Department for Work & Pensions   Procedures ▸ Close Case (Collect and Pay)

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Close Case (Collect and Pay)

The close case process for collect and pay cases can be initiated at any point during a case's lifecycle following the provisional calculation. If a closure is required before the provisional calculation the enquiry must be closed by following the relevant applications procedure. This can be system or client generated and is dealt with by a caseworker in the segment that has case ownership.

There are changes of circumstances (CofC) that may lead to case closure:

- Child over 20 (if last/only qualifying child (QC) on case)

- Death of QC (if last/only QC active on case)

- Paying parent not the parent (if last/only QC active on case)

- Death of client - either receiving parent or paying parent

- QC not in non advanced full time education (FTE) (if last/only active QC in case)

- Receiving parent no longer primary carer of QC (if last/only QC active on case – includes role swap)

- Adoption of a QC (if last/only QC active on case – includes role swap)

- Client no longer habitually resident

- Clients reconciled

- QC not within jurisdiction

- Manual case closure by applicant e.g. as a result of a family based arrangement

In all cases except 'manual case closure by applicant', the system generates a service request (SR) automatically to notify the caseworker of the change. If a case is Arrears Only, the system will generate a **BANCS Case Closure SR** automatically once arrears are cleared, and should not be generated manually. Where the process is not automated the caseworker must generate an SR to initiate the case closure. This process guides the caseworker through the necessary steps to complete a manual case closure. The caseworker will check the closure reason and contact the relevant parties before completing the full case closure.

Caseworker should complete any outstanding changes where the effective is before the closure date. If caseworker attempts the change after closure has started then the change will go error technical.

When a case is moved to the Exceptional case handling team, consult the Exceptional Case - Close 2012 Scheme Case for further information.

Once cases have been closed they are viewable in a read only format.

For more information refer to the Policy, Law and Decision Making Guidance ⚖
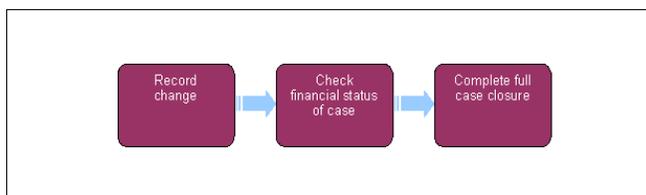
ⓘ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

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.

Record Change

Record change

⚠ If a decision has been made to decline/reject a **Case Closure** SR as evidence was not received within 14 days, but evidence is then received within allowable time i.e. 30 days + 2 days for posting, from the date the decision to decline/reject the change was made, refer to Mandatory Reconsideration.

ⓘ The system actions required to complete a case closure can be stopped at any stage of the process. If an applicant has requested closure but then changes their mind and contacts CMG, the closure can only be stopped if the **Perform Calculation** SR has not been generated to end the liability. However if the applicant contacts CMG after the liability has been ended, continue with the closure process and advise the client to re-apply once the case has been closed.

When a case is being closed to progress onto the 2012 clerical case solution refer to Exceptional Case - Close 2012 Scheme Case for further information.

1. The stage of the case dictates the action needed to close it down:
   - If the case is pre provisional calculation, refer to the Close Enquiry section of the relevant application procedure.
   - If the case is post provisional but pre initial, go to **Pre Initial Calculation**.
   - If the case is post provisional and post initial, go to **Post Initial Calculation**.
   - If the case is arrears only and the arrears are satisfied, a **BANCS Case Closure** SR will generate; go to **BaNCS Case Closure.**

2. If the case is closing due to having a family based arrangement (FBA) and there are linked cases, discuss the details of the FBA with the client to ensure it meets the criteria to be classed as a FBA before the relevant child/ren in the case can be registered as a CIFBA/s. For further information please refer to the Law, Policy and Decision Making Guidance.

3. If the paying parent has multiple cases set the **Manual Allocation** flag on the paying parent's case/s, to prevent any subsequent payments from paying out incorrectly during the closure process. For more information refer to Manual Allocation Flag – Set Up.

