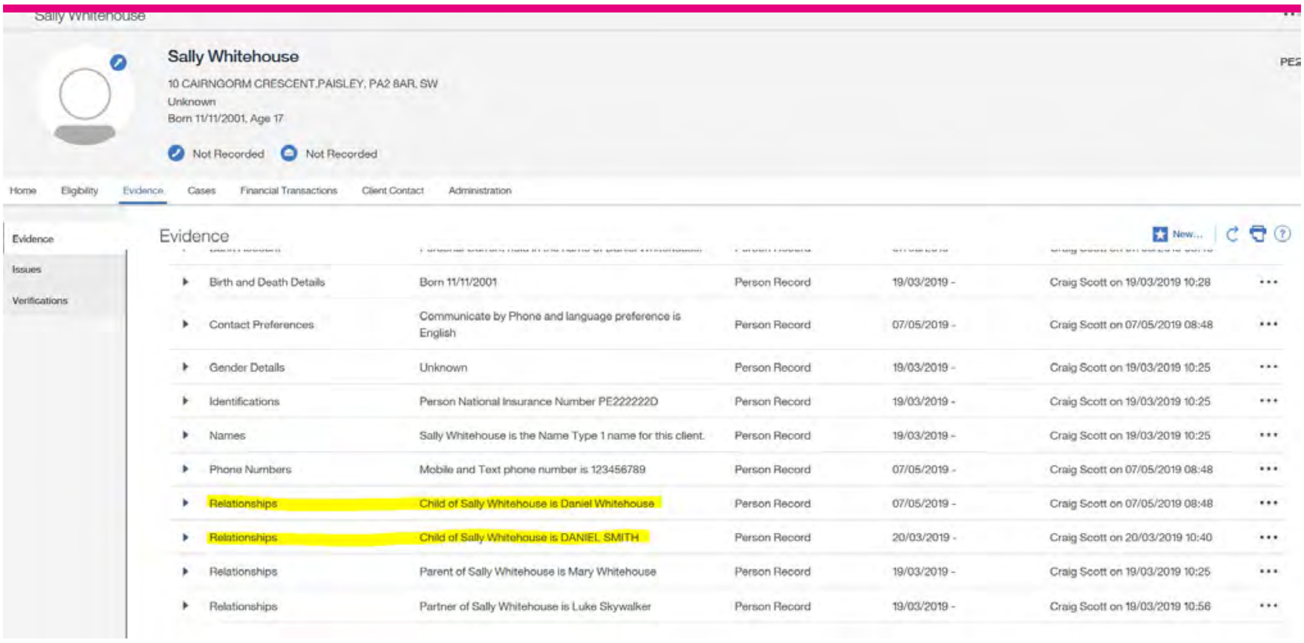
1. Select the Primary Client from the context panel.



2. Select 'Evidence' from the top menu.



3. Select 'Evidence' on the left of the screen.
4. Look for 'Relationships' under 'Type'. If there's no other child relationship apart from the one you just added, then clear the verification in the normal way.
5. If there is a relationship that's possibly a duplicate, you'll need to take additional steps.



The above screenshot shows that there's a possible 'duplicate case'. This is because:

- there are two 'Child' relationships with the same first name against the client
- we know there's only one child on the application

6. Confirm that these are duplicates by checking the child records. For example, see if dates of birth match.
7. When dealing with a duplicate, you need:

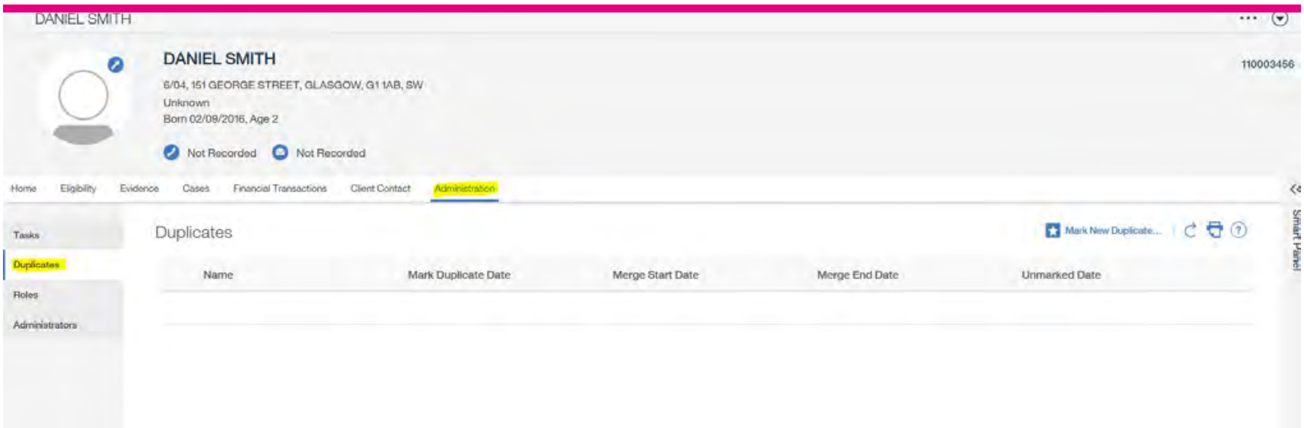
- to mark the new record as the duplicate
- if appropriate, update the original child record with any amendments

