

# SPM trigger timers

## During pregnancy

1. When the client is **22 weeks** into the pregnancy, SPM triggers a text message, telling the client that they are eligible to apply for Baby Box and BSG Baby and Pregnancy at 24 weeks.

At this point a pregnancy verification evidence is created in SPM. This will be cleared when we confirm pregnancy via Baby Box or MAT B1. Client must apply for BSG Baby and Pregnancy to run these verifications or request a MAT B1.

No process for the client advisers on this trigger point as text message is auto generated. If the client has not provided a mobile number this trigger will not be activated.

2. When the client is **23 weeks** into the pregnancy, SPM triggers a task.

The task will appear in the client adviser available tasks.

Client adviser should perform a search in the BSG workqueue for the Client NINO that the task has been raised for to ensure that there is no BSG application in the workqueue.

If there is no application in the workqueue, the client adviser must send out a manual letter asking the client to verify the pregnancy by applying for BSG Pregnancy and Baby or by sending in a MATB1.

If there is an application in the workqueue no letter or further action is required.

3. When the client is **28 weeks** into the pregnancy, SPM creates a task.

The task will appear in the client adviser available tasks.

Client adviser should perform a search in the BSG workqueue for the Client NINO that the task has been raised for to ensure that there is no BSG application in the workqueue.

If there is no application in the workqueue, the client adviser must send out a manual letter asking the client to verify the pregnancy by applying for BSG Pregnancy and Baby or by sending in a MATB1.

If there is an application in the workqueue no letter or further action is required.

4. When the client is **30 weeks** into the pregnancy and there is still no verification of pregnancy, eligibility ends, payment stops and end of benefit letter goes out. No client adviser process is needed as this is an automatic letter stating 'DISALLOWANCE REASON NOT VERIFIED PREGNANCY'.

## Once the child is born

1. Regarding the **due date**, SPM triggers a text asking client to contact us to confirm birth and child details. If there is no mobile number, a task will appear in the Client adviser's available tasks. The client advisor must issue manual letter requesting client to contact Social Security Scotland to provide child details.
2. When the child is **3 months old**, the child responsibility check is automatically done. If cleared, no task will appear. If not cleared, a task will appear in the client adviser's available tasks. Client adviser must issue a manual letter telling client they need to demonstrate the child responsibility to get BSF (through Child Benefit, Child Tax Credits or child element of Universal Credit). If they have turned 18 before birth, also has to communicate them that, they need to be in receipt of a QB.
3. When the child is **4 months old** and the child responsibility is still not verified, the award will stop. Also an auto letter will be generated to end the benefit as child responsibility has not been verified. No client adviser

action.

4. When the child is **11 months** or estimated due date plus 11 months an auto letter will be generated to notify the client, that double child payment is finishing following month. No client adviser action.
  
5. When the child is **2 years 11 months** an auto letter will be generated to notify client the end of benefit on the following month (only for non TP cases). No client adviser action.
  
6. When the child is **3 years and 11 months**, an auto letter will be generated to notify client the end of benefit on the following month (only for TP cases). No client adviser action.

<b>Date of pregnancy/age of child</b>	<b>Trigger Actioned</b>	<b>Client Advisor Action</b>
22 weeks (Pregnancy)	Text	N/A
23 weeks (Pregnancy)	Task	Manual letter
28 weeks (Pregnancy)	Task	Manual letter
30 weeks (Pregnancy)	Auto-letter (if no verification)	N/A
Due date	Text (if no mobile, Task)	N/A (if no mobile, manual letter)
3 months old	N/A (Task, only if child responsibility not verified automatically)	N/A (Manual letter only is task raised to verify child responsibility)
4 months old	N/A (Auto-letter to end benefit, only if child responsibility is still not verified)	N/A

11 months old/due date +11 months	Auto-letter	N/A
2 years & 11 months old		N/A
	Auto-letter (only non- P cases	
3 years & 11 months old	Auto-letter (only TP cases	N/A