



## Arrears - Write Off

When a paying parent owes arrears the Child Maintenance Group (CMG) takes action to recover them. Under some circumstances a decision is made to write off some or all of the arrears balance.

This procedure outlines the reasons the CMG makes a decision to write off arrears and the system process. A Welfare of the Child Decision and the reasons how and why the decision has been reached must be recorded and the Write Off decision authorised by the appropriate grade.

Once a decision has been reached by the case owning team or centrally by a Suspend, Write off and Part Payment referral team suspend the agreed amount is first suspended and then write off action is completed.

Where it is established that it would be unfair or otherwise inappropriate to enforce the debt, caseworkers may consider writing off the arrears owed by the paying parent to the receiving parent in the following scenarios:

- Paying parent death before 25th January 2010, or there is no further action which can be taken with regard to the recovery of arrears from the paying parent estate
- Receiving parent, or child in Scotland (CiS) is deceased
- Receiving parent or CiS has requested that they no longer require the arrears to be collected
- The paying parent has been informed by the Secretary of State (SoS) that no further action is to be taken to recover the arrears for a specific period (PWC arrears only)
- The receiving parent or CiS accepts part payment in full and final satisfaction of arrears owed to them
- The arrears related to liability for CM for any period in respect of an IMA between 5 April 1993 and 19 April 1995.



Where write off of CMS On Going Maintenance (OGM) has been completed because the receiving parent no longer require the arrears to be collected, write off of associated collection charges can only be completed where the total balance does not exceed £65.00

The following non-child maintenance debt can also be written off where required for debt accrued prior to 01/04/2013:

- Court Costs
- DNA Fees
- Admin Error Overpayment Recovery and Overpayment of Maintenance Recovery (Receiving Parent Debt)

For all instances of write off relating to non-child maintenance debt prior to 01/04/2013, caseworkers must contact Policy colleagues in order to assure the decision to write off.

For more information about arrears write off refer to the Policy, Law and Decision Making Guidance 

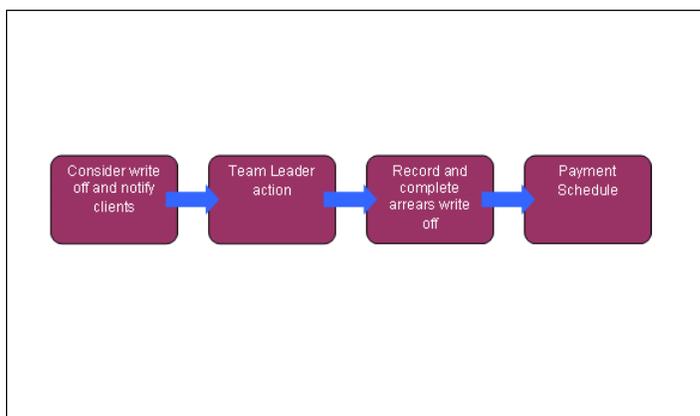
For SoS only arrears (only where the total balance does not exceed £65.00) no representation letter is issued. Once representations have been considered, a service request is issued to the team leader to authorise the arrears write off before completing the system action.

Representation letters are issued to the paying parent and receiving parent giving them an opportunity to respond to the write off action proposed.

A bulk update of all manual write off details previously entered in the off system tracker will have been completed.

For information regarding Interim Maintenance Assessment (IMA) arrears, refer to the relevant CSA 1993 procedures.

When speaking to clients always use the new terminology - For more information refer to the [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.

## Consider write off and notify clients

In certain scenarios e.g. client death, changes from calculation and collect to direct pay; the arrears have already been suspended.

This procedure must only be used where a request is received to write off arrears on cases with a Collect and Pay service type or Direct Pay cases where all of the arrears are CSA transitioned debt. CSA arrears which are owed to the SoS and are over £65.00 are not written off on the CMS system, in which case an off-line tracker is used, refer to step 13 for more information. For CMS Direct Pay cases the **Direct Pay - Overpayment/Underpayment** procedure should be followed. For details of paying parent request refer to the section titled **Arrears write off - paying parent**.