4. Before proceeding to close the case, check that there is an active MOPF. If the paying parent does not have an active MOPF in place before the P2P is expired, an error may be received at Master Case Closure stage therefore set up a standing order MOPF before proceeding. This can be cancelled at the relevant stage in **Master Case Closure**. If the MOPF is DFB, this can cancelled prior to expiring the P2P and replaced with a standing order MOPF before proceeding.

Pre Initial Calculation

Pre initial calculation

If there are any other outstanding SRs for cases at provisional calculation stage, for example a change of income request from the paying parent, cancel/complete them in chronological order.

1. Manually generate a Change of Circumstances Case Closure service request (SR). This SR must be raised against the applicant:
   - **Process** = **Change of Circumstances**
   - **Area** = **Close Case**
   - **Sub Area** = **Case Closure**

2. Update the **Source** field. This should be the applicant (Receiving Parent, Paying Parent, or Child in Scotland), if the closure is system driven it will be **Internal/System**. Update the **Subject Details** field to the Receiving Parent, regardless of who the applicant is.

3. Enter the effective date of the closure in **SR Details**. The effective date of a pre-initial closure is the initial effective date, as a maintenance calculation has not yet been made. The effective date will populate as today's date, so this must always be checked and overtyped when appropriate. Update the **Status** of the SR to **In Progress** and the **Sub Status** to **Pending Final Calculation**. For more information on effective dates refer to the Law, Policy and Decision Making Guidance.

4. Set a **Wait** state of **1 day** at this point to ensure that BaNCS retrieves the correct financial information.

5. Update the status of the next activities as 'Not Required'.

6. Check for any outstanding activities currently not started or in progress at case level and either complete them or mark them as not required. Set the **Status** to **In Progress**, from the drop down lists on the **CofC More Info** - **Close/Review case** tab **Subject Details** applet and select the appropriate CofC **Reason for closure**.

   Any letters containing the QC names that are issued via the system after the **Sub Status** is changed to **Complete Final Calculation**, will fail as the QCs are no longer active. Any correspondence must be sent before updating the **Sub Status** where possible. If this isn't appropriate, then letters will need to be issued clerically.

7. Update the **Sub Status** to **Complete Final Calculation**. Select the **Get PWC Balance** button.

   This button should only ever be selected once at this stage and never before the **Sub Status** is set to **Complete Final Calculation**.

8. Mark the rest of the activities as 'Not Required' where applicable.

   If there are outstanding costs or arrears and a financial check is appropriate, go to **Check Financial Status of Case** before continuing.

9. Update the **Sub Status** to **Closure Approved** and go to **Close Case Outbound Correspondence** to issue closure reason notification letters to all clients.

10. Once close case letters have been issued to all clients, go to **Determine Level of Closure**.

Post Initial Calculation

Post initial calculation

1. If the case is post provisional and post initial, determine if the case closure is:
   - an applicant request, go to **step 2**
   - the SR has been generated automatically for one of the reasons outlined in the summary, go to **step 4**

2. Manually generate a Change of Circumstances Case Closure service request (SR). This SR must be raised against the applicant:
   - **Process** = **Change of Circumstances**
   - **Area** = **Close Case**
   - **Sub Area** = **Case Closure**

3. Update the **Source** field. This should be the applicant (Receiving Parent, Paying Parent, or Child in Scotland), if the closure is system driven it will be **Internal/System**. Update the **Subject Details** field to the Receiving Parent, regardless of who the applicant is.

4. Enter the effective date of the closure in SR Details. The effective date of the closure is the date the change occurred or the date on which the applicant made the request for the case to be closed. The effective date will populate as today's date, so this must always be checked and overtyped when appropriate. For more information on effective dates refer to the Law, Policy and Decision Making Guidance.

   ⓘ If the closure is because the last qualifying child (QC) has left full time education (FTE) the effective date can depend on terminal dates in which the person will cease to be a child, certain conditions must be considered. For more information refer to the Policy, Law and Decision Making Guidance

5. From the drop down lists on the **CofC More Info - Close/Review case** tab **Subject Details** applet and select the appropriate CofC **Reason for closure**.

