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Arrears Only Case (CSA) - Manual Set Up

The objective of this process is to manually create a case on the CMS system consisting of CSA arrears only as a result of case closure and due to exceptional instances where the system cannot do so automatically.

When a CSA paying parent has been named in a new application on CMS (Reactive Case Closure) or is selected for closure within the relevant tranche (Proactive Case Closure) any arrears outstanding on the CSA case will be transitioned to the CMS if the receiving parent has advised they want them pursued. This will take place within a three month period. If arrears are to be pursued on a proactively closed case and no new application has been made involving the paying parent, there will be no existing casegroup to add the arrears only case to.

The CMS system will automatically create arrears only cases; however in exceptional circumstances this will not be possible and cases will still require manual action.

There are several reasons for which an arrears only case would require a manual set up. The most common being where there is insufficient data to create a case

When such exceptional instances occur the system will allocate a manual handling SR and linked child SR. For more information regarding arrears only case creation exceptions see Resolve Financial Transition Exceptions

When a case is identified as being arrears only (i.e. when arrears exist on the CSA system but there is no on-going maintenance liability), the caseworker will raise a Case Closure Arrears Only service request (SR).

The rules reassessment team caseworker will enter the missing details needed from the document attached to the Arrears Only SR.

The system then interfaces with the Customer Information System (CIS) to ensure the details entered match the records held before the case is linked to any existing NRP casegroup or a new casegroup is created.

Data Warehouse is unable to provide QC details for Arrears Only case set up. To enable case set up all QC data provided will be in the below format. It is important to bare this in mind when viewing any cases where details have been provided from Data Warehouse.

- Title = **QC**
- Forename = **<PWC Forename>**
- Surname = **<PWC Surname>**
- Date of Birth = **01/01/1901**

Where a CSA case has a nationally sensitive indicator, these are sent to the special client records segment in a separate report. The special client records caseworker creates a contact record for the applicant/QC and paying parent, and this links to CIS to ensure there is a match for the nationally sensitive record.

For arrears only cases the following rules apply:

- If the QC is 21 or over the case will be transitioned as per the business as usual process
- Cases where the QC is 19 years old, the case closure process is being accelerated to get the case onto CMS. However in this instance we may have not received the receiving parent's decision regarding whether or not they would like to write off these arrears. If the decision is received following financial transition a CMS case worker will make the necessary adjustments

For more information regarding the fast tracking of arrears refer to Acceleration Of Arrears To CMS within CSA scheme online procedures.

For more information refer to the Policy, Law and Decision Making Guidance:
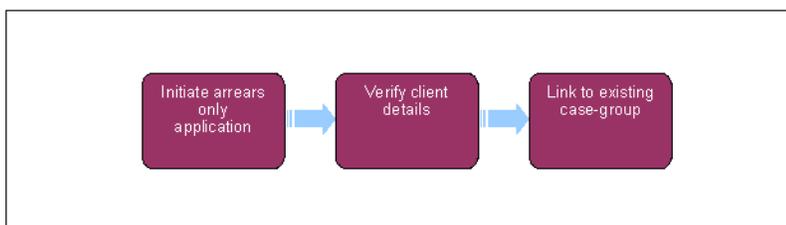
i This procedure uses the terms receiving parent and paying parent.

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.

Initiate arrears only application

i When further details are required for case creation and a manual handling SR has been created, if the case is marked as sensitive on the CSA system, contact the CMS Special Client Records Team, email CM 2012 SCHEME Special Client Records, who will obtain the information. The Special Client Records Team have nominated Caseworkers with permanent access to CSA cases and will access the CSA system to obtain the requested information. Before contacting the special client records team, identify all the information required.

You can access the template by selecting the following links:

GB Folders:

\\dfz72625\Folders\2012 DATA WAREHOUSE CONTINGENCY

CM 2012 Scheme Special Client Records

NI Folders:

CMS Scheme Applications

CMED NI Future Scheme Special Client Records

At this stage the Last Legacy Receipt date will need to be captured from the relevant CSA system, for more information on obtaining this information refer to Last Legacy Receipt in Procedural Exceptions

i You create a new receiving parent contact on the system in order to link the below SR to the receiving parent.

Check PP/RP NINO and QC CRN

1. Check the Case Details to confirm that the Paying Parent (PP) and Recieving Parent (RP) have a NINO recorded and that the QC has a CRN before initiating an arrears only application.

2. If the PP or RP have no NINO or the QC CRN is not present attempt trace action to obtain a NINO or CRN and update the system

3. If no CRN can be traced check the Legacy Systems for another QC in the same case, the QC used has to be for the same parents.