1. Following receipt of a request for arrears write off complete all outstanding case action e.g. change of circumstances, check the arrears figure is accurate and who the balance is due to e.g. receiving parent, SoS, CMG.
2. A proposal to write off arrears may come from a receiving parent, paying parent or their representative. This may be by telephone or letter.
3.  Contact the other party to discuss the proposal. The reasons for arrears write off include:
  - Reconciliation
  - Client death

## Case Owning Team Discussion or Referral to Centralised Suspend, Write off and Part Payment teams

4. If it is considered that the write off of arrears may be appropriate, discuss the case with the team leader.

 SoS debt can only be written off where the total balance does not exceed £65.00. Consideration of amounts greater than £65.00 must be referred to centralised Suspend, Write Off and Part Payment teams. This is not to be confused with writing off collection fees, see **step 36** for more information on writing off collection fees.

Record a decision in **Case Notes** stating why arrears write off is to be considered. A **Welfare of the Child Decision** must be recorded in **Case Notes** and the referral authorised by the Team Leader (TL). The TL will then record the authorisation in **Case Notes**. Colleagues on the 1993/2003 Rules Reassessment teams should record their decision, including welfare of child consideration, in the contact level notes. Team Leaders for this team will also need to put their authorisation in contact level notes.

 If a referral is made to a centralised Suspend, Write Off and Part Payment team and the referral is to write off charges the note should go into the paying parent contact **Notes** as there is no access to the case notes on a closed case

 If a referral is made to a centralised Suspend, Write Off and Part Payment team to write off residual arrears a request needs to be submitted to the Rules Reassessment Team to provide details so that the start date can be included, that is the start date of the date to be written off in the referral to the Write Off team. Please e-mail them at this address **CM 2012 scheme 1993-2003 Reassessment Team** and provide the following information: NRP name and SCIN, name of PWC, CSA case number found under **Legacy Case ID** and legacy system, both within **More Info** at case level.

Set the flag for **Manual Allocation** on the paying parent's account if there are ongoing payments. For guidance refer to **Manual Allocation Flag - Set up**. Set the **lock assignment** flag, for more information refer to **BOM - Segments Summary**.

Record the amount for suspension in the **Manual Allocation Comments** field and record the review date. Record in **Notes** that the manual allocation flag has been set as a result of the considering the arrears write off. For centralised referrals send an email to the **Suspend, Write off and Part Payment referral team** to take the required action, suspend and write off the arrears. Ensure to advise of where the notes are held.

5. (For England, Wales and Scotland referrals, refer to one of the following).
  - South West and Midlands Area = There is no SPOC Team. To be completed by all case workers
  - Eastern Area = CM 2012 Scheme Eastern Write Off and Part Payment Referrals New case
  - Northern and North West Area = CM 2012 Scheme Northern Write Off and Part Payment Referrals
  - Northern Falkirk New Case = CM 2012 Scheme Northern New Case Write Off Referrals
  - South Eastern Area = There is no SPOC Team. To be completed by all case workers
  - For NI referrals: CMS Belfast 2012 Scheme NI Write Off and Part Payment Referrals

For enforcement clients:

- Scotland Enforcement (covering Scotland and North East enforcement clients) = CM 2012 Scheme Northern ENF Write Off and Part Payment Referrals
- South West Enforcement (covering South West and Midlands enforcement clients) = CM 2012 Scheme South West ENF Write Off and Part Payment Referrals

- North West Enforcement (covering North West, South East and Eastern enforcement clients) = CM 2012 NW ENF Write Off and Part Payment Referrals

The email should contain:

- Subject heading - OFFICIAL - Write off arrears action
- Case number
- Paying parent SCIN
- Paying parent name
- Details of arrears for write off - arrears type, amount and period of debt
- Reason for arrears write off
- Location of notes
- Your name and telephone number
- Your Team Leader's name and telephone number

The remaining steps in this process are completed by the Suspend, Write Off and Part Payment referral team caseworker. End to end responsibility for the case remains with the owning segment.

## Case Owner Decision or Suspend, Write Off and Part Payment Referral Team Decision

### Arrears write off - paying parent request

6. Check case details and if applicable check referral details too, and decide whether write off is appropriate, refer to the Policy, Law and Decision Making Guidance to make a decision. 

If rejecting a referral, update the contact **Notes** field as Write off not appropriate and outline the reason for rejection. Email the referring caseworker explaining your decision, and advise them to action the case and collect the arrears as usual, and to consider removing the manual allocation flag.