6. Update the **Status** of the SR to **In Progress** and update the **Sub Status** to **Pending Final Calculation**. Go to **Check Financial Status of Case**.

   ⓘ Any letters containing the QC names that are issued via the system after the **Sub Status** is changed to **Complete Final Calculation**, will fail as the QCs are no longer active. Any correspondence must be sent before updating the **Sub Status** where possible. If this isn't appropriate, then letters will need to be issued clerically.

Check Financial Status of Case

Check financial status of case

1. Update the **Sub Status** to **Complete Final Calculation**. The system generates an activity plan. Then set a **Wait** of **1 day** to allow BaNCS to update. Once the wait period has expired proceed.

   ⚠ Check if any payments are about to be received or if any have recently been received but not yet allocated in the online statement and schedule, navigate to the paying parent (PP) **Contact Summary** and select the **Financial Accounts** tab. If so an appropriate **Wait** will need to be placed on the case, to await the payment and allow it to pay out to the receiving parent before completing the case closure.

   ⚠ If case closure is to be cancelled after the **Status** of the **Case Closure** SR has been updated to **Pending Final Calculation**, abort the SR and do not close/cancel the SR or reverse closure, failure to do this will result in a system error. Refer to **Cancel Case Closure**.

2. Update the Case Closure SR Sub Status to In Progress. Select Get PWC Balance. Use this even when the case is pre initial calculation. Review the balance within Get PWC Balance Amount.

   ⓘ If system generates a **Perform Calculation** SR but does not complete the final calculation, check the **Reason** field. If it states No **Income Available** this could be due to a Default Maintenance Decision (DMD). Refer to Calculation - Non HMRC to reapply the DMD which will complete the nil final calculation. If it states **Establish MOPF**, **Process Multiple MOPF or Determine NDR**, this could be due to missing information which is required by the system in order to expire a promise to pay or create an arrears only schedule. Refer to Promise To Pay Exceptions

   ⓘ Where the case is Arrears Only and there are no existing liability or promise to pay schedules, a Perform Calculation SR will not generate as there are no schedules to expire.

   ⚠ If it is a post-initial calculation, check there is an active MOPF in place. If not, set up a dummy MOPF (i.e. a Standing Order MOPF) before proceeding on Collect and Pay cases. Failure to do so may result in an error at Master Case Closure stage.

3. If the **Perform Calculation SR** has used Historic or Current Income go to the **Procedural Exceptions** tab in Calculation – Post Initial to complete the **Perform Calculation Checks**.
   If the **Perform Calculation SR** has used Benefit Income, Estimation of Earnings or a Default Maintenance Decision (DMD) go to the **Procedural Exceptions** tab in Calculation – Non-HMRC to complete the **Perform Calculation Checks**

4. The system generates and completes a **Perform Calculation** SR for the final calculation to end liability. Check the case closure date is populated in the **Closure Effective Date** field, the effective date will populate as today's date. It is important to check the field and overtype the date where appropriate.

5. Within the **Perform Calculation** SR navigate to the **Payments Schedule** tab and check the P2P is generated or expired depending on the level of closure. Issue the relevant notifications to both parties to advise of the ended liability, for more information refer to Calculation - Post Initial. Set the **Status** to **Closed** and the **Sub Status** to **Complete**.

Only select **Get PWC Balance** tab once and never before the **Sub Status** is set to **Complete Final Calculation.** If the next steps for overpayments/underpayments are not completed on the same day the SR was raised then select the **Get PWC Balance** tab again to retrieve the latest balance. The latest balance will display any unexpected charges or payments that may have accrued.

Overpayments

6. To identify if an overpayment has been made by the paying parent check the **Overpayment Amount** field for a value. The **PWC Balance Amount** field will show an amount in brackets.

