



Case Routing - Enforcement

When a case is in enforcement, it is automatically monitored by the CMS system for payments, new information, inbound contact, and expired review dates.

When a decision is required by an enforcement case manager, the case is routed for manual action. The case manager reviews the case history and makes a decision regarding the appropriate course of action to progress the case.

This procedure describes the actions to consider when a case is presented through case routing. This is completed by enforcement case managers and complex case workers within enforcement.

The case routing service request (SR) allows case managers to either generate a new SR to progress the case, or to record the actions they have taken to modify existing SR's within enforcement.


Reasons for this process include:

- Case transferred to enforcement
- Existing enforcement case transferred from a CSA system
- Enforcement powers exhausted or not applicable
- Case returned from third party collection agency
- New information received during enforcement action
- Review duration time elapsed
- Missed payment
- Excess payment
- A liability order has been paid off
- Paying parent change of jurisdiction
- When a charge for payment expires (In Scotland only)
- Segment 5 case that requires micro managing between systems due to ongoing Committal Orders (including suspended orders for commitment or suspension of driving licence), Order for Sale or Sisted cases
- Segment 5 case where the paying parent has taken up the Compliance Opportunity and their CSA arrears are with the Bailiff for collection
- Segment 5 case where the paying parent has not taken up the Compliance Opportunity and their CSA arrears are with the Bailiff for collection.

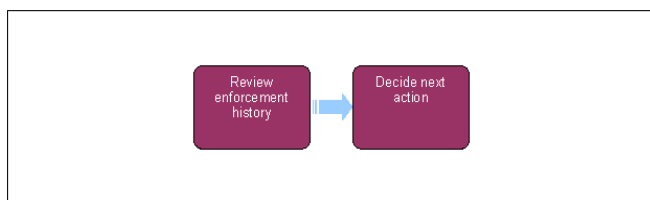
The case manager will be responsible for agreeing a payment schedule with the paying parent. Where this is not possible they will consider the history of the case and paying parent assets to determine if enforcement action is appropriate or not at that point. If action is not appropriate they will set a future review date or transfer the case to a different area of the business. This will help ensure that only cases with a potentially positive outcome are routed for further enforcement action.

 For Segment 5 cases where the paying parent has taken up the Compliance Opportunity, the case manager will manage the Compliance Opportunity process in addition to the enforcement action.


For further information refer to [Segment 5 - Compliance Opportunity](#) procedures.

 Enforcement Service Requests (SR) and Activity Plans (AP) are supported by an underlying data form, in which the enforcement case manager can record specific details as the action progresses. The complete data form for this process may be found here: [Review and Decide](#)

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



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

Review enforcement history

1. This process is initiated either automatically as a result of case monitoring by the CMS system, as a result of a case being transferred into enforcement, or manually by an enforcement case manager. The **Review case and Decide Next Action** service request (SR) is routed to an enforcement case manager by their team leader. Review the history of the case, giving consideration to the following:


- do any arrears remain on the case
- is enforcement action on going
- is a new arrears schedule appropriate
- is further enforcement action appropriate


At this point, check if any of the following flags have been set on the case:

- Manual allocation flag (Refer to the procedure for [manual allocation flag - Set up](#) for guidance on setting and removing this indicator)
- Lock assignment flag (See [Step 4](#) for further details)
- Disable missed payment monitor flag (See [Step 75](#) for further details)

 If setting any of these flags while having ownership of the case group, ensure that they are removed once enforcement action is completed, and prior to returning to maintenance.

For more information refer to Policy, Law and Decision Making 


 Some actions may require an up front payment to the service provider (e.g. Courts). This payment will be made using the government procurement card (GPC), for more information refer to [Admin Account - Add To](#).

 If a case is incorrectly or incompletely referred to enforcement it should be rejected, and the **Ever in Enforcement** flag should not be set

 Enforcement Case Managers **must** also consider whether parallel or concurrent action is appropriate. For more information about parallel and concurrent actions. For more information see [Civil Enforcement Overview](#) and refer to [Enforcement Action - Consider \(E and W\)](#), [Enforcement Action - Consider \(Scotland\)](#) and [Enforcement Action - Consider \(NI\)](#).