7. Select the paying parent contact details and create a service request (SR) with the following values:
  - **Process = Arrears**
  - **Area = Arrears management**
  - **Sub area = Write off arrears**
  - **Source = NRP**

Drill down into the SR and set the status to **In Progress** to generate the activity plans.

8. Link the relevant case number to the SR ensuring that the correct case is added as this will effect the debt pulled through.
  -  If a referral is being managed by a centralised Suspend, Write Off and Part Payment team the SR must stay with the Referral Team, to ensure this happens, the SR status must not be set as Pending Assignment at any time during the process.

9.   If the client is querying the arrears balance on the account, issue CMSL1653 to request evidence of previous write off or settlement setting a **Wait** status of 14 days to allow for a response.

 Check the system including the case notes. If the action is being carried out by the Suspend, Write Off and Part Payment Referral team the off system tracker must also be checked for details of the write off action.

10.  If the paying parent provides evidence that CMS arrears have been written off and this is not recorded on the system, investigate the claim. Refer to the Policy, Law and Decision Making Guidance and complete the action on the system following the relevant steps below. 

If the paying parent does not provide evidence or the evidence is insufficient, issue CMSL1654 to the paying parent to confirm the arrears have not been written off and **close** and **cancel** the SR **status** and **sub-status**.

### Investigate arrears amount

 Where the write off is being requested as part of incorrect effective date where a deduction from earnings order/request (DEO/R) follow the steps in the **procedural exceptions** tab for **Write of action required for incorrect effective dates**

11. Within the Write off arrears SR select **Display written off arrears**, set the **Proposed PWC/SoS Write Off Amount** and update the **reason code** from the dropdown menu, choose the most appropriate reason.

Update the **Notes** field with any other relevant details.

12. Capture the details in the **Write Off Information** section including:
  - Type of Write Off - CMG/PWC/SoS
  - Requestor for Write Off - PWC/PWC Estate/NRP/NRP Estate/SoS (GB)/Department (NI)/CMG

Complete the Arrears Criteria section including:

- Write off level (when Write off level is SoS update level to casegroup)
- Write off all arrears?
- Liability Category (when level is casegroup dropdown options are CMG/SoS)

Check the case details and confirm write off is appropriate. Refer to the Policy, Law and Decision Making Guidance. 

13. Where the request is initiated by the receiving parent, confirm the arrears balance is accurate. Update the **Status** column in the following activities:

- **Send Outbound Letter Write Off Declaration Form to PWC - Cancelled**
- **Await Declaration Form from PWC. Update Due Date - Not Required**
- **Inbound Letter - Receipt of Signed Declaration from PWC - Not Required**
- **Receipt of Signed Declaration** - Update **Declaration Received Date, Proposal Accepted Date, Proposal Accepted by CMG/Consentor** fields - **Not Required** (with data field **Declaration Received Date** left as blank)

## Suspend liabilities

 All arrears for write off must be suspended including transitioned arrears and arrears that have any element of CSA. In certain scenarios, e.g. client death, the arrears may have already been suspended, on creating the SR the system displays previously suspended arrears. Follow the next steps to suspend the requested amounts or all arrears.

14. Confirm what scheme the arrears for suspension are from. Consider the following:

- CSA debt owed to SoS that exceeds £65.00 has to be suspended and recorded on the off system tracker through referral to centralised Suspend, Write Off and Part Payment Teams. Write off is NOT completed on the system (For information on how to identify due types for recording, refer to [Arrears - Suspend, Write off Tracker](#))
- Arrears that are CMS only - follow the system process including completing suspension and write off on the system

Suspend all arrears for write off, this may be the full value of arrears or part of the outstanding arrears by selecting each line item.

 Where CMS OGM is suspended, the corresponding Collection Fees for that liability are automatically suspended by the CMS system.

15. Create a **Suspend liability** child SR as follows:

- **Process = Payments**
- **Area = Manage liabilities**
- **Sub Area = Suspend liabilities**

For more information on completing this SR refer to **Step 11** onwards in [Suspend/Unsuspend Liabilities](#)

16. Once the **Suspend Liabilities** SR has been completed, return to the Write off Arrears SR, input the write off level and complete the case number, pay to account and write off all arrears field (completion of the date range field is optional). Select **Write off all arrears** as **No** if writing off selected liabilities. Select the category, case number, pay to account and write off arrears field and enter the date range in the **Start** and **End date** fields to retrieve liabilities for a specific date range.