Mark a record as duplicate

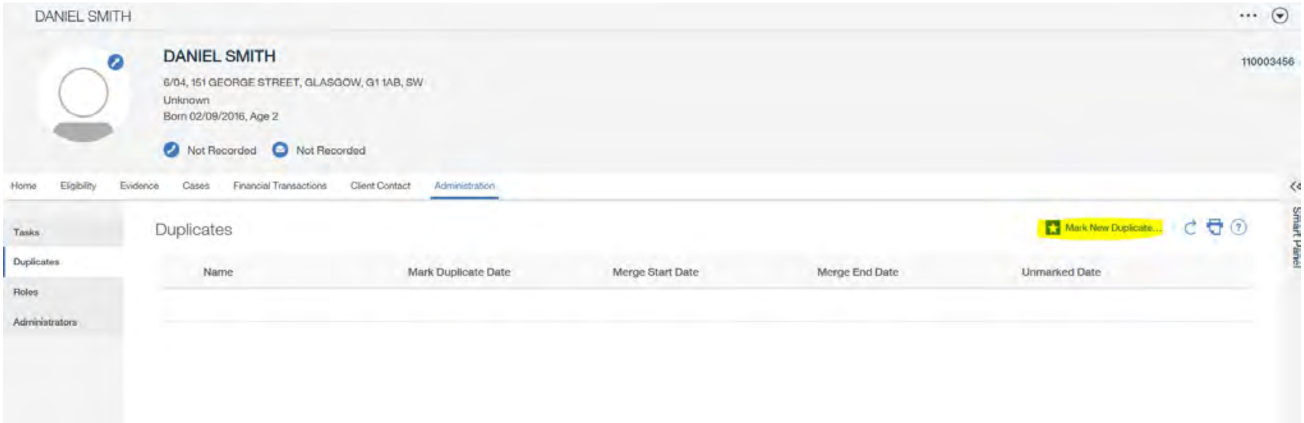
It's important that the new record (the one on the latest application) is the one marked as the duplicate. This is because any payment information from previous claims is held against the original child record.

Access the original child’s record on SPM

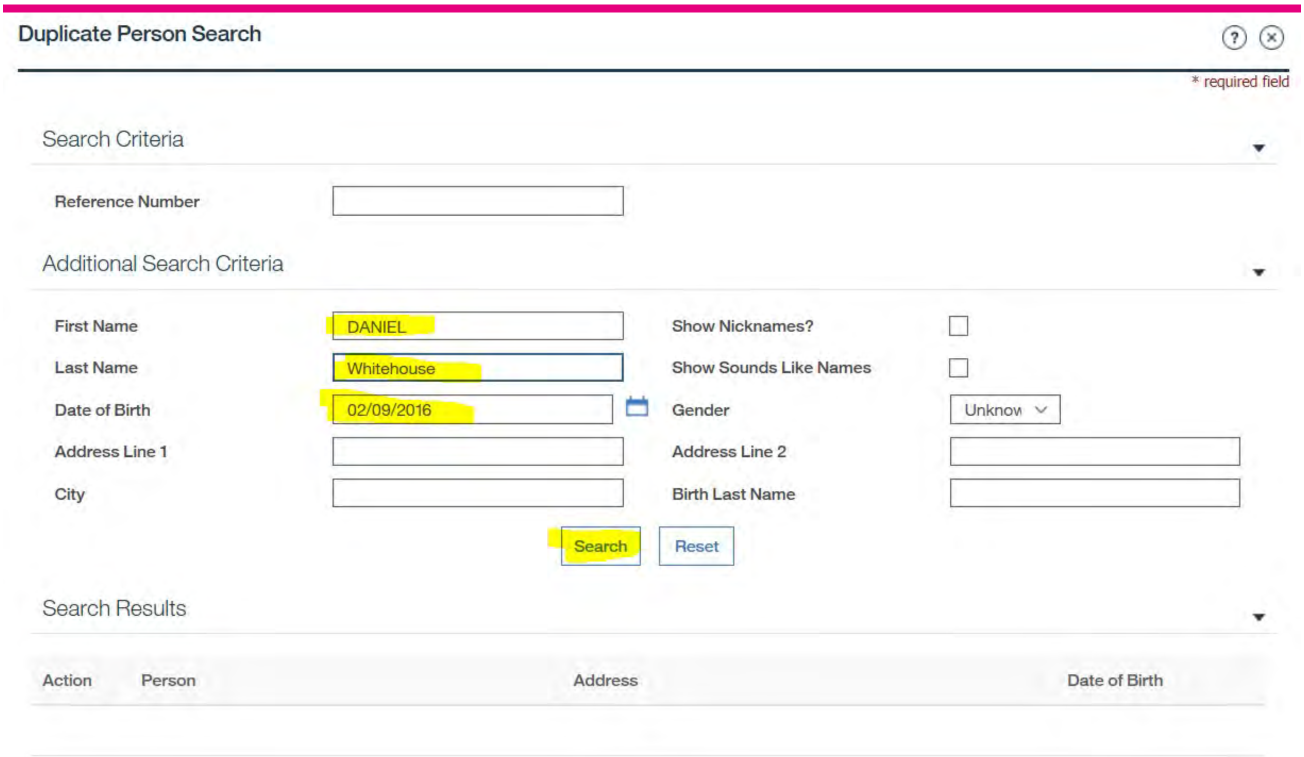
1. Select 'Administration' from the top menu.
2. Select 'Duplicates' on the left of the screen.