2. Update the SR **Status** to **In Progress** and the CMS system will generate an activity plan.

 Update the Ever in enforcement line of the activity to yes in the reason of the activity plan to indicate that the case has had civil enforcement involvement. The CMS System will automatically set this indicator when updating the activity plan. Do not set this indicator in the case of criminal enforcement action.

 Depending on the options selected within this activity plan CMS may generate a child SR and complete the remaining activity plan steps. The system will not automatically close the parent Review case and Decide Next Action SR, this will need to be done manually by updating the SR Status to Closed and the Sub Status to Complete.

Gather Information

3. From within the activity plan select the **Initiate Data Gathering** line, select a **Reason** and update the **Outcome** field to **Initiate**. The system generates a Child SR at this point to allow gathering of information from third parties, credit reference agency (CRA). For more information refer to [Enforcement Action - Consider \(E and W\)](#), [Enforcement Action - Consider \(Scotland\)](#) and [Enforcement Action - Consider \(NI\)](#).

 The decision to apply for any of the enforcement powers is a discretionary decision, this includes making a Welfare of the Child Decision. Before progressing caseworkers should record Welfare of the Child Decision within the **Gather Information SR notes**.


Decide next action


4. Based on investigations of the case, several outcome selections are available:
 - **Initiate Enforcement Action:** After investigating the history of the case enforcement action may be required. For this action proceed to **Step 5**
 - **Pause Enforcement Action:** To be considered if no further enforcement action is currently possible but there is a requirement to retain ownership of the case pending a change of the paying parent's circumstances. For this action proceed to **Step 13**
 - **Resume Enforcement Action:** Consider this course of action following a pause in enforcement action, or following a change in the paying parent's circumstances. For this action proceed to **Step 24**


- **Amend Enforcement Action:** Consider this course of action following a change in the paying parent's circumstances, or when needing to make an amendment to an existing enforcement SR. For this action proceed to **Step 29**
- **Case Surveillance Action:** To be considered if enforcement action is currently not appropriate. For this action proceed to **Step 36**
- **Transfer Case:** Either when enforcement action has been completed, when rejecting the case from enforcement or when a case is transferred to or from an enforcement complex case team, follow this process to transfer the case. For this action proceed to **Step 42**
- **Lock Assignment Flag:** This action may be taken at any point in the enforcement process and prevents a paying parent's case/s being automatically routed to a new team when the paying parent moves between the jurisdictions of England & Wales (E&W), Scotland, and Northern Ireland (NI). For this action proceed to **Step 10**
- **Clear Enforcement Artefacts:** This can occur when a liability order (LO) has been fully paid off and allows the clearing of any artefacts retained against the paying parent's financial records. An artefact is a system record that is created as a result of enforcement action. For this action proceed to **Step 50**
- **Arrears Negotiation and court enforced schedules:** To be considered after an LO has been granted and it is felt that an arrears agreement may avoid further enforcement action, or when there has been a change of the paying parent's circumstances. This process will also allow the marking of the LO as court enforced. For this action proceed to **Step 65**
- **Activate or Deactivate the Disable Missed Payment Monitor:** This action must be taken and parallel action considered when a non/partially compliant RDO case triggers generation of an **Arrears review SR**, or when the Deduction Order Team (DOT) notifies of the level of compliance when the third RDO payment due date has been reached for a newly set up RDO. For this action proceed to **Step 75**. For more information about missed and partial payment triggers refer to **Arrears - Consider Action, Step 5**
- **Cancel Enforcement Action:** consider ending enforcement action if the paying parent has become compliant, has died, or if the case has closed with no arrears outstanding. To take this action there must be at least one enforcement SR In Progress. For this action proceed to **Step 47**

Initiate Arrears Action

5. If initiating enforcement action following information gathering go to **Step 9**. If launching an SR to consider the next appropriate enforcement action then create the case routing SR using the following options:
 - **Process = Enforcement**
 - **Area = Assess Next Action**
 - **Sub Area = Review Case and Decide on Action**
6. Update the SR **Sub Status** to **In Progress** and the CMS system will generate an activity plan.
7. Select **step 1** of the activity plan and update the Outcome field to **Initiate**. The CMS system will automatically generate a **Gather Information** child SR at this point.
8. Update the **Status** of the **gather Information** child SR to **In progress** and an activity plan will be generated. Refer to the procedure for **Enforcement Action - Consider (E&W)** or **Enforcement Action - Consider (Scotland)** for guidance on completing this SR.
9. Once the Gather Information SR has been completed, return to the **Review Case and Decide on Action** SR and select **step 2** of the activity plan. Type the word 'initiate' in the reason field. Then update the reason field with decision to initiate enforcement action and update the outcome field to **Initiate**. Caseworker should record notes within the **Review Case and Decide Action** SR then manually close it to complete the action by updating the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