17. Select **Get suspended liabilities** button to trigger the interface with BaNCS.

18. When **Write off all arrears** is **Yes**, a popup applet displays the suspended/partially suspended liabilities. The system automatically selects the liabilities and the update to Siebel check box is disabled for all the line items. Select **Ok** to copy all the fields on the selected line items in the Write off applet.

19. When **Write off all arrears** is **No**, a popup applet displays the liabilities. Select each line item for write off, select the **Update to Siebel** checkbox and click **Ok** to copy all the fields on the line items in the Write off applet. Input the values in the **Write off amount** field for each line item.

 An error message is displayed when the write off amount is greater than the amount available for write off and prompts users to correct the amounts to less than or equal to each line item.

20. If a decision is made to write off the arrears discuss the case with the team leader. Team leaders must ensure a Welfare of the Child Decision and the reasons why and how the decision has been reached are documented accurately within the SR notes section.

21. Clerically issue representation letters CMSL1651 to the paying parent and CMSL1652 to the receiving parent, giving the clients 30 days to respond, and cancel the activities:

- **Send Outbound Letter to PWC Requesting Write Off Representations**
- **Send Outbound Letter to NRP Requesting Write Off Representations**

 Representations are not issued to either client where liabilities owed to SofS are to be written off. Representations are issued to clients only when Receiving Parent arrears write off has been requested.

Update **Notes** to state that the letters have been issued. Update the SR **Sub Status** to **Waiting for Representations**. Update the representations activity and enter the date for return. This sets a wait period of 32 days from the date of issue, to allow time for a response.

 As no representations are issued where the liabilities to be written off are owed to SofS, there is no requirement to set a wait period. If the liabilities for write-off are owed only to SofS, go to **Step 22**.

22. Once the wait period has expired, record the response in the SR notes field using one of the following:

- representations raised
- no response received
- no representations raised

Consider representations raised, determine if arrears write off is still appropriate, if not appropriate go to **step 28**.

 For more information on consideration of representations refer to the Policy, Law and Decision Making Guidance. 

23. If no representations are raised (or no response received), navigate to the **Write off arrears** view tab, **If Get Suspended Liabilities** button is enabled, complete this action. The system triggers an interface look up to retrieve the balance with BaNCS and updates the following fields:

- PWC Casegroup Arrears written off
- CMG Arrears Written off
- PWC Case Arrears Written off
- PWC Case Arrears Suspended

 If a row already exists due to previous tab selection the system will not create a duplicate row and will only update the fields with the interface response from BaNCS.

 The **Display Written off arrears** tab remains enabled until after the SR is approved by the TL. It can be selected multiple times by caseworkers to refresh written off arrears field values at any time before the TL approval process.

 For information on Write off part payment refer to **Arrears - part payment**.

24. Set the **Status** of the SR as **Pending Approval**, **Sub Status** as **Pending Approval TL**. Work allocation automatically sends a work item to the team leader for approval.

 Team leaders must consider all the write off detail and refer to the Policy, Law and Decision Making Guidance when making a decision. 

### Team leader action

25. Once the deadline for return of representations has passed, a decision is made to write off an arrears amount. Depending on the amount for write off and using the table below, the team leader requests further authorisation. This is an offline task. Record the approval process in the SR and record the level in the notes field:

- £0.00 to £4,999.99 to be authorised at EO level
- £5,000.00 to £19,999.99 to be authorised at HEO level
- £20,000.00 to £29,999.99 to be authorised at SEO level
- £30,000.00 to £49,999.99 to be authorised by Line of Business Director
- £50,000.00 and above to be authorised by Operations Director

26. When making a decision consider the following:

- View all case and case group details including previous write off requests
- Current arrears balance
- Any suspended arrears
- Welfare of Child decision recorded in SR notes

 Team leaders and authorising managers must record their decision in the case notes against the paying parent Contact and set the work item status as approval accepted. When authorising a decision, team leaders and authorising managers review the decision alongside the Policy, Law and Decision Making Guidance. 

 If the authorising manager does not have access to the system, the team leader authorises the decision on their behalf completing the relevant reason code and/or notes fields.

27. Record the decision to approve or reject the referral in the work item, add notes and set the status to reflect your decision. Update the reason field as: Work allocation returns rejected work items to the caseworker.