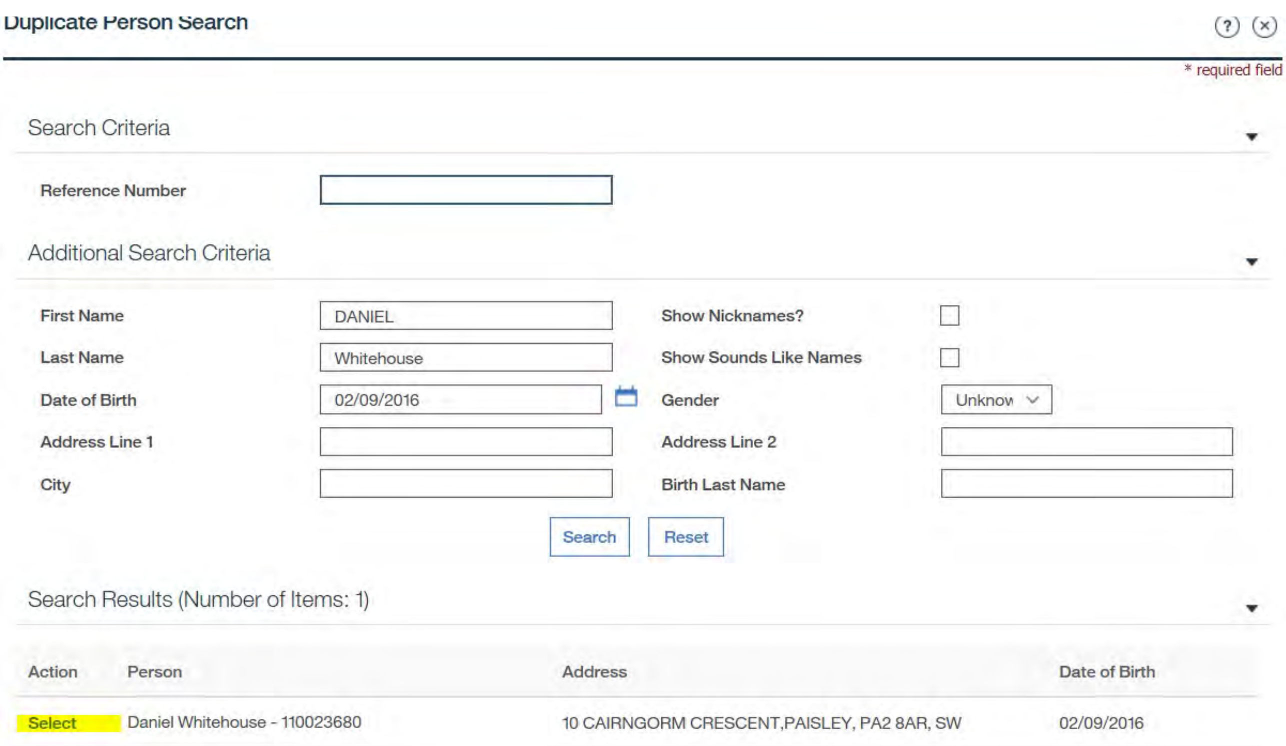
3. Select 'Mark New Duplicate'.



