



Arrears (Paused) - Review

If the paying parent has previously been confirmed to be:

- In hospital
- In residential care
- Residential care exempt
- In prison
- On active duty with the Armed Forces

the case would have been paused, and entered the review cycle. This means that the paying parent's status would need to be checked again at a future date in order to confirm that the original status applied was still valid. This date is called the review date.

This avoids cases being closed and then a new case opened a short while later, where a change to the paying parent's status is temporary.

A service request (SR) will be generated automatically and will be actioned by caseworkers in the segment that has case ownership.

The process will also be triggered when inbound contact from the paying parent or receiving parent advises the paying parent's status has changed. In this case the SR will be raised manually by the caseworker taking the call.

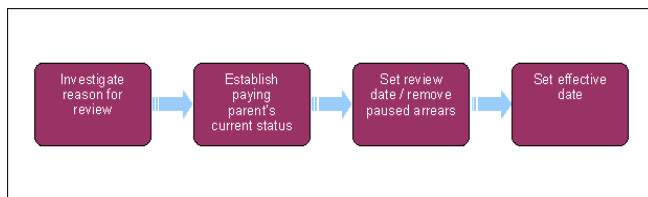
This procedure will guide you through the process to follow when receiving an SR to review the status of a paying parent whose arrears have been previously paused. You will check the current status of the paying parent and decide on the next action.

For more information on arrears refer to the Policy, Law and Decision Making Guidance. 

The paying parent and/or third party organisation must be contacted by telephone or letter to establish and verify the current circumstances (e.g. if arrears were paused due to the paying parent being in prison, have they been released or still a prisoner?).

- If the paying parent status is unchanged a new review date will be set
- If the paying parent status has changed paused arrears action will be removed. The date of change in status will be the effective date

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 [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.

There are two Review service requests (SRs) which generate following an additional contact status being updated previously.

- **Review Paused Arrears** – When status of prison, residential care, hospital and active duty has been applied.
- **Review Paused Case** – When a client was deemed to be non habitually resident.

Review Paused Case

1. Open the SR and update the **source** and **subject** details and set the **Status** to **In Progress**.


The SR automatically generates if the review date has been met or must be manually generated if it is as a result of inbound contact from the paying parent or receiving parent. Create the SR as follows:

- **Process** = CofC
- **Area** = Review case
- **Sub-area** = Review paused arrears


2. The decision around the client being habitually resident was made in the preceding Change to Address work item. The case must therefore be closed. In order to generate the closure work item, complete the following:


- Update the **Sub status** to **Evidence Received**.
 - Update the **Sub status** to **Verified/Applied**.
 - Update the **Sub status** to **Case Closure** and update the **Review Resolution** field to **Review Completed (Case Closure)**.
3. Ensure the effective date of the review is the same as the date the case should be closed from and update the **Resolution code** to **COC Accepted**.
 4. A **Case Closure** SR will generate automatically with the reason for closure pre-populated. Refer to [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) to complete the closure.

Review Paused Arrears

5.  Attempt to contact the paying parent, explain why we are calling ie reviewing the case and ask the paying parent about their current circumstances. Are they still, for example, in residential care (in hospital etc) and if not what are their current circumstances?

If the paying parent is still on active service with the Armed Forces they would not normally be contactable. The Ministry of Defence (MOD) would normally advise us when the paying parent ended active duty, therefore arrange to contact the paying parent at the review date to establish their active duty status. If contact has been made with the paying parent and they state they are on active duty, contact the MOD to verify.

 If the paying parent is in prison in England, Wales or Northern Ireland (NI Prison Service) complete form CSF314 and forward to the National Offenders Management Service (NOMS). If the paying parent is in a Scottish Prison (SPS) an email must be sent to the service level agreement team (SLA) at sla.team@csa.gsi.gov.uk. For more information refer to [Prison](#).

