



## CSA Case Cleanse - Summary

The purpose of this summary is to provide a high level overview of the update and cleanse case process. This process will be carried out by CSA caseworkers and the CSA systems.

Before case closure can take place, CSA business as usual caseworkers will be responsible for the updating and cleansing of the CSA case arrears by following a data cleanse checklist. These checklist actions will include:

- Actioning any tasks that will impact the arrears position or address of the client.
- Writing off any arrears that can be written off without client contact.
- Writing off arrears if the receiving parent does not want them to be collected.

The CSA systems will issue automatic notifications to the receiving parent and paying parent in the form of a closure notice and closure confirmation. The closure confirmations will reflect whether the CSA case has ongoing maintenance only, has a combination of ongoing maintenance and arrears, or if it is arrears only. If the receiving parent/paying parent challenge the arrears balance before the CSA case closure date, this will be dealt with by the CSA caseworker.

The closure confirmation notifications will ask the receiving parent whether they want their arrears balance to be written off. If the receiving parent does not respond to this request within 90 days of the liability end date (LTR 2), it will be assumed that the arrears are to be collected. Where the receiving parent declares that arrears are to be written off, the write off will be completed by CSA caseworkers after all update and cleanse actions have been finalised.

Once the arrears balance has been finalised on the CSA systems, the CSA caseworker will remove any manual and/or automatic Inhibition flags, allowing the case closure, and therefore transition, to trigger. The CSA systems will then automatically notify the 2012 system of the arrears amount via an interface. The CSA system will split the status of the arrears as follows:

- Total active arrears owed to the PWC
- Total active arrears owed to the SoS
- Total active arrears owed to the NI SoS
- Total suspended arrears owed to the PWC
- Total suspended arrears owed to the SoS
- Total suspended arrears owed to the NI SoS
- Total deferred arrears owed to the PWC
- Total deferred arrears to the SoS
- Total deferred arrears owed to the NI SoS

For more information refer to the Policy, Law and Decision Making Guidance: 



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.

[Manage Client Arrears Contact \(CSA\) - Summary](#)

[End CSA Liability - Summary](#)

[CSA Case Closure \(Arrears\) - Summary](#)

[CSA Inhibit Case Closure - Summary](#)

[CSA Case Closure Exceptions - Summary](#)

[Legacy Transition Request \(LTR\) - Summary](#)

[Terminology Changes](#)

[Automated Financial Transition Arrears](#)

What happens if the receiving parent does not respond to any enquiries about writing off any debt?

It will be assumed the receiving parent wishes to have the arrears collected and we will continue the financial transition process.