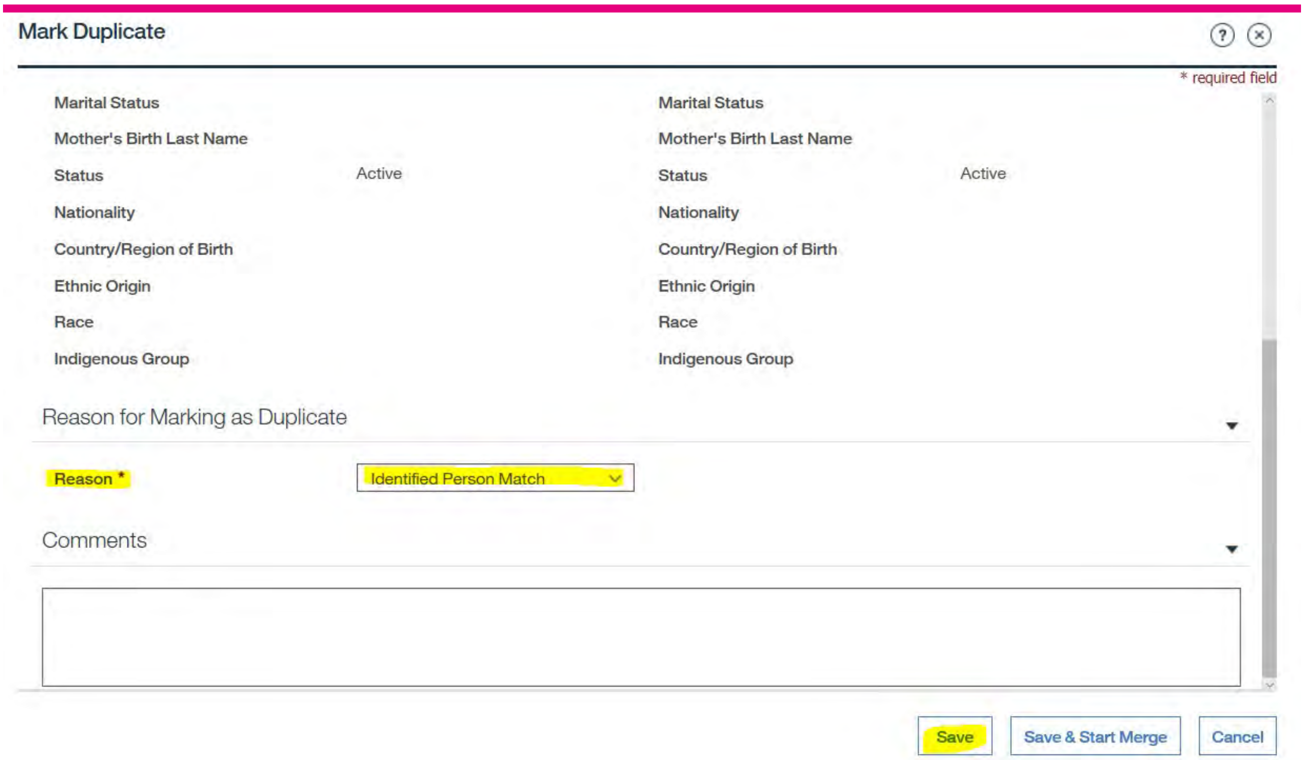
4. Duplicate Person Search will show. Add the details of the duplicate case and click 'Search'.



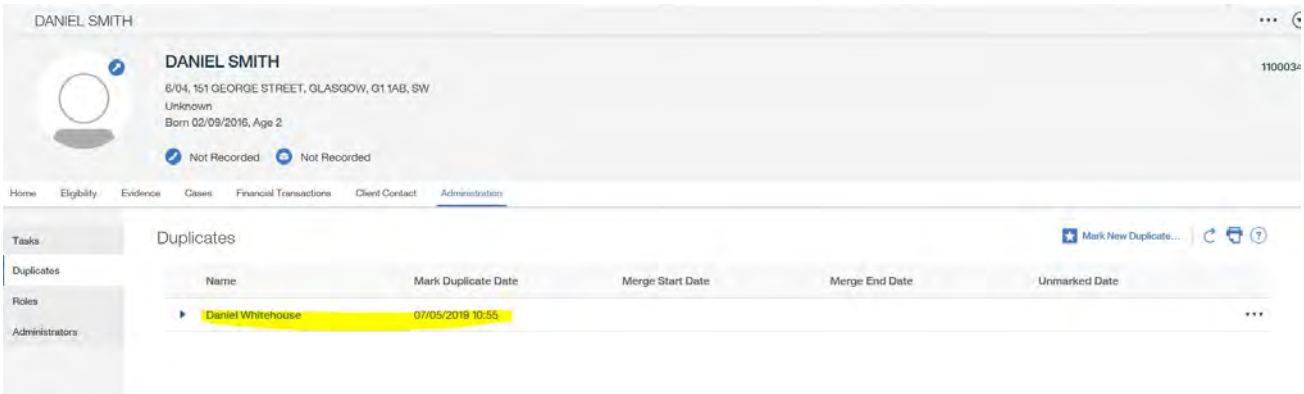
5. Search results will be displayed. Click 'Select'.