 Please note that this case routing SR will need to be linked to the enforcement power SR that is launched as the next action. For more information refer to [CMS System Overview](#)

 If the case being considered has been migrated from a CSA system with enforcement on going, the transition team will already have input previous enforcement actions, LO reference numbers etc. and continue with actions. For more information refer to [Enforcement Actions \(CSA\) - Input](#)

 Enforcement Case Managers **must** also consider whether parallel or concurrent action is appropriate. For more information see [Civil Enforcement Overview](#) and refer to [Enforcement Action - Consider \(E and W\)](#), [Enforcement Action - Consider \(Scotland\)](#) and [Enforcement Action - Consider \(NI\)](#)

Lock assignment flag

10. Navigate to the **Case** tab and select the **Master Case** screen.
11. Select the **Lock Assignment** flag, which is located within the **Set Up and Assignment Details** field.
12. Depending on where the LO was initially granted, consider the appropriate action from the following options:



This is an offline process.

- Where the original LO was granted in E&W, but being enforced in Scotland or NI: The Child Maintenance Group (CMG) will require a Certificate of Money Provision from the magistrates court in E&W to enforce the LO in Scotland or NI.
- Where the original LO was granted in Scotland, but being enforced in England, Wales or Northern Ireland: The CMG will require a Certificate of Money Provision from the sheriff court in Scotland that granted the original order. In Scotland this action will be taken by the contracted solicitors retained by the CMG.

- LO granted in NI, but being enforced in England, Wales or Scotland: The CMG will require a Certificate of Money Provision from the county court in NI that granted the original order.

Set review date

13. Create a **Case Routing** SR using the following options:

- **Process = Enforcement**
- **Area = Assess Next Action**
- **Sub Area = Review Case and Decide on Action**

Update the SR **Status** to **In progress**. The system generates an activity plan at this point.

14. Make a **Note** to record reasons for pausing enforcement action.

15. Navigate to the enforcement work item/s that need to be paused and update the **Sub status** to **Ready for Pause**.

16. Manage the Receiving Parent's expectations and attempt to call them to advise the case is being paused. If unable to contact them by telephone, send a copy of CMEL7402 to the Receiving Parent to advise them that enforcement action has been paused.



Return to the **Case Routing** SR. If appropriate, select letter template CMEL9271 and send a copy to the paying parent to advise them that enforcement action has been paused.

17. To set the review date go to the **Costs** view and select **Enforce Payment Review**.

18. Select the **New** button and select the paying parent's **Financial account**.

19. In the **Payment Review** applet in the lower third of the screen select on the **New** button.

20. Add the date to review the case at in the **Case Review Date** field.

21. Return to the **Enforcement Actions** view.

22. Update the activity plan line **Set Case for Review** to **Setup Only** and add the date the action is being paused until. Update **Status** to **closed** and **Sub Status** to **complete**. The case will remain within enforcement but on hold until this date. When the wait period expires the system will automatically generate a fresh **Case Routing** SR.

23. If it is decided to change the review date, complete **Steps 13-23**, using the new review date. This will override the previously set review date and the CMS System will not create multiple **Case Routing** SR's.

Resume enforcement action

24. Create a **Case Routing** SR using the following options:

- **Process = Enforcement**
- **Area = Assess Next Action**
- **Sub area = Review Case and Decide on Action**

Update the SR **Status** to **In Progress**. The system generates an activity plan at this point.

25. Review the case to investigate recent action, also checking for payment and schedule information. Navigate to the SR view if it is decided to re-commence enforcement action.



