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Case Surveillance - Maintenance Segment

Where all means of gathering information have been exhausted, enforcement cases that are unable to be progressed will be placed into Case Surveillance, by Enforcement Case Managers (ECM's). A review date will set to determine whether enforcement action can resume at a later date.

ECM's will only place a case in Case Surveillance when the following actions have been considered and exhausted:

- 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

When a case is placed in Case Surveillance the ECM updates the activity plan line **Set Case for Review** to '**Setup and Transfer**'. From 3rd July 2017 cases referred to Case Surveillance by ECM's will move from the enforcement segment to maintenance non standard segment. For more information refer to Case Routing - Enforcement

Cases referred to Case Surveillance prior to 3rd July 2017 will not move to the maintenance non standard segment and will remain in maintenance segment for action.

The purpose of this summary is to provide details of the process carried out by Case Maintenance caseworkers in maintenance segment only, when they receive a case as a result of an expired review date on a **Case Review & Decide SR.**

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.

Identify if the case was placed in case surveillance by Enforcement

1. Confirm the case is in Case Surveillance by checking the following factors:

    - Has **Ever in Enforcement** flag been set
    - Has a case review date been set
    - Has the **Disable Missed Payment** flag been set
    - Has the **DEO desire** flag been set
    - Access the last **Review Case & Decide SR** and confirm from the **Notes** field the reason the case has been placed in Case Surveillance e.g. no confident address.

2. Where the **Review Case & Decide on next action SR** is received showing reason as **Review Duration Expired**, establish compliance and case progression as per BAU process. For further information refer to Arrears consider Action, Maintain Client Details and Confirm Current Location.

    - Where compliance or case progression is established go to **step 3**
    - Where compliance or case progression is not established go to **step 4**

3. Where compliance or case progression has been established the case will no longer be under case surveillance and will continue to be actioned as BAU. Remove case surveillance indicators as follows:

    - Remove **Disable Missed Payment** flag. For more information refer to Case Routing – Enforcement
    - Remove **DEO Desire** Flag by accessing paying parent **more info** tab and updating **Desire for DEO/DER** field drop down
    - Remove the expired review date by updating **Review Case and Decide on next action SR** to **closed** and **complete**

- Update **Notes** to confirm the reason why the case is no longer in Case Surveillance and that it is being returned to the relevant Segment.

4. Where enforcement action is required as the case meets enforcement criteria, take the following action:

- Remove the review date by updating **Review Case and Decide on next action SR** to **closed** and **complete**

- Refer the case back to enforcement. For more information refer to Arrears consider Action.

- Update **Notes** to confirm the reason why the case is no longer in case surveillance and that it is being returned to Enforcement Segment.

Content Editor

Arrears Categorisation

Arrears Consider Action

Case Routing - Enforcement

Confirm Current Location

Maintain Client Details - Overview

Maintain Case - Overview