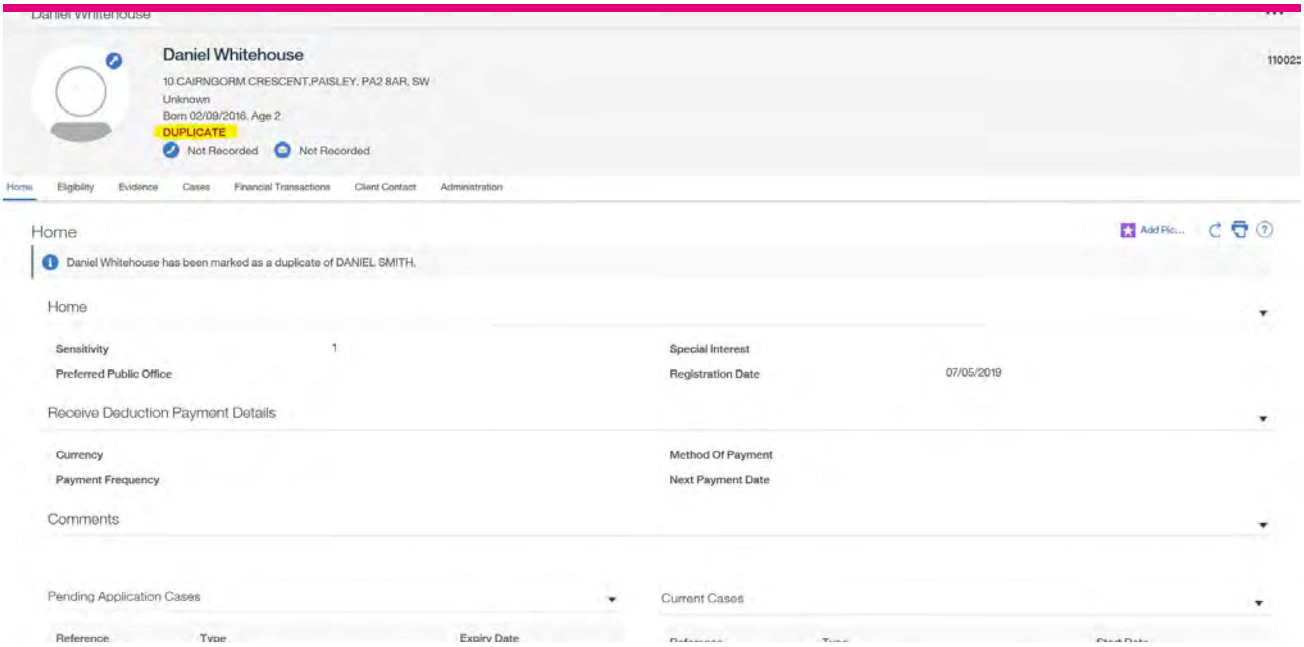


6. Confirm that the original and duplicate details are correct. Select the 'Reason' and click 'Save'.



The new record is now marked as duplicate.

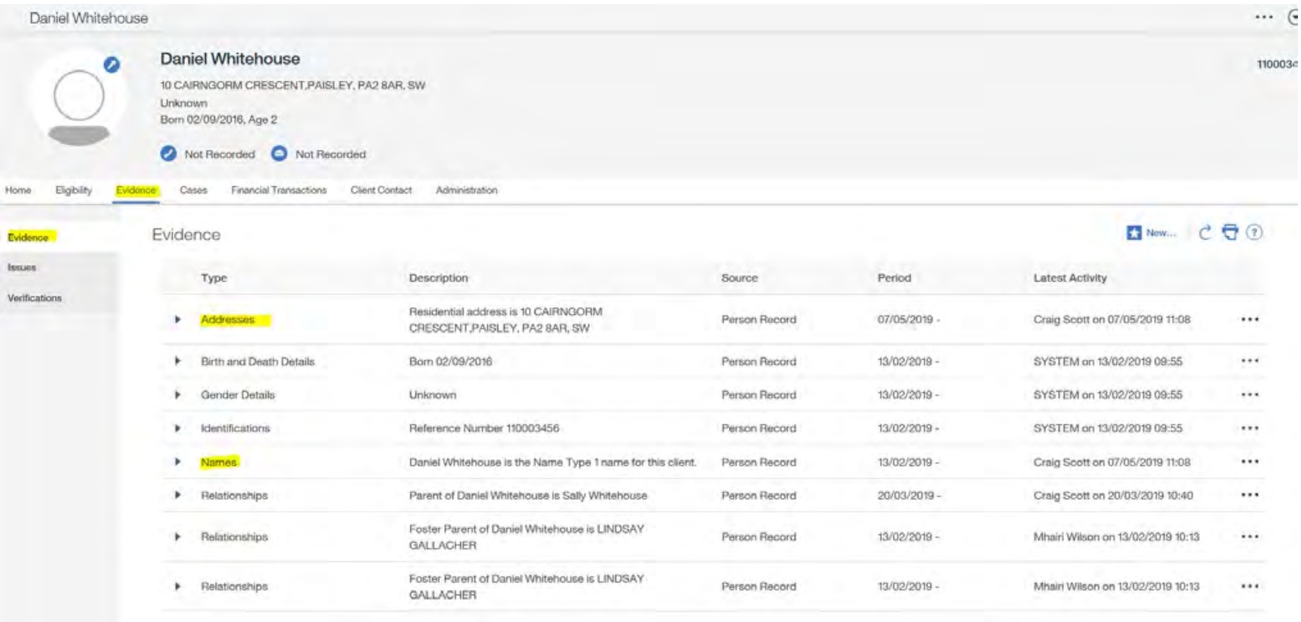




Update the child's details

1. Go to the original child record on SPM.
2. Select 'Evidence' from the top menu.
3. Select 'Evidence' on the left of the screen.
4. Update any evidence as required.