28. Once the work item status is updated it is automatically returned to the caseworker to progress. Take the relevant action depending on the outcome:

- Write off not authorised - go to **step 29**
- Write off approved - go to **step 32**

### Write off arrears rejected

29. If the approval work item is returned as rejected, update the SR to record the decision. From the dropdown menu select **TL rejects write off**  
Complete any corrective action and re-submit to the Team leader if appropriate.
30.  Send CMSL1655 to the receiving parent and CMSL1657 to the paying parent to advise them that write off has been considered not appropriate. Complete the SR sub status with the appropriate value, these are self explanatory and include:
- PWC rejects
  - NRP rejects
  - Proposal withdrawn
  - CMG rejects
31. Create and action the following SR (For more information refer to [Suspend/Unsuspend liabilities](#)):
- **Process = Payments**
  - **Area = Manage liabilities**
  - **Sub area = Unsuspend liabilities**

Set the SR **status** as **Closed** and **sub status** as **Cancelled**.

### Arrears approved - complete and record all write off action

 The submit for write off button should not be selected in cases where there are any SoS residual arrears over £65.00. A note should be placed within the SR and at case level notes stating why the write off service request has been cancelled. Details of the write off request must be logged on the tracker tool by a suspend, Write Off and Part Payment team.

The SR should then be closed cancelled and the details of the write off request entered onto the tracker tool.

32. Select the **Submit for Write off** button from within the **Write off Arrears SR** to trigger the interface lookup and submit the liabilities for write off to BaNCS. On successful lookup, the system automatically updates the relevant fields including:
- Liability amount written off in BaNCS
  - Arrears
33.  Send CMSL1656 to the receiving parent and CMSL1659 to the paying parent (select the relevant dropdown) to notify them that the arrears write off was successful.
34.  Call the paying parent and receiving parent and explain the action you've taken. Manage the clients expectations on what happens next.
35. Advise the owning caseworker to consider removing the **allocation flag** (the flag may still need to be in place if there are other reasons why it has been set). **Close** and **complete** the Arrears Write off SR.
36. Where collection fees were suspended by the system alongside OGM liabilities, a separate **Write off Arrears** SR must be used to complete write off of those fees.
-  HM Treasury have given CMG permission to write off collection fees associated to arrears that have been suspended pending write off, only where the total balance does not exceed £65.00. Where the total balance exceeds £65.00, write off action must not be completed on any of the collection fee liabilities. Those fees totalling more than £65.00 must be left suspended as the system does not provide functionality to unsuspend them once the associated OGM has been written off.
37. To complete write off of the collection fees, **steps 6-11, 14-17, 22-26** and **30-33** should be followed.

At **step 10**, setting the **Type of Write off** and **Liability Category** as **CMG will allow for suspended Collection fees to be written off**.

 No notifications should be issued to the receiving parent when completing write off of collection fees.

### 38. Payment schedule - ongoing payments (owning caseworker actions)

39. Where ongoing maintenance is still in place, set up, and issue a new payment schedule to collect the ongoing maintenance and/or arrears. To set up the schedule create the following SR:
- **Process = Arrears**
  - **Area = Arrears Management**
  - **Sub Area = Action Missed Payment**
40. Record any remaining arrears in the **Negotiated Payment Amount** field in the **Arrears Negotiation** applet. For more information on setting up arrears agreements refer to [Arrears Negotiation and Missed Payments](#).

### Northern Ireland Exceptions

In Northern Ireland, Secretary of State and SoS should read The Department.

### Write off action required for incorrect effective dates

When completing write off for cases where a casegroup with an effective date prior to 30/06/2014, where a deduction from earnings order/request (DEO/R) complete the steps below. The steps below reference the standard steps in the Details tab where required.