4. If the missing NINO/CRN is identified then proceed to step 6. Initiate Arrears Only Application.

5. If no RP/PP NINO can be traced or no alternative QC record is available then the case will have to be managed through Exceptional Case Handling. Refer the case to the ECH gateway. Exceptional Case Handling

6. Complete the Arrears Only ECH Template and call AAC.

Initiate Arrears Only Application

7. After accessing the report attached to the **Manual Handling SR** to investigate the reason for the exception (as detailed in Resolve Financial Transition Exceptions), generate a service request (SR) with the following values:

   - **Process** = **Application**
   - **Area** = **Legacy PWC Application**
   - **Sub Area = New Arrears Only Application**

8. Update the **Status** of the SR to **In Progress** to enable the **Create Enquiry** button and save the record. Complete the activity plan and then select the **Create Enquiry** button and enter the receiving parent, qualifying child and paying parent details.

9. The system requires at least one child to be entered, even if that child is no longer subject to an on-going maintenance calculation. If you are entering one QC in the application you should use the youngest available child in the CSA case. The QC needs to be end-dated as it is a closed case and it will prevent progression of any new applications made to the CMS for that QC.

Verify client details

10. Return to case level, and change the **Sub Status** of the SR to **Check Applicant/QC National Insurance Number (NINO)**, and select **Ctrl + S**. The system then verifies the details entered with the Customer Information System (CIS).

11. Where the correct match is found, the system changes the contact Status to NINO Verified.

12. Where a match is not found, the contact Status will be set as **NINO Not Verified**, and the **Sub Status** will be set to **Identify Applicant/QC**. If NINO/s are not verified select the manual dedup button and select the correct PWC/QC from the pick list. Alternatively if the NINO/s cannot be verified this way then you will need to select the **CIS** button to enable verification.

13. Enter **Legacy Case ID, Legacy system** and the **Application Type** fields within the **More Info** tab and, if appropriate, record if the case has ever been to enforcement, appeals or escalated complaints.

14. Enter the **Last Legacy Receipt** date in the field in the **More Info** tab.

15. Select the **Contacts tab**, then the receiving parent's last name hyperlink.

16. Select the **Security Questions** tab, and then select **Create**, and ensure there is a tick the Create box.

17. Record the security pin for the receiving parent as 1234567, then record the receiving parents answers to all mandatory security questions as **'X'**, and select **Submit**.

18. Select the case number hyperlink then select the **Risk Score Assessment** tab. Complete the risk scoring questions for the paying parent, entering **No Response** for each.

19. Select the receiving parent's service type as **Calculation and Collection**.

20. Select the paying parent's service type as **Calculation and Collection.**

21. Set the Sub Status to **Check Other Party NINO**, and then **Ctrl + S**. The system will then associate the case to the paying parent case group, and will assign the arrears only case to the owner of the case group. If the NINO/s are not verified select the manual dedup button and select the correct PWC/QC from the pick list. If the NINO/s cannot be verified this way, select the **CIS** button to obtain verification.

    ⚠️ If the Paying Parent status is Deceased and deregistered on CIS, an error message will be returned when attempting to set the sub status **Check Other Party NINO**. If an error is returned in these circumstances an incident must be raised with Service Management who will perform the required workaround and notify the caseworker when they can proceed with the case.

    ℹ️ If the case is Calculation and Collect, a MOPT will need to be set up for the CSA receiving parent. For further information refer to Method Of Payment To - Set Up Initial.

22. Update the sub status to **Locate Other Party** and select **Ctrl + S**. If the location can't be established, the address will need confirmed. For more information refer to Confirm Current Location.

23. The arrears will then need to be added to the CMS case. For more information refer to Arrears (CSA) - Manually Add/Correct Balance.

Last Legacy Receipt

To obtain the last legacy receipt date follow the steps for the scheme you are accessing

1993 Scheme

1. Fastpath to screen FMSR using the RFA number to view the summary of receipts

2. Receipts will be shown in chronological order with the latest receipt at the top

3. The date the receipts were received are displayed in the fourth column

4. Clerically record the date of the latest receipt displayed on CMSF0020

2003 Scheme

1. Select the Specialist Enquiry button and enter either the National Insurance Number (NINO) or Case Reference number and select Speicalist Enquiry from the dropdown

2. From the Case Context tri-pane select the Case Summary tab

3. Access Task 141 View On-line Client Accounts by launching a Financial Transaction Enquiry in the NRP Summary tab

4. Navigate to the second tab titled Financial Transactions to view the list of receipts

5. Ensure the From and To dates are populated up to today's date

6. Select Run Query to view the dates of receipts made on the case (ignore any receipts that appear twice with the same date as these are failed direct debits)

7. Clerically record the date of the latest receipt displayed on CMSF0020

Application - Child In Scotland

Arrears (CSA) - Manually Add/Correct Balance

Application - Receiving Parent

Application - Paying Parent

Manual Arrears Report (CSA) - Process

CIS - Verify Nino/CRN

Case Closure Overview

Automated Financial Transition Arrears

Manual Handling - Transition Case Data Capture Summary

Resolve Financial Transition Exceptions

Transitioned Arrears - Reconcile

Terminology Changes

Where there is an arrears only case (Legacy) and there is more than one QC, are all details required?

Only one QC needs to be entered for an arrears only case.

How will the Legacy report be received?

The Legacy report will be received daily from the Legacy scheme, rather than through the 2012 scheme.