For example, in this case the names and address need to be updated:

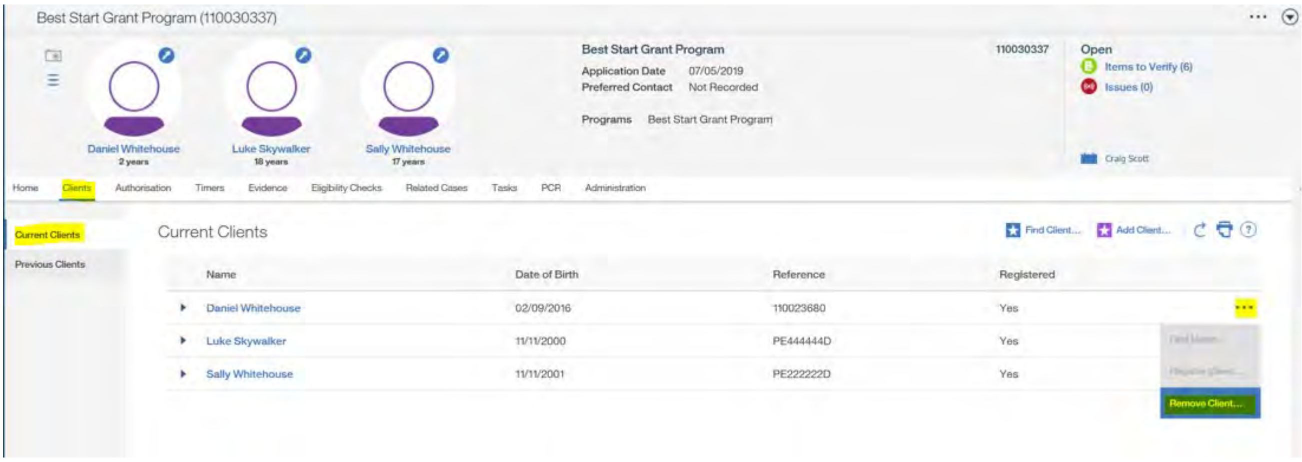


Correct the application case

After marking the record as duplicate, make sure the correct record is connected to the application case.

Do this from the application case on SPM:

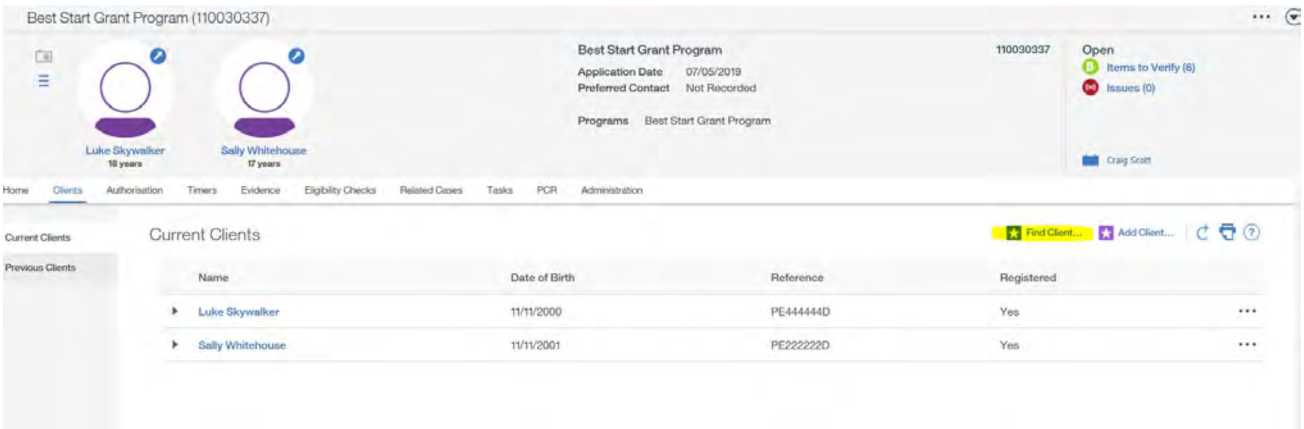
1. Select 'Client' from the top menu.
2. Select 'Current Clients' on the left of the screen.
3. Select the action menu (...) on the right of the child you want to remove.