1. Complete **step 10-12** as stated within the **details** tab.
2. Complete **step 11**, setting the **reason** code as **NRP Advise Debt Unrecoverable** then complete **step 12**.
3. Check the case **Notes** and confirm that write off is appropriate due to incorrect effective dates.
4. Complete **steps 14-20** as stated with the **details** tab.
5. No correspondence is to be issued when writing off these arrears. Ensure that letters CMSL1651 and CMSL1652 aren't issued. As these letters aren't being issued, representations are not necessary.
6. Complete **steps 23** and **24** and send to your team leader (TL) for authorisation.
7. Complete **steps 25 - 28** to authorise the arrears write off for incorrect effective date.
8. Complete **step 29**, again there is no need to issue the CMSL1656 and CMSL1659.
9. Update the following activities in the activity plan with the following:
  - **Activities 1-4 = Not Required**
  - **Activities 6-8 = Update as appropriate**
  - **Activities 9-22 = Not Required**
  - **Activities 23-25 = Update as appropriate**
  - **Activities 26-27 = Not Required**
  - **Activities 28-30 = Update as appropriate**
  - **Activity 31 = Not Required** (the schedule will be issued as part of the DEO/DER service request (SR))
10. Advise the referring single point of contact (SPOC) that action is complete and to consider lifting the manual allocation flag.

### CMSL1651 Paying parent request representations

Ask paying parent for write off representations.

Enter all relevant debt period from and to dates in the freetext fields.

If a receiving parent has died and you feel it is relevant to contact the paying parent due to the proximity of the death, choose paragraph 'If caseworker feels it is relevant due to proximity of PWC death'.

Under the sub heading 'What you need to do now' if the receiving parent is involved with the write off, add letter code TM\_30617\_E.

### CMSL1652 Receiving parent request representations

Ask receiving parent for write off representations.

**Letter reason code 024 = PWC requests/agrees**

Under the sub heading 'Important Information' enter all relevant debt period from and to dates in the freetext field.

**Letter reason code 024 = NRP advise debt unrecoverable**

Under the sub heading 'Important information' complete the following:

- Enter all relevant debt period from and to dates in the freetext field
- If we have previously advised the receiving parent that arrears are suspended, choose paragraph 'If we have previously advised PWC that arrears suspended' and enter the reason in the freetext field

**Letter reason code is 024 = NRP death**

Under the sub heading 'Important information about child maintenance arrears that you are owed' choose one the following:

- If caseworker feels it is relevant to inform the receiving parent of the intention to write off the arrears choose paragraph 'If caseworker feels it is relevant' and enter all relevant debt period from and to dates
- If the death of the paying parent was before 25 January 2010, choose paragraph 'If death before 25 January 2010'
- If we have done all we can, choose paragraph 'If we have done all we can'

**Letter reason code 024 = PWC death**

Under the sub heading 'Important information about child maintenance arrears that you are owed' enter all relevant debt period from and to dates in the freetext field.

### CMSL1653 Paying parent Request evidence of claim of write off

Ask paying parent for evidence of write off claim.

Under the sub heading "Please give us evidence of your claim" enter all relevant debt period from and to dates in the freetext field.

### CMSL1654 Paying parent confirm evidence received rejected, not received or not received on time

Confirm write off evidence received and rejected or not received in time.

Under the sub heading 'We have not accepted your claim – you still owe child maintenance arrears' enter all relevant debt period from and to dates in the freetext field and choose one of the following:

- If we didn't receive evidence, choose code TM\_30635\_E
- If we didn't receive evidence in time, choose code TM\_30637\_E

### CMSL1655 Receiving parent accept representations

Receiving parent accept representations

Under the sub heading 'We have stopped the process of writing off arrears' complete the following:

- Enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field
- Enter the reason/s and who gave it/them to us in the 'The reasons we were given were' freetext field
- Enter reason/s why we have accepted it/them in the 'We accepted them because' freetext field

### CMSL1656 We have written off child maintenance arrears

Receiving parent write off complete

Under the sub heading 'We have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If no representations have been received and the paying parent is living, choose code TM\_30678\_E
- If no representations have been received and the paying parent is deceased, choose code TM\_30679\_E
- If rejecting representations and the paying parent is living, choose code TM\_30680\_E
- If rejecting representations and the paying parent is deceased, choose code TM\_30681\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

If rejecting representations choose code TM\_30683\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

Under the sub heading 'What this means for you' choose one of the following:

- If the paying parent is deceased, choose paragraph 'If paying parent is deceased'
- If the paying parent is not deceased, choose paragraph 'If paying parent is not deceased'

#### CMSL1657 Paying parent accept representations

Paying parent accept representations

Under the sub heading 'We have stopped the process of writing off arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If the receiving parent is living, choose paragraph 'If receiving parent is living'
- If the receiving parent is deceased, choose paragraph 'If receiving parent is deceased'

Enter reason/s for stopping the process and who gave it/them to us in the 'The reasons we were given were' freetext field and enter the reason/s why we have accepted it/them in the 'We accepted them because' field.

