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Case Closure (Reactive) - Invoke

The purpose of this summary is to provide a high level overview of the invoke reactive Case Closure process. This process is carried out by the system.

Reactive Case Closure of a CSA scheme occurs when a new receiving parent, who is not included in the CSA casegroup, applies to the CMS scheme and the named paying parent has either a CSA case with ongoing maintenance or an arrears only case and that case has not yet been selected for case closure.

The system will calculate the transition date (T-Date) **as 38 days** from the date that the new application is received, to ensure that the ending of the liability on the CSA systems **does not disrupt continuity of liability if the client wishes to make an application to CMS**. If a client then wants to continue to have a case in the statutory scheme they will be required to make an application CMS via the Gateway **and the effective date of application will be set to T-Date + 1 day**.

ⓘ This is known as **Reactive Case Closure**. Where clients on CSA have already been selected for **Proactive Case Closure** (187 days), and are then named in a new CMS application the case / casegroup will then move to the **Accelerated Reactive Case Closure** journey.

Where the named paying parent in a CMS application is also a paying parent's partner in a CSA case and claims benefits as part of a joint benefit household, this will trigger reactive Case Closure of the paying parent's partner case group (cases that are grouped together for a common paying parent). If a paying parent has a CSA case that is closed with no arrears, this will not be reactively transitioned and will remain on the CSA systems.

Three CSA transition requests will be sent to the appropriate CSA system e.g. CSCS, CS2 or the clerical case database (CCD) in order to initiate CSA transition processes:

- Legacy Transition request one – commence transition (LTR1)

- Legacy Transition request two – end liability (LTR2)

- Legacy Transition request three – close case (LTR3)

CSA transition requests will include a unique paying parent identifier so that CSA schemes can identify all cases in the paying parent's case group, and the date from which liability should be ended for all cases with ongoing maintenance.

Clients subject to reactive Case Closure will receive system issued closure confirmation notifications from the CSA case closure team. These notifications will reflect whether the CSA scheme case has ongoing maintenance only, has a combination of ongoing maintenance and arrears, or is arrears only. (This information will be supplied in the transition request two (LTR2)).

The notification sent to the receiving parent will contain a form which they will need to return, to confirm in writing that they do not want their arrears to be collected prior to full Case Closure, these arrears will then be written off on the CSA systems. Any arrears owed to the Secretary of State (SoS) over the value of £65 will not be written off and will be moved to CMS. The paying parent will also be sent a letter to inform them of any transitioned arrears balance, for information purposes.

CMS will store the transition date (T-Date) in order to calculate the effective date of the paying parents' case group. The system will then pass the transition date to data warehouse to mark the case/s as reactively transitioned. This will allow CMS to recognise those cases that have been reactively transitioned, to ensure that Case Closure is not attempted again on the same case/s.

During the Case Closure process, you may be required to use one or more of the following offline tools:

- Effective date calculator (all the following require hyperlinks to be kept in place to CSAscheme tools etc.)

- Phasing calculator

- Relevant week calculator

- Date Calculator

- Account breakdown tool

For further information on calculating bonus payments refer to Policy, Law and Decision Making Guidance: ⚖

There may be instances where you will require further information on CSCS cases. For more information on accessing and interpreting refer to the following link: CSCS Archive Prints.

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.

The write off of non maintenance arrears is not applicable in NICMS, SOS arrears will be written off (subject to Legislation)

CSA Receiving Parent Application - Manual Set Up

CSA Transition Request (LTR) - Summary

Arrears - Manually Receive CSA Balance

Check For Other Party On CSA

Terminology Changes

Automated Financial Transition Arrears

Will the transition date determine the effective date?

Yes, the system will calculate the transition date as the date that the new application is received plus eight days which will become the effective date.

If a paying parent has a case that is closed with no arrears, will this case be reactively transitioned?

No, this case will remain on the 1993 scheme/2003 scheme systems.