If the paying parent is in residential care, residential care exempt or in hospital, contact them personally to confirm. However, it is permissible to contact the receiving parent, and make use of trace tools available, for example Customer Information System (CIS) or Credit Reference Agency (CRA).
6.  Send CMSL9519 if you are unable to make telephone contact to the paying parent's address, or to a third party organisation if for example, the paying parent's status is in prison, to establish if they are still there.
7. Consider use of other available sources to establish and verify the paying parent's status e.g. CIS or CRA if necessary.
8. Note any date given where the paying parent's status remains unchanged but an end date is advised or established (e.g. release date from prison or leaving date from hospital) use in setting a new review date.
9. Choose an appropriate new review date and input as below where the paying parent's status cannot be confirmed at this time.
10. Select **NRP Status Still Applies** from the drop down in SR **Sub Status** and go to **step 12** if the paying parent's circumstances are unchanged.
11. Select **NRP Status Not Applicable** from the drop down in SR **Sub Status** and go to **step 14** if the paying parent's circumstances have changed.

Set New Review Date

12. Set a new review date, where the paying parent's original status still applies, for the appropriate number of months following the review. You can set any review date necessary, provided it does not exceed 12 months. Where evidence has been received that gives an indication of when the paying parent's status will change (e.g. paying parent leaves hospital or prison) use this to set an appropriate review date to reflect this, otherwise use judgement based on evidence and history of the case.
13. Record the new review date on the SR as follows:
 - Set the **Review Resolution** as **Review Extended** and enter the next review date in the date field
 - Set the **Resolution Code** as **CofC Accepted**
 - A new review record will be created against the contact in **Case Review Details** tab below **Contact Type**

Remove Paused Arrears

14. Remove paused arrears status where the paying parent's circumstances have changed and it is no longer valid by setting the **Sub Status** to either:
 - **Change to Address**, or
 - **Change to Contact Status**
15. Accept the **Review Paused Arrears** SR by setting the **Review Resolution** as:
 - **Review Resolution = Review Closed/Completed**
 - **Resolution Code = CofC Accepted**

The system removes the **Paused Arrears Status** on the case and creates a **Perform Calculation** SR for the paying parent.
16. Create a **Change Of Address** SR for the paying parent where **Change To Address** is selected. This is created within the original SR received. Record the effective date of the review as the date of change of the paying parent's status. (The Review Pending Arrears SR can not be closed until the Change Of Address SR is closed.)
17. If change in contact status is required record the effective date of review as the date status changed.

18. The system then removes paused arrears status as well as additional contact status and a maintenance liability SR is created.

- The **Additional Contact Status** of the paying parent is set to **Null**
- The **Master Case Additional Case Status** is set to **Null**
- A **Perform Calculation** SR is created for the paying parent. This is an SR created within the original SR received.

19. Complete the **Review Paused Arrears** SR by updating the **Status** to **Closed** and the **Sub status** to **Completed**.

For further information on letters to clients refer to [Letters \(Outbound\) - Send to client](#)

[CMSL 9519 We need some information from you](#)

When the review date is met for a paying parent who was in prison, on active duty or in residential care, letter to the paying parent so the paying parent can verify

Under the sub-heading 'We need some information from you' select one of the following options:

- If the paying parent is in residential care, use the paragraph TM_02423_E 'NRP in Residential Care'
- If the paying parent the NRP is in prison, use the paragraph TM_02424_E 'NRP in Prison'
- If the paying parent is on active duty, use the paragraph TM_02425_E 'NRP on Active Duty'
- If the paying parent is in hospital, use the paragraph TM_02426_E 'NRP in hospital'

All other fields in this letter are system generated. Review the letter before sending.

[CSF314 Request for information from Prisoner location service](#)

This is a 2003 Scheme form to be issued to the Prisoner Location Service, if in Northern Ireland issue CMF314(NI)

[Calculation - Post Initial](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Prison](#)

[Terminology Changes](#)