

## CSA Inhibit Case Closure - Summary

The purpose of this summary is to provide a high level overview of the manage inhibit Case Closure process. This process is carried out by CSA caseworkers and CSA team leaders (TLs).

The manual inhibit function is used in exceptional circumstances where the CSA case is not ready for Case Closure e.g. because there are outstanding enforcement or complaints activities which could significantly affect the CSA debt balance. The setting of a manual inhibit indicator will prevent the Case Closure of any CSA arrears from taking place, and prevent the case from closing, so that the CSA activities can be completed. The decision to set and apply the manual inhibit indicator will be made by TLs and above.

When a TL or above agrees to set the manual inhibit indicator they do this by launching a CS2 task or via work flow management activity (WFMA) in CSCS. There are seven different manual inhibit reason codes which can be selected, depending on the outstanding actions which need to be completed:

- Enforcement
- Appeals
- Offsetting debt
- Complex
- Complaint
- Judicial review
- Disputes


Once the inhibit reason code has been selected, the specific reason for the inhibition and any associated notes (i.e. recording the type of enforcement action outstanding or the nature of an appeal) can then be entered via a free Text field on CS2, or notepad if it is CSCS.

Multiple manual inhibits can be applied in circumstances where the paying parent has more than one case in their casegroup i.e. the complaint reason code can be set on two separate cases within the casegroup.

Once the outstanding CSA actions have been completed, the CSA caseworker informs the TL, who is responsible for lifting the inhibit indicator. Reports showing cases where an inhibit indicator has been set will be available to TLs and above, so that they will be able to see exactly which cases are inhibited.

Automatic inhibition will be set as a default on all CS2/CSCS cases in the paying parent's casegroup as a failsafe to prevent Case Closure occurring before the cases in the casegroup have been fully updated and cleansed. For more information refer to [CSA Case Cleanse - Summary](#). The auto inhibit remains in place for a pre-configured period of time, or until the caseworker changes the inhibition activity code i.e. because all outstanding actions have been completed. If the case is not ready for Case Closure once the time period has elapsed e.g. due to a change of circumstances, then the manual inhibit function needs to be used to prevent the Case Closure taking place.

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.

Northern Ireland Child Maintenance Service (NICMS) to replace Child Maintenance Group in Northern Ireland

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

[End CSA Liability - Summary](#)

[CSA Case Cleanse - Summary](#)

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

[CSA Case Closure Exceptions - Summary](#)

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

[Maintain CSA Arrears](#)

[Payments – From CSA To CMS](#)

[Terminology Changes](#)

[Case Closure Arrears - Reconcile](#)

[Automated Financial Transition Arrears](#)