Enforcement Case Managers **must** also consider whether parallel or concurrent action is appropriate. For more information about parallel and concurrent actions see [Civil Enforcement Overview](#) and [Civil Enforcement Overview \(Scotland\)](#)

26. Select **Perform Amendment** in the activity plan and make a **Note** to record any supporting information and the reasons for the action being taken. For more information refer to [Enforcement Action - Consider \(E and W\)](#) , [Enforcement Action - Consider \(Scotland\)](#) or [Enforcement Action - Consider \(NI\)](#)

For more information on enforcement actions refer to the Policy, Law and Decision Making Guidance 

27. Navigate to the SR that is to resume or amend and update the **Status** to **Ready for Re-progressing**.



Return to the **Case Routing** SR and select letter template CMEL9271. Send copies to the paying parent and receiving parent to advise them that enforcement action has been resumed.

28. Manually close the SR to complete the action by updating the SR as follows:


- **Status = Closed**
- **Sub Status = Completed**

Amend enforcement action


29. Create a **Case Routing** SR using the following options:

- **Process = Enforcement**
- **Area = Assess Next Action**
- **Sub Area = Consider Amendment**


Update the SR **Status** to **In Progress**. The CMS system generates an activity plan at this point.

30. Investigate the case history, select the **Related SRs** tab and link the original enforcement SR that is being amended. Please refer to the procedure for [CMS System Overview](#) for more information on linking SR's
31. Open the **Active Enforcement** SR that is to be amended, and update the SR **Sub Status** to **Ready for Cancellation**. The CMS system will generate a new activity plan entitled **Perform Amendment** at this point.
32. Select the **Enforce Amendments** tab and populate the fields for **Amendment Reason** and **Amendment Comments**. Record a **Note** in the **Enforcement** SR to explain the amendments made.
 -  If the amendment is a result of Sanctions action, select **Exceptional circumstances** from the amendment reason drop down.
33. Within the **Perform Amendment** activity plan, issue letters to any concerned party at discretion, and update the final activity plan step: **Cancel enf action**
 - **Exit - No Validation**. If this option is selected the CMS system will mark all outstanding activities as **Not Required**. Close the originating enforcement SR by updating the **Status** to **Closed** and the **Sub Status** to **Cancelled**.
 - **Exit - With Validation**. If selecting this option any incomplete activity plan steps will remain unfinished and the activity plan may be resumed at a later date.
34. Return to the **Case Routing** SR and complete the activity plan.
35. Manually close the SR to complete the action by updating the **Status** to **Closed** and the **Sub Status** to **Complete**.


Case Surveillance

 Where the casegroup is arrears only and has been through previous surveillance cycles, the debt may be suitable for categorisation and the casegroup moved to the Arrears Only Categorised segment. For more information refer to [Arrears Categorisation](#).

36. Enforcement cases that are unable to be progressed will be placed into Case Surveillance and a review date set to determine whether enforcement action can resume at a later date. The following Enforcement actions have to be considered or exhausted before a case can move into Case Surveillance, these are:
 - Disclosure of Deduction Order Action.
 - Liability Order Granted
 - Sanctions
 - FIU Fraud Referral
 - **E & W only:**
 - Bailiff action referral
 - Charging order (where property available)
 - **Scotland only:**
 - Attachment
 - Inhibition (where property available)
 - Arrestment
 - Charge for payment

 Cases without a confident paying parent address would not make the initial journey into enforcement however, if the paying parent becomes DLO at any stage of enforcement, the case can be returned to maintenance for surveillance.

37. If returning a case to maintenance for surveillance because enforcement action is not currently possible:
 - Leave the **Disable Missed Payments** flag in place as this will prevent repeated missed payment SR's from generating.
 - Ensure the **Ever in Enforcement** flag has been set.
 - Ensure the **DEO desire** flag has been set.
 - Set the case review date (see **step 38** for advice on timescales)
 - In **Notes** add: **Case is in Surveillance - add reason**
 - Remove the Lock Assignment Flag. If the Lock Assignment Flag is not removed the case will not move to maintenance.
38. Follow **steps 17-20** to set a review date. The review date can be set to for up to 12 months depending on circumstances e.g. 6 months for a DLO, up to 12 months where enforcement action is not appropriate at this time.
39. Update the activity plan line **Set Case for Review** to **Setup and Transfer** and add the date action is being paused until. The resolution code will be updated automatically.