#### CMSL1659 We have written off child maintenance arrears

Paying parent write off complete

Under the sub heading 'We have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If representations have not been received, the debt is receiving parent and the receiving parent is living, choose code TM\_30667\_E
- If representations have not been received, the debt is receiving parent and the receiving parent is deceased, choose code TM\_30668\_E
- If representations have not been received and the debt is SoS, choose code TM\_30669\_E
- If representations have been rejected, the debt is receiving parent and the receiving parent is living, choose code TM\_30670\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.
- If representations have been rejected, the debt is receiving parent and the receiving parent is deceased, choose code TM\_30672\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.
- If representations have been rejected and the debt is SoS, choose code TM\_30674\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

#### Related Items

[Arrears \(CSA\) Scheme - Add/Correct Balance](#)  
[Arrears Negotiation and Missed Payments](#)  
[Arrears Recovery - Paying Parent Estate](#)  
[Arrears Recovery - Receiving Parent Estate](#)  
[Arrears - Reversal Of Write Off](#)  
[Arrears - Suspend, Write Off Tracker](#)  
[Change - Address Details](#)  
[Manual Allocation Flag - Set Up](#)  
[Outbound Contact - Suppress](#)  
[Payment - Manually Allocate](#)  
[Sequestration Scotland](#)  
[Suspend/Unsuspend Liabilities](#)  
[Terminology Changes](#)

#### Northern Ireland Exceptions

In Northern Ireland, Secretary of State and SoS should read The Department.

#### Write off action required for incorrect effective dates

When completing write off for cases where a casegroup with an effective date prior to 30/06/2014, where a deduction from earnings order/request (DEO/R) complete the steps below. The steps below reference the standard steps in the Details tab where required.

1. Complete **step 10-12** as stated within the **details** tab.
2. Complete **step 11**, setting the **reason** code as **NRP Advise Debt Unrecoverable** then complete **step 12**.
3. Check the case **Notes** and confirm that write off is appropriate due to incorrect effective dates.
4. Complete **steps 14-20** as stated with the **details** tab.
5. No correspondence is to be issued when writing off these arrears. Ensure that letters CMSL1651 and CMSL1652 aren't issued. As these letters aren't being issued, representations are not necessary.

6. Complete **steps 23** and **24** and send to your team leader (TL) for authorisation.
7. Complete **steps 25 - 28** to authorise the arrears write off for incorrect effective date.
8. Complete **step 29**, again there is no need to issue the CMSL1656 and CMSL1659.
9. Update the following activities in the activity plan with the following:
  - **Activities 1-4 = Not Required**
  - **Activities 6-8 = Update as appropriate**
  - **Activities 9-22 = Not Required**
  - **Activities 23-25 = Update as appropriate**
  - **Activities 26-27 = Not Required**
  - **Activities 28-30 = Update as appropriate**
  - **Activity 31 = Not Required** (the schedule will be issued as part of the DEO/DER service request (SR))
10. Advise the referring single point of contact (SPOC) that action is complete and to consider lifting the manual allocation flag.

#### CMSL1651 Paying parent request representations

Ask paying parent for write off representations.

Enter all relevant debt period from and to dates in the freetext fields.

If a receiving parent has died and you feel it is relevant to contact the paying parent due to the proximity of the death, choose paragraph 'If caseworker feels it is relevant due to proximity of PWC death'.

Under the sub heading 'What you need to do now' if the receiving parent is involved with the write off, add letter code TM\_30617\_E.

#### CMSL1652 Receiving parent request representations

Ask receiving parent for write off representations.

##### **Letter reason code 024 = PWC requests/agrees**

Under the sub heading 'Important Information' enter all relevant debt period from and to dates in the freetext field.