7. Access the **Financial Accounts** tab for the receiving parent and select the **Account Number**. Select the **Payment Schedule** tab, if the amount shown in the **Total Accrued Balance** field is not in brackets this will represent an overpayment to the receiving parent. If this amount does not equal the amount in brackets in the **Overpayment Amount** field go to the **Financial Accounts** tab for the paying parent and select the **Account Number.** Select the **Payment Schedule** tab and check the **Cash Balance** field. If:

   - there is an amount recorded in the **Cash Balance** field without brackets, this amount has not paid out and is available to be immediately refunded to the paying parent and does not need to be recovered from the receiving parent. A manual hold can be applied to the payment to stop this paying out to the receiving parent in the interim if you are unable to complete the refund immediately. If you need to apply the hold refer to Payment Amount - Apply Hold. To refund the paying parent immediately go to Payment - Non-standard.

   - the amount recorded in the **Cash Balance** field is nil and there is an amount in the **Excess Payment Amount** field, the amount has been paid out to the receiving parent and re-imbursement should be considered. Go to **step 8**.

8. Consider whether reimbursement is appropriate, taking into account the circumstances of the case and the change which led to the overpayment e.g. a paying parent may have notified us of a new ROC which reduced liability but did not inform us until some time after the change occurred. If you are in any doubt as to whether to reimburse raise an advice request to advice and guidance. For more information refer to Advice and Guidance - Create Request. Once a decision has been made on whether to reimburse go to **step 9**.

If the MOPF is deduction from benefit (DFB), and this is the paying parent's only case, the benefit agency is responsible for reimbursing the client. Send form **CMSF2015** to the benefit agency to manually end the DFB and and ensure that the benefit end date is the same as the closure effective date. For more information refer to DFB - Cancel. Set a **Wait** status for 14 days to allow the benefit agency to process the refund. Once the **Wait** state is up select **Get PWC Balance** tab again to obtain the balance which should now be nil as the benefits agency has the money back

9. If the decision taken is:

   - not to reimburse the paying parent, document the reasons within the case notes and email CFAT at **CM 2012 Scheme CFAT Banking & Accounting** with the following details:
     - Paying parent name and SCIN
     - Receiving parent name and SCIN
     - Amount of the overpayment
     - The reason why the amount is not being reimbursed. Whilst CFAT action is in progress to clear the overpayment balance the closure letters can be issued clerically. Once this has been completed complete close case action.

   - to reimburse the paying parent, contact them and inform them that they have made an overpayment of maintenance. Refer to the **Call Handling guidance** when making this call as it needs to be made clear to the paying parent that if we reimburse the money to them we will then be recovering from the receiving parent. Go to **step 10**.

   In line with the **Make that Call, Make a Difference** guidance, as many attempts as is necessary should be made to contact and talk to the paying parent. For more information on this refer to Make that Call, Make a Difference. If the paying parent does not respond to contact attempts, put the **Case Closure** SR into a **Review** state until contact has been successful and the paying parent has confirmed whether they want the overpayment recovered or not.

10. If the paying parent:

   - **does not** want the overpayment to be reimbursed email CFAT at **CM 2012 Scheme CFAT Banking & Accounting** with the following details:
     - Paying parent name and SCIN
     - Receiving parent name and SCIN
     - Amount of the overpayment
     - That the paying parent does not want to be reimbursed. Once CFAT have confirmed that this has been completed complete the close case action from **Step 14** of this section of the procedure.

   - does want the overpayment to be reimbursed. Reimburse the paying parent and take action to recover the overpayment from the receiving parent. For more information refer to Payment - Non-standard. Once this has been completed complete the close case action from **Step 14** of this section of the procedure.

   In line with the **Make that Call, Make a Difference** guidance, as many attempts as is necessary should be made to contact and talk to the receiving parent. For more information on this refer to Make that Call, Make a Difference.

ⓘ If the case is unable to be closed due to overpayment or underpayment outstanding balance, refer to the procedural exception: **Close Case Holding Queues** to check if the case meets the essential criteria for movement to the segment holding queue.

Underpayments

11. To identify if there is an underpayment check the **Overpayment Amount** field, there will either be a nil value or this field will be blank. The **PWC Balance Amount** field will show an amount not in brackets.

12. Check the current MOPF in place and establish if any payments are due within the collect and pay period. If a payment is due, apply a manual allocation flag so that the payment doesn't allocate to any existing arrears or costs. For further information refer to Manual Allocation Flag - Set Up. Change the MOPF where appropriate.

13. 🌑 Call the receiving parent to determine if they would like the arrears to be pursued:

   ▪ If the receiving parent wants the arrears to be pursued, continue with this procedure and an arrears only schedule will be created.

   ▪ If the receiving parent does not want the arrears, raise a referral for the arrears to be written off. For more information refer to Arrears - Write Off. Once this has been completed, proceed with close case action.

   ▪ If the receiving parent is unable to be contacted, continue with this procedure and an arrears only schedule will be created.

   ⓘ In line with the Make that Call, Make a Difference guidance, as many attempts as is necessary should be made to contact and talk to the receiving parent. For more information on this refer to Make that Call, Make a Difference.

   ⓘ If the case is unable to be closed due to outstanding 1993/2003 scheme arrears, refer to the procedural exception: **Close Case Holding Queues** to check if the case meets the essential criteria for movement to the segment holding queue.

Check PWC Balance case

14. Once the **Wait** state is up and any actions cleared, select **Get PWC Balance** tab again to obtain the balance which should now be nil.

   ⓘ If the balance is not nil and arrears need to be scheduled **Determine Level of Closure** will provide the correct action to take.

   ⓘ If any outstanding legacy arrears have been suspended these will still show when selecting the **Get PWC Balance** tab.

15. 🌑 Call the paying parent to recover any non-CMG related debt, for example DNA test fees. This debt cannot be enforced and will need to be suspended if not collected.

   ⓘ When contacting a paying parent, ask if they can make a one-off card payment to cover any period of arrears. For more information refer to Credit/Debit Card - One off Payment.

   ⓘ In line with the **Make that Call, Make a Difference** guidance, as many attempts as is necessary should be made to contact and talk to the paying parent. For more information on this refer to Make that Call, Make a Difference.

16. Change the **Status** of the SR to **In Progress**. Update the **Sub Status** to **Closure Approved** and go to **Close Case Outbound Correspondence** to issue closure reason notification letters to all clients.

17. Once close case letters have been issued to all clients, proceed with **Determine Level of Closure**.

Close Case Outbound Correspondence

Close case outbound correspondence

1. To notify of a case closure issue the appropriate letters to the client, select by closure reason.

   ⓘ If the reason for case closure is the death of a receiving parent or paying parent, when sending letters for a client who has died, (**CMSL9569**, **CMSL9573**, **CMSL9564** or **CMSL9568**) check that the executor (client representative) has been set up to receive correspondence on the system. Where no client representative record exists, refer to Client Representative - Set Up for further information. If the executor is unknown, address the letter to the client who has died

   ⓘ When the executor is unknown consider a level of discretion not to cause any further emotional distress with the decision to address the letter to the client who has died.

   ⓘ Prior to issuing the above closure letters remove any suppression that may have been applied to the case. For further information refer to Outbound Contact - Suppress

Process	Sent to receiving parent	Sent to paying parent	Paying parent (other active cases)

	CMSL5026	CMSL5014	CMSL5028
QC turns 20			
Death of receiving parent	CMSL9569 or CMSL9573 (to the executor)	CMSL9574	CMSL9575
Death of paying parent	CMSL9567 or CMSL9685	CMSL9564 or CMSL9568 (to the executor)	N/A
Last QC in FTE	CMSL4854	CMSL9686	CMSL9686
Paying parent and receiving parent reconciled	CMSL9580	CMSL9579	CMSL9579
Death of the last QC	CMSL9582	CMSL9687	CMSL9687
Receiving parent no longer primary carer to last QC or receiving parent is no longer primary carer to last QC as QC adopted	CMSL9588	CMSL9688	CMSL9688
Paying parent not the father of last QC	CMSL9592	CMSL9689	CMSL9689
Applicant request - Where receiving parent is the applicant or receiving parent remains primary carer to last QC as QC adopted.	CMSL9594 CMSL9595	CMSL9607 or CMSL4769 or CMSL9690	CMSL9690
Applicant request - Where paying parent is the applicant	CMSL4769	CMSL4769	N/A
Paying parent moved jurisdiction	CMSL9554	CMSL9553	N/A
Receiving parent moved jurisdiction	CMSL9556	CMSL9555	N/A
Pre-initial assessment - Closure letter to other party or no arrears on post-initial	CMSL4769	CMSL4769	N/A
Pre-initial assessment closure - letter to applicant	CMSL0071	CMSL0071	N/A
Both parties have joint day-to-day care of the QC	CMSL9589 RP	CMSL9589 PP	N/A

Determine Level of Closure

Determine level of closure

1. Dependent on the arrears outstanding, the system determines the level of the closure to either:

   - Full case closure - post initial calculation go to **step 2**

   - Full case closure - pre initial calculation go to **step 3**

   - Arrears only - go to **step 2**

2. Check the arrears balance, if:

   - the arrears have been cleared and the PWC balance is now nil, refer to Arrears Negotiation and Missed Payments to expire the promise to pay schedule before continuing.

   - the client requests negotiating arrears to change the schedule, refer to Arrears Negotiation and Missed Payments to create a negotiated schedule before continuing.

   - the arrears outstanding have not been written off and remain the same, the **Perform Calculation** child SR has already been completed correctly, all of the outstanding arrears are scheduled up to the Annual Review date and the relevant notifications have been issued to the clients. Continue to **step 3**.

   - no arrears were outstanding, the **Perform Calculation** child SR has already been completed correctly, the promise to pay schedule has been expired date and the relevant notifications have been issued to the clients. Continue to **step 3**

   (i) When contacting a paying parent, ask if they can make a one-off card payment to cover any period of arrears. For more information refer to Credit/Debit Card - One off Payment.

   (!) If this is the last case in the case group and there are no outstanding arrears, follow the relevant procedure to cancel the MOPT, e.g. Direct Payment - Cancel. If cancelling a MOPT for the receiving parent it is only necessary to launch the Payments SR, the CofC Change Method of Payment To SR should not be raised. Do not cancel the MOPF at this stage

   (i) If the case is unable to be closed due to overpayment or underpayment outstanding balance, refer to the procedural exception: Close Case Holding Queues to check if the case meets the essential criteria for movement to the segment holding queue.

3. Navigate to **Case Closure** SR to update the **Resolution Code** to **CofC Accepted**. If the clients have no other cases with the Child Maintenance Group (CMG), the system automatically deactivates any interest with Customer Information System (CIS).

   (i) When the reason for the case closure is paying parent death, the system automatically generates an **Authorise Recovery NRP Death** SR to recover monies where appropriate. For more information refer to Arrears Recovery - Paying Parent Estate.

    🛈 If this is the last case in the case group, ensure the **Master Case Closure** child SR is completed before closing the **Case Closure** SR down. Go to **Master Case Closure**. However, if there are arrears on the case, a **Master Case Closure** SR will not generate until all arrears are satisfied.

4. Update the **Status** of the **Case Closure** SR to **Closed** and the **Sub Status** to **Complete**.

    🛈 If there are arrears outstanding on the case the **BaNCS Case Closure** SR will only generate once the arrears are satisfied. Go to **BaNCS Case Closure** SR to then complete the case closure.

BaNCS Case Closure

BaNCS case closure

1. Check for outstanding Secretary of State (SoS) arrears. If there are SoS arrears outstanding, change the SR **Status** to **Closed** and **Sub Status** to **Cancelled**.

2. Once the remaining arrears are cleared, the system creates a **BaNCS Case Closure SR**.

    🛈 The effective date for this SR is the date the SR generated and not the effective date of the case closure. Do not change this date as it will not affect the case closure effective date.

    ⚠️ If the **BaNCS Case Closure** SR is not completed within a week, a further SR of the same type will generate. This will then repeat every 7 days. Caseworkers must progress the first SR generated, or if the first SR is not available progress the oldest available SR generated. Close and Cancel all other multiple SRs generated.

3. Update the **Status** of the SR to **In Progress** and update the **Sub Status** to **In Progress**.

4. Select the **Get PWC Balance** button and then update the activities in the activity plan to either Done or Not Required.

5. **Do not** cancel the MOPT or the MOPF at this point. as this will be completed by the system automatically.

    ⚠️ If cancelling a MOPT for the receiving parent it is only necessary to launch the **Payments** SR, the CofC Change Method of Payment To SR should not be raised. **Do not** cancel the MOPF at this stage.

6. Once the activity plan is completed, update the **Resolution Code** to **CoC Accepted**. The **Master Case Closure** SR will generate, go to **Master Case Closure**.

    🛈 If the case is not the last case in the case group at the point of closure, update the **BaNCS Case Closure** SR **Status** to **Closed** and the **Sub Status** to Complete.

Master Case Closure

Master case closure

    🛈 When there are no arrears on the last case in the case group at the point of closure, the system automatically generates a Master Case Closure child SR. If the last remaining case is arrears only, the Master Case Closure child SR is generated after the arrears are satisfied.

    🛈 An error will occur on the **Perform Calculation - Payment Plan Only** SR if the annual review date has passed after a **Master Case Closure** SR has generated but before it has been actioned. To prevent this, check the Annual Review Date in the **Master Case Details** section of the case, if necessary manually change the Annual Review Date and the Annual Effective Date to next year's date before returning to complete the **Master Case Closure** SR. For example, if Annual Review Date is 19/02/2016 and Annual Effective Date is 19/02/2015 then change these dates to 19/02/2017 and 19/02/2016 respectively.

1. Check for any outstanding activities currently not started or in progress at case level, either mark as complete or not required.

2. Open the **Master Case Closure** SR and set the **Status** to **In Progress**. Enter the effective date of the closure in the **SR Details**. The effective date of the closure is the date the change occurred on the case/last case or the date the applicant made the request for the case/last case to be closed. For more information please refer to Policy, Law and Decision Making Guidance ⚖️

3. Select the **Get NRP Balance** tab. The system populates the **NRP Balance Amount** field and shows any costs, fees, charges or residual arrears owed to the Secretary of State (SoS) the paying parent has accrued.

    🛈 When costs are suspended these will still show in the NRP Balance Amount field.

    ⚠️ Where a backdated closure results in an overpayment of collection charges, the amounts can be found in the paying parent and receiving parent online statements. The draw down admin SR action should only be taken by CFAT, send an email to 2012SCHEMECFAT.BANKING-ACCOUNTING@DWP.GSI.GOV.UK detailing the amounts identified. For more information refer to Admin Account - Request Funds. Once CFAT have completed the action, the amounts can then be refunded. For more information refer to Payment - Non Standard to take the required action.

4. Update the **Sub Status** of the SR to **MC Closure Approved**. If there are:

- costs outstanding go to **step 5**
- no costs outstanding go to **step 9**

Costs Outstanding

5. Call the paying parent to recover any:

   - non-CMG related debt, for example DNA test fees, this debt can not be enforced and will need to be suspended if not collected. If the paying parent agrees to pay outstanding costs and this debt is suspended, refer to Suspend/Unsuspend Liabilities to reinstate.

   - secretary of state (SoS) residual arrears, this debt can be enforced and only suspended where appropriate. For more information refer to policy, law and decision making guidance

   If it is decided that recovery from the PP is unlikely e.g. the paying parent is in receipt of a prescribed benefit and the costs are £65.00 or less this can be written off, refer to Arrears - Write Off

6. When there are outstanding costs the system automatically generates a **Perform Calculation - Payment Plan Only SR** to allow the costs to be scheduled. Navigate to the **Payment Schedule** and select **Generate Promise to Pay**. If costs are suspended the Promise to Pay will show as expired, if costs are to be scheduled this will schedule the outstanding arrears up to the annual review date shown in the Promise to Pay applet. Issue the relevant notifications to the paying parent, for more information refer to Calculation - Post Initial. Go to **step 7**.

   If arrears are outstanding and the client requests negotiating arrears to change the schedule, select the **Perform Calculation - Payment Plan Only** SR, navigate to the **Payment Schedule** and select **Generate Promise to Pay**. Cancel the client letters and update the **Status** to **Closed** and **Sub Status** to **Complete**. Refer to Arrears Negotiation and Missed Payments to create a negotiated schedule before continuing to **step 7**.

   The **Perform Calculation - Payment Plan Only SR** will only generate when there are active liabilities to schedule.

   If the case is unable to be closed due to an outstanding balance or charges, refer to the procedural exception: **Close Case Holding Queues** to check if the case meets the essential criteria for movement to the segment holding queue.

   if promise to pay won't expire, go to closure SR and go to payment schedule view in the **MOP Payment Details** applet, amend collection amount field to 0.00. Select **Generate Promise to Pay** , this will then expire promise to pay.

7. Update the **Status** of the **Perform Calculation - Payment Plan Only** SR to **Closed** and the **Sub Status** to **Complete**. Return to the **Master Case Closure** SR and update the **Resolution Code** to **CofC Accept** then update the **Status** to **Closed** and the **Sub Status** to **Complete**.

   When the reason for the case closure is paying parent death, the system automatically generates an **Authorise Recovery NRP Death** SR to recover monies where appropriate. If only secretary of state (SoS) residual arrears remain this SR will need to be manually created as a child SR. For more information refer to Arrears Recovery - Paying Parent Estate.

8. The system monitors the costs, once the costs are paid/satisfied, the system re-generates the **Master Case Closure** SR, return to **Master Case Closure step 1**.

No Costs Outstanding

   The Cancel MOPF and MOPT will have been automatically completed by the system.

9. Return to the **Master Case Closure** SR, update the **Resolution Code** to **CofC Accept**, the **Status** to **Closed** and the **Sub Status** to **Complete.**

10. Complete all outstanding SRs, update the **Status** of all to **Closed** and the **Sub Status** to **Complete**.

11. Return to the **BaNCS Case Closure** SR, update the **Status** to **Closed** and the **Sub Status** to **Complete.**

Cancel Case Closure

Cancel case closure

1. The system actions required to complete a case closure can be stopped at any stage of the process; team leader approval is always required. If an applicant has requested closure but then changes their mind and contacts CMG, the closure can only be stopped if the **Perform Calculation** SR has not been generated to end the liability. However if the applicant contacts CMG after the liability has been ended, you should continue with the closure process and advise the client to re-apply once the case has been closed.

   When the closure is stopped as a result of a change or revision, for example, QC has left FTE, team leader approval is required. Update the **Notes** tab and the **Sub Status** to **Abort Closure**, the system automatically generates a **Team Leader Approval** SR for the team leader to approve or decline the decision.

   If the client has an exceptional circumstance to abort the case closure, for example domestic violence issues, the closure reversal can be considered and team leader approval is required. If decision guidance is needed raise an advice request to Advice and Guidance (A&G),

refer to Advice and Guidance - Create Request

(i) Abort Case Closure **Sub Status** must only be updated once.

Team leader action

2. Access the activity plan and check the **Notes** tab to determine whether there is a valid reason for the closure to be stopped. Update the outcome with either **Approved** or **Not Approved** and enter the reason on the **Notes** tab. This updates the **Status** of the SR.

Caseworker action

3. When the request is approved by the team leader update the Sub Status to **Closure Abortion Approved**. The system automatically reverts the case to the **Status** before the closure was initiated. Set the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

4. If the closure stoppage is declined, i.e. the closure is to continue, update the activity plan outcome to **Closure Abortion Rejected**.

Close Case Holding Queues

There are certain types