 Update the activity **Set case for Review** to **Set up Only** when the case will remain within LE, e.g. fraud referral - refer to **Step 22** for details.

40. Manually close the SR to complete the action by updating the **Status to Closed** and the **Sub Status to Complete**.
41. There are 5 reasons that trigger a case to move out of surveillance for further investigation:
- A new address is highlighted via CIS
 - HMRC data wash provides new employment details
 - Client contact (change of circumstance, new information or payment negotiation)
 - Annual review date calculation and scheduling exceptions
 - The case review date is reached

Transfer case

42. If an active case routing SR does not already exist, create one using the following criteria:
- **Process = Enforcement**
 - **Area = Assess Next Action**
 - **Sub Area = Review Case And Decide On Action**

This SR allows to record contact and negotiation with the paying parent. Update the SR **Status to In Progress** to generate an activity plan.



Review the Manual Allocation Flag, If the Manual Allocation Flag is required, add a note at Paying Parent contact level to explain. If the Manual Allocation Flag is no longer required refer to [Manual Allocation Flag – Remove](#).

43. Check that the **Ever in Enforcement** flag has been set on the case prior and if not, update the line of the activity to indicate to subsequent case workers that the case has had civil enforcement involvement. The CMS System will automatically set this indicator when updating the activity plan. Do not set this indicator in the case of criminal enforcement action.
- If a case is incorrectly or incompletely referred to enforcement it should be rejected, and the **Ever in Enforcement** flag should not be set.
44. If transferring the case to the Central Team record any **Notes** that may be required and update the SR **Status to Initiate Approval Process**. The SR is forwarded to team leader (TL) for approval.



Line manager approval is not required if transferring the case to Maintenance only.

45. Once the SR has been approved by the line manager update the SR **Status to Closed** and the **Sub Status to Complete**, and the case will be routed to the selected area of the business.
- Before returning a case to maintenance please check that all enforcement service requests have been completed, including any Case Routing SRs. Also ensure that the **Do not monitor missed payment**, **Lock assignment** and **Court enforced schedule** indicators have been removed. These flags can only be set by enforcement case managers, so a case would need to be transferred back into enforcement to have them removed at a later date. Refer to **Step 75** for guidance on setting/removing these flags.
46. Select **Transfer Case To Maintenance Only** or **Transfer Case To Central Team** and a **Reason** to determine how the case is routed. In the activities select **outcome to yes**.

Cancel Enforcement Action

47. Select the **Active Enforcement** SR that is to be cancelled. Update the SR **Sub Status to Ready for Cancellation** and record any **Notes** to support decisions.
- Return to the Case Routing SR and select letter template CMEL9271 and send to the paying parent and receiving parent to explain that enforcement action has ended.
48. Check for any further action that may be needed e.g. an LO invalidating, or enforcement artefacts that need to be cleared.
49. Manually close the SR to complete the action by updating the SR **Status to Closed** and the **Sub Status to Complete**.

Clear enforcement artefacts



The action to take to clear artefacts varies depending on whether working in enforcement, or in a non enforcement segment. If working in a complaints segment, clear the artefacts, or forward the case to enforcement once it has been authorised by the line manager. If working in a maintenance segment, forward the case to enforcement once it has been authorised by the line manager.

Case is in enforcement and no artefacts outstanding.

50. The interface with BaNCS will generate an SR once it recognises that an LO has been fully paid off. The SR can also be generated manually by selecting the following options
- **Process = Enforcement**
 - **Area = Assess Next Action**
 - **Sub Area = Review and decide next action**

Update the SR **Status** to **In Progress** to generate an activity plan.

51. Navigate to the **Contacts** screen and view enforcement orders. Link the original SR that caused the artefact to be generated.
52. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Case is in enforcement, artefacts outstanding.

53. The interface with BaNCS will generate an SR once it recognises that an LO has been fully paid off. The SR can also be generated manually by selecting the following options:

- **Process = Enforcement**
- **Area = Assess Next Action**
- **Sub Area = LO Paid Off – Clear Artefacts**

Update the SR **Status** to **In Progress** to generate an activity plan.



If the CMS system has generated this SR it will automatically populate the Reason field with **LO paid off**.



