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Case Closure Contingency

There are currently problems with the issue of the Legacy Transition Request (LTR) electronic interface files, and they are not being issued to CSA for cases where transition should be triggered.

This contingency procedure will provide guidance on what steps need to be taken to inform CSA that transition has been triggered due to a CMS application, making sure the CSA correctly end the liability and inform case participants of the transition where appropriate.

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.

CMS action required - reactive transition SPOC

CS2 and CSCS cases only

Once the manual handling - legacy lookup process has been completed and you have recorded the paying parent lookup manual handling outcome against the case and it has been identified that a case linked to the CMS application exists on CSA, you need to complete the Manual Legacy Transition Request spreadsheet with the following information:

- CMS Scheme Case Reference Number
- Paying Parent Name
- Paying Parent NINO
- Paying Parent Date of Birth
- Paying Parent CSA Scheme PID / PIN
- CSA Scheme - CS2 or CSCS
- Transition Date (T-Date) this is the date that the outcome of the manual handling was recorded as reactive transition with or without pause

You will then need to access the contingency data tracker spreadsheet which is saved in the following folders:

Note there are separate folders for both GB and NI areas.

GB Folder:

\\dfz72625\Folders\2012 DATA WAREHOUSE CONTINGENCY

NI Folders:

CMS Applications

CMED NI Future Scheme Special Client Records

GB only

Once you have updated the template, name the file as the date of completion and advise your team leader who will check before emailing the file to **CMG Hastings Transition Team** (also copying in the CMS design team) who will arrange for the spreadsheet to be populated with the Legacy case reference numbers.

The CSA scheme caseworkers will take the required action to end the liability where the identified case has ongoing maintenance.

If you have triggered reactive transition with pause (paying parent only) or reactive transition without pause (paying parent partner only), go to the procedure Manual Handling - Transition Case Data Capture Summary to continue with the manual look up process.

CCD cases

Are not in contingency and the LTR process is working.

Related Items

Case Closure Overview

CSA Receiving Parent Application - Manual Set Up

Manual Handling CSA look up Applicant Contingency

Manual Handling CSA look up Applicant Paying Parent Partner Contingency

Manual Handling CSA look up Paying Parent Contingency

Manual Handling - Transition case data capture summary

Case Closure Contingency

Automated Financial Transition Arrears