##### **Letter reason code 024 = NRP advise debt unrecoverable**

Under the sub heading 'Important information' complete the following:

- Enter all relevant debt period from and to dates in the freetext field
- If we have previously advised the receiving parent that arrears are suspended, choose paragraph 'If we have previously advised PWC that arrears suspended' and enter the reason in the freetext field

##### **Letter reason code is 024 = NRP death**

Under the sub heading 'Important information about child maintenance arrears that you are owed' choose one the following:

- If caseworker feels it is relevant to inform the receiving parent of the intention to write off the arrears choose paragraph 'If caseworker feels it is relevant' and enter all relevant debt period from and to dates
- If the death of the paying parent was before 25 January 2010, choose paragraph 'If death before 25 January 2010'
- If we have done all we can, choose paragraph 'If we have done all we can'

##### **Letter reason code 024 = PWC death**

Under the sub heading 'Important information about child maintenance arrears that you are owed' enter all relevant debt period from and to dates in the freetext field.

#### CMSL1653 Paying parent Request evidence of claim of write off

Ask paying parent for evidence of write off claim.

Under the sub heading "Please give us evidence of your claim" enter all relevant debt period from and to dates in the freetext field.

#### CMSL1654 Paying parent confirm evidence received rejected, not received or not received on time

Confirm write off evidence received and rejected or not received in time.

Under the sub heading 'We have not accepted your claim – you still owe child maintenance arrears' enter all relevant debt period from and to dates in the freetext field and choose one of the following:

- If we didn't receive evidence, choose code TM\_30635\_E
- If we didn't receive evidence in time, choose code TM\_30637\_E

**CMSL1655 Receiving parent accept representations**

Receiving parent accept representations

Under the sub heading 'We have stopped the process of writing off arrears' complete the following:

- Enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field
- Enter the reason/s and who gave it/them to us in the 'The reasons we were given were' freetext field
- Enter reason/s why we have accepted it/them in the 'We accepted them because' freetext field

**CMSL1656 We have written off child maintenance arrears**

Receiving parent write off complete

Under the sub heading 'We have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If no representations have been received and the paying parent is living, choose code TM\_30678\_E
- If no representations have been received and the paying parent is deceased, choose code TM\_30679\_E
- If rejecting representations and the paying parent is living, choose code TM\_30680\_E
- If rejecting representations and the paying parent is deceased, choose code TM\_30681\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

If rejecting representations choose code TM\_30683\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

Under the sub heading 'What this means for you' choose one of the following:

- If the paying parent is deceased, choose paragraph 'If paying parent is deceased'
- If the paying parent is not deceased, choose paragraph 'If paying parent is not deceased'

**CMSL1657 Paying parent accept representations**

Paying parent accept representations

Under the sub heading 'We have stopped the process of writing off arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If the receiving parent is living, choose paragraph 'If receiving parent is living'
- If the receiving parent is deceased, choose paragraph 'If receiving parent is deceased'

Enter reason/s for stopping the process and who gave it/them to us in the 'The reasons we were given were' freetext field and enter the reason/s why we have accepted it/them in the 'We accepted them because' field.

**CMSL1659 We have written off child maintenance arrears**

Paying parent write off complete

Under the sub heading 'We have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If representations have not been received, the debt is receiving parent and the receiving parent is living, choose code TM\_30667\_E
- If representations have not been received, the debt is receiving parent and the receiving parent is deceased, choose code TM\_30668\_E
- If representations have not been received and the debt is SoS, choose code TM\_30669\_E
- If representations have been rejected, the debt is receiving parent and the receiving parent is living, choose code TM\_30670\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.
- If representations have been rejected, the debt is receiving parent and the receiving parent is deceased, choose code TM\_30672\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.
- If representations have been rejected and the debt is SoS, choose code TM\_30674\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field.

**Related Items**

[Arrears \(CSA\) Scheme - Add/Correct Balance](#)

[Arrears Negotiation and Missed Payments](#)

[Arrears Recovery - Paying Parent Estate](#)

[Arrears Recovery - Receiving Parent Estate](#)

[Arrears - Reversal Of Write Off](#)

[Arrears - Suspend, Write Off Tracker](#)

[Change - Address Details](#)

[Manual Allocation Flag – Set Up](#)

[Outbound Contact – Suppress](#)

[Payment - Manually Allocate](#)

[Sequestration Scotland](#)

[Suspend/Unsuspend Liabilities](#)

[Terminology Changes](#)

[When can SoS arrears be written off?](#)

SoS debt can only be written off where all of the following conditions are met.

- The Paying Parent has no ongoing liability
- The only debt left outstanding is less than £65 and this is owed solely to the Secretary of State – with no Receiving Parent debt included.
- There is no Method of Payment from in place that would enable collection of the arrears.