To check if any artefacts are outstanding, navigate to the paying parent contact level view and select the **More Info** tab.

54. Select the activity plan line for Clear artefacts and update the **outcome** field to **Initiate**. The CMS system will generate a child SR for **Clear artefacts**.
55. Update the **status** of the clear artefacts SR to **In Progress** and the CMS system will generate an activity plan.
56. Navigate to the **Contacts** screen and view **Enforcement Orders**. Link the original SR that caused the artefact to be generated: i.e. Sanctions, or Charging Order etc.
 - To lift or reduce Sanction, Send letter CMEL9116 to the third party concerned and set a **Wait** period to allow a response to be received.
 - To remove a charge please see [Charging Order](#).
 - Send letter CMEL9271 to the paying parent, advising them that the artefact has been cleared.
57. Select **Update form/document** to access the **Enforce forms** and complete all mandatory fields.
 - The CMS system will automatically update the artefact status field in the **Enf orders** screen to **No**.
58. Update the **Notes** field to record the action being taken, and confirm that all supporting actions have been completed.
59. Update Clear Artefacts SR **Status** to **Closed** and the **Sub Status** to **Complete**.
60. Return to the parent case routing SR and update the **Status** to **Closed** and the **Sub status** to **Closed**.

Case is not in enforcement, artefacts outstanding

61. The interface with BaNCS generates an SR once it recognises that an LO has been fully paid off. The SR can also be generated manually by selecting the following options:

- **Process = Enforcement**
- **Area = Transfer case to enforcement**
- **Sub area = Clear Old Enforcement Actions** (The CMS system will add the originating enforcement action in this field, e.g. Charging Order, Register of Judgements Orders and Fines)

Update the SR **Status** to **In Progress** to generate an activity plan.


62. Set a **Wait** period for an appropriate time if it's required to allow any other actions to be completed prior to clearing the artefacts.
63. Once it is confirmed that all other actions are completed, select **Initiate** in the **Authorisation Check** field of the activity plan and the CMS system will generate a **Clear Artefacts** SR that will be forwarded to the manager for approval.
64. Once the line manager has approved the action, close the SR by updating the **Status** to **Closed** and the **Sub status** to **Complete**. The case will be forwarded automatically to the enforcement team who will complete the action to clear the artefact/s before transferring the case back to the originating area of the business.

Arrears negotiation and court enforced schedules

65. Manually create an SR using the following options:

- **Process = Enforcement**
- **Area = Assess Next Action**
- **Sub Area = Negotiation**

66. Update the SR **Status** to **In Progress** and the CMS system will generate an activity plan at this point.
67. Select **Initiate Negotiation** from the activity plan and select **Initiate** from the outcome drop down.
68. Manually save at this point by selecting **Ctrl+S**

69. Select **Continue** and the system, will generate a child SR for **Action Missed Payment**. For guidance on completing this SR refer to [Arrears Negotiation and Missed Payments](#).
70. Within the **Action Missed Payment** SR there is the option to set a period of monitoring, after which the case will be returned to maintenance:
- Select the **Show More** button, marked **Go**. This will display further options within the **Action Missed Payment** SR
 - **Court Enforced Schedule**: Tick this field if the schedule has been enforced by the court.
 - **Transfer Case to Maintenance** Using the drop down calendar in this field, select the date to return the case to maintenance (a decision based on knowledge of the case, and of the paying parent's history). The CMS system will monitor the case for compliance for this period, after which a new case routing SR will be automatically generated to transfer the case back to maintenance. If the paying parent misses a payment or if they clear all liability order debt prior to the set date a case routing task will be generated for further action.
 - **Disable Missed Payments** Select this button if not monitoring missed paying parent payments (e.g. if a case has arrived in enforcement to prevent more missed payment SR's being generated). Refer to **Step 75** for further information about setting or removing this flag.
-  When returning a case to maintenance please ensure that the **Disable missed payment** indicator has been removed, as this cannot be changed by case workers outside enforcement.


71. Return to the **Assess Next Action** SR and update the remaining steps in the Activity Plan steps:

- **Is Negotiation Successful**
- **Proceed for Updating LO as Court Enforced**
- **Proceed for Work Item Closure**


72. Close the debt negotiation SR by updating the SR **Status** to **Closed** and **Sub Status** to **Complete**. Return to the parent Case Routing SR.


