
Notifications of BSF

Within BSF, client advisors may encounter two different kinds of notifications:

SPM generated letters

Letter	When it should be used	How to use it
Award	Notifying applicant an award has been made.	When an applicant is eligible and award amount has been decided this letter will be generated on SPM detailing the calculation of their award.
Deny	Notifying an applicant they are not eligible for an award	Applicant does not meet the eligibility criteria. This letter will be generated after the verifications and eligibility check and advises the applicant which criteria they did not meet.
30 week trigger	When client reaches 30th week of pregnancy and they still haven't verified their pregnancy. Therefore their claim ends	The letter will be automatically generated when the 30th week milestone is reached, and the pregnancy evidence has not been verified. This letter will notify the client of the end of benefit due to pregnancy evidence not being presented.
Four month trigger		

	<p>When a client reaches the four month trigger, their baby has reached four months old, but child responsibility has not been verified. Therefore their claim ends.</p>	<p>The letter will be automatically generated when the fourth month post birth milestone is reached and the child responsibility evidence has not been verified. This letter will notify the client of the end of benefit due to child responsibility evidence not being presented.</p>
11 month trigger	<p>When a the child has reached 11 months, the client will get a letter to notify that there payment is changing from £8.50 per week to £4.50 per week for their child</p>	<p>The letter will be automatically generated when the 11th month milestone is reached.</p>
Two years & 11 months trigger	<p>When the child reaches 2 years 11 months (non TP child) the client will get a letter to notify that there claim for this child will end.</p>	<p>The letter will be automatically generated when the 2 years & 11 month milestone is reached.</p>
hree years & 11 months trigger	<p>When the child reaches 3 years 11 months (TP child) the client will get a letter to notify that there claim for this child will end.</p>	<p>The letter will be automatically generated when the three years & 11 month milestone is reached.</p>

Manual letters

Letter	When it should be used	How to use it
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<p>23 week trigger</p> <p><u>First pregnancy evidence reminder BSF plus PBP.docx</u></p>	<p>When the client reaches the 23rd week of pregnancy, a task will be raised to verify pregnancy. A manual letter needs to be sent out asking the client to provide evidence which will allow us to verify pregnancy. (Mat B1/Babybox)</p>	<p>SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter if there is no application in the work queue. The letter will be manually taken from the manual pro-forma 23 week letter.</p>
<p>28 week trigger</p> <p><u>28 week final reminder to confirm pregnancy.docx</u></p>	<p>When the client reaches the 28th week of pregnancy, a task will be raised to verify pregnancy. A manual letter needs to be sent out asking the client to apply for BSG which will allow us to verify pregnancy. (Mat B1/Babybox)</p>	<p>SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter if there is no application in the work queue. The letter will be manually taken from the manual pro-forma 28 week letter.</p>
<p>Three month trigger</p>	<p>When the client reaches three months post birth, a task will be raised to verify child responsibility. A manual letter needs to be sent out informing the client that they need to send proof of child responsibility for BSF</p>	<p>SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma three month post birth letter.</p>
<p>Change of circs - Loss of QB</p> <p><u>QB stopped.docx</u></p>	<p>When the client losses QB and therefore is no longer eligible for BSF. If on UC will get eight week run on</p>	<p>SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the</p>

		manual pro-forma loss of QB letter.
Change of circs - Loss of QB through earnings <u>QB stopped.docx</u>	When the client losses QB through earnings and therefore is no longer eligible for BSF. If on UC will get eight week run on	SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma loss of QB through earnings letter.
Change of circs - Loss of child responsibility <u>BSF user stopped getting responsibility benefit.docx</u>	When the client losses child responsibility therefore is no longer eligible for BSF or loses part of their entitlement.	SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma loss of child responsibility letter.
Change of circs - Change of address (no longer in Scotland)	When the client moves out of Scotland, therefore is no longer eligible for BSF.	SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma loss residency letter.
Change of circs - Client died	When the client's death is reported	SPM will raise a task against the client advisor. Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma client death letter.
Change of circs - Child died	When the child's death is reported	SPM will raise a task against the client advisor.

(client lead)		Client advisor will action the task with a manual letter. The letter will be manually taken from the manual pro-forma child death letter.
Evidence request - Request for WTC award letter	When client is pregnant with first child and over 25 and WTC is QB. Where we cannot verify earnings with HMRC we require evidence of WTC award for earnings information.	Client advisor needs to be mindful when client uses WTC for QB that we need to contact them to tell them if their earnings are below the threshold that they will also be eligible for BSF. Manual letter to request WTC award