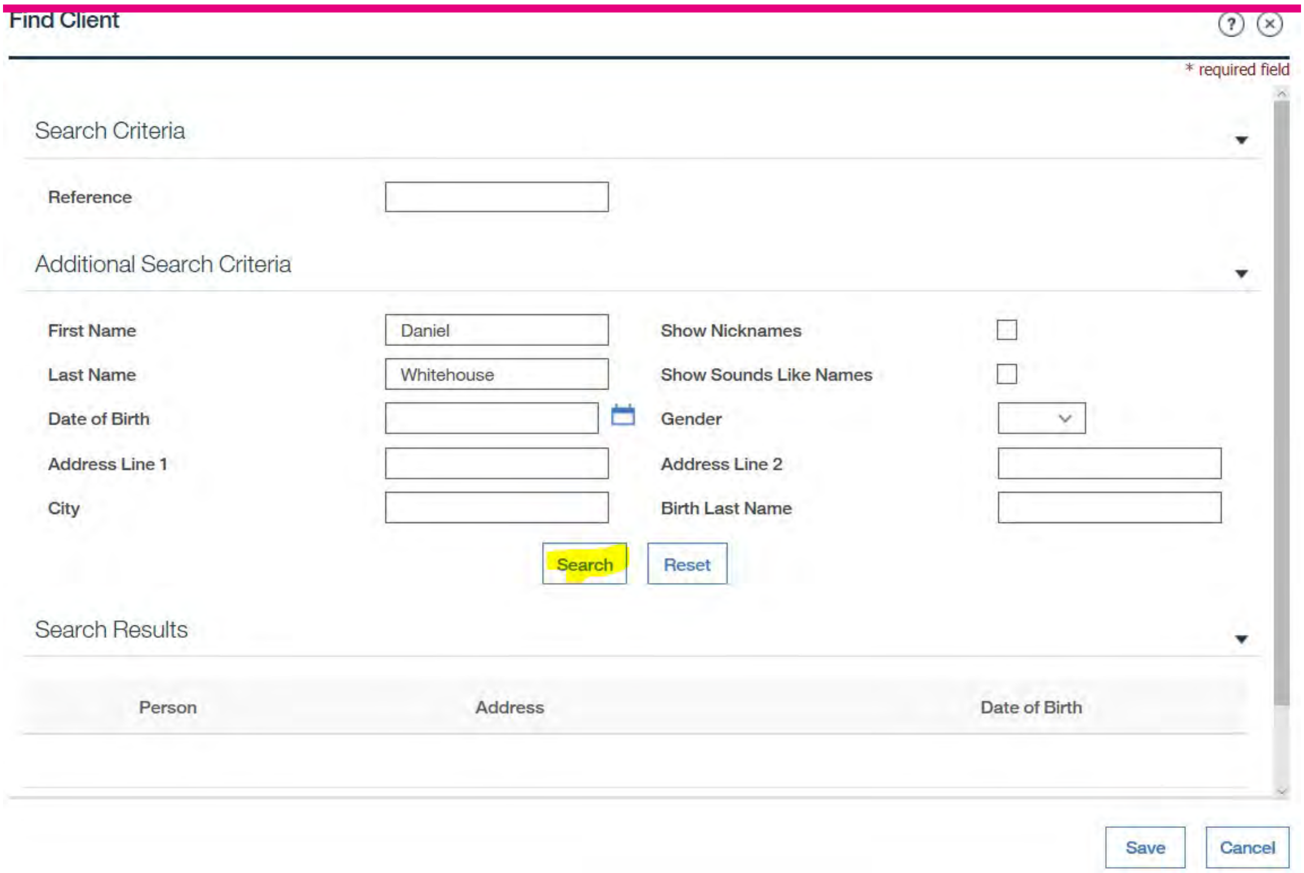
Select 'Yes' to confirm that you are sure you want to remove the client.

You now need to add the original child record. To do this:

1. Select 'Find Client'.



2. Fill in your search criteria and click 'Search'.

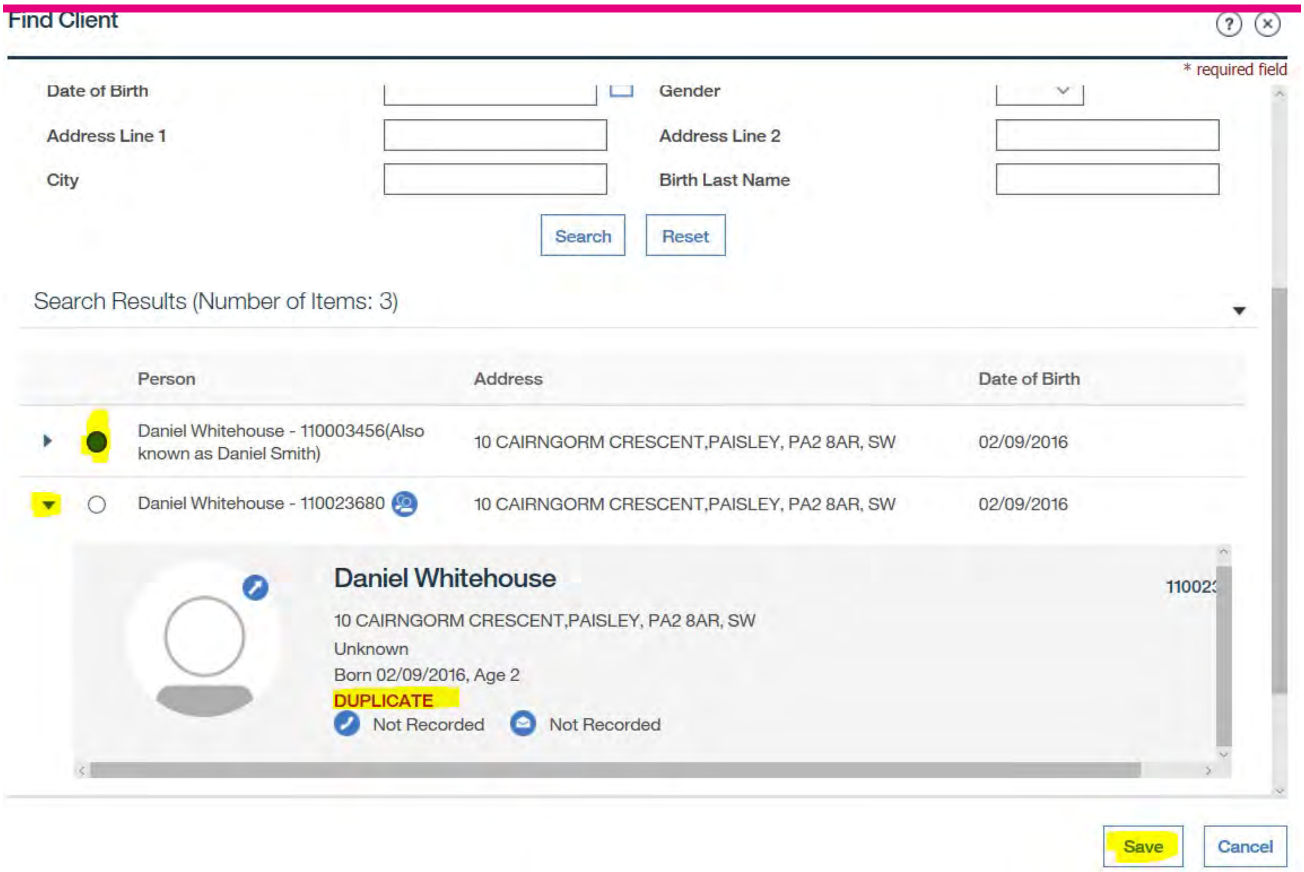


The search result is displayed.

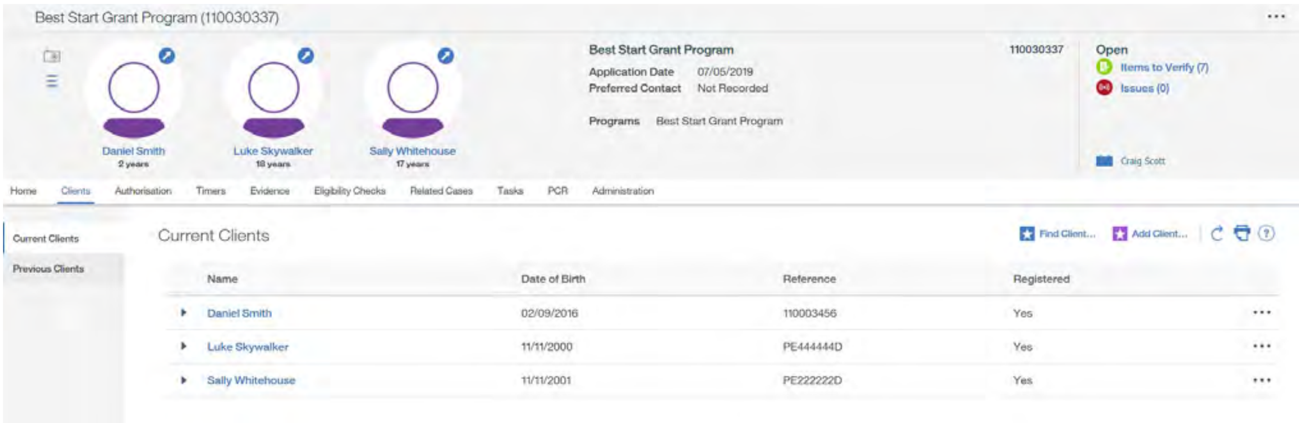
You can expand these by clicking the arrow. This will help you determine which case is the original.

The example below shows the duplicate, so the first result is the original.

3. Click next to the client you want to add to the case and click 'Save'.



The correct client is now added to the case.



4. Verification action is now complete. Clear verification on application case as normal.

Department for Communities (Northern Ireland) enquiries

You'll need to contact the Department for Communities (Northern Ireland) (DfC) to check if a Best Start Grant (BSG) Scottish resident has a successful claim to Sure Start Maternity Grant (SSMG). This is called a Social Fund Check.

A DfC agent will need to contact you to check if an SSMG client has a successful claim to BSG.

You or the DfC agent will follow these steps:

1. Complete the Social Security Scotland and DfC Social Fund Checking form.
2. Exchange this information via the Generic Secure email address. Ensure the email has been received from the Generic Secure email address.
3. Use the information from the standard Social Fund Checking form to check the client's or their partners' details on the database. This is to identify if an SSMG claim or a BSG claim has been made.
4. Complete the form and return it to the relevant Generic Secure email address.
5. If the enquiry cannot be resolved in real time then the DfC Agent will email you back within 3 hours. If the call is made after 4pm the 3 hour turnaround time should be before 10am the following working day.
6. If you have not received the response within the agreed timescale, this will be escalated by the relevant Single Point of Contact (SPOC).

The agent to agent service is available 9am - 5pm Monday to Friday, excluding Bank Holidays and local Bank Holidays.