73. Manually close the Case Routing SR to complete the action by updating the SR **Status** to Closed and **Sub Status** to **Complete**.

74. In some cases, such as where a paying parent has received a suspended sentence following an application for commitment to prison, the judge may impose a sum that the paying parent must pay to avoid imprisonment. It may be appropriate to monitor the system to make sure that the first payment is correctly referenced so that it allocates to the correct LO. If the paying parent fails to reference the payment correctly, consider setting the manual allocation flag so that subsequent payments can be assigned manually. For more information please refer to the procedure for [manual allocation flag - Set up](#)

 If, after monitoring for the payment it can be seen that the paying parent did not reference the payment correctly, contact the paying parent to remind them of how to correctly reference a payment. Consider sending a further copy of CMSB046.

Setting or removing a flag for court enforced schedule/disable missed payments monitor

 It may be necessary to set a flag to instruct the CMS System not to monitor missed payments, or to indicate that a schedule is court enforced following commitment action. To set or remove these flags follow the steps below.

 New RDO case referrals must have a **Disable missed payment** monitor activated whilst compliance is established over three payment due dates. Compliant RDO cases (established by the third payment) that are to be referred to Maintenance by the Arrears case owners, or non or partially compliant RDO cases that are to be referred to Enforcement by Arrears case owners must have the Disable missed payments monitor deactivated, which will enable ongoing compliance to be monitored.

Non compliant or partially compliant RDO cases in Enforcement **must** have the Disable Missed Payments Monitor activated. Enforcement Case Managers will be alerted to non or partial RDO compliance by the generation of an Arrears review SR, or else be notified by DOT when the third RDO payment due date is reached for a newly set up RDO.

For more information about compliance refer to Arrears - Consider Action, **Step 5**. For more information about RDO refer to [RDO - Set up, Vary, Lapse/Discharge](#), and for LSDO refer to [LSDO interim - setup/amend](#)

75. Create an arrears negotiation SR using the following options:

- **Process = Arrears**
- **Area = Arrears management**
- **Sub Area = Action Missed Payment**

76. Associate the correct case number/s from the **Case No.** multi value group (MVG)

77. Update SR status to **In Progress** and the CMS System will generate an activity plan.

78. Select the **Show more** icon to see the fields for **Disable missed payments monitor** and **Court enforced schedule**. Tick whichever box is required to activate the disable missed payments monitor or court enforced schedule, or un-tick either to deactivate.

79. Update the **Status** of all five activities as required.

80. Manually close the arrears negotiation SR by updating the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

[Exceptions](#)

Division

In Northern Ireland, replace the term contracted solicitor with crown solicitors office.

[CMSB046 LO reference numbers](#)

A fact sheet, issued to the paying parent once a liability order has been granted, explaining the importance of using the correct reference numbers for

[CMEL9116 Artefact clearance](#)

Instruct solicitor to lift or reduce sanction following partial/full payment.

Enter the date the sanction commenced in the free text field.

Enter the amount paid in the free text field.

Enter the amount outstanding in the free text field.

If the sanction was a Warrant of Commitment, enter either lifted or reduced in the free text field.

If the sanction was an Order of Disqualification from driving, enter either lifted or reduced in the free text field.

[CMEL9271 Child maintenance update](#)

Generic free text letter template. Should be signed off by senior manager before sending out.

This letter is entirely freetext, and may be used in any process that doesn't have a specific letter template.

[CMS System Overview](#)

[Admin Account - Add To](#)

[Arrears Categorisation](#)

[Arrears - Consider Action](#)

[Arrears Overview](#)

[Arrears Negotiation and Missed Payments](#)

[Call - Overview](#)

[Enforcement Action - Consider \(E and W\)](#)

[Enforcement Action - Consider \(Scotland\)](#)

[Enforcement Action - Consider \(NI\)](#)

[Enforcement Overview Scotland](#)

[Enforcement Overview](#)

[Enforcement Actions \(CSA\) - Input](#)

[LSDO Interim - Set Up/Amend](#)

[Letters \(outbound\) - Send To Client](#)

[Manual allocation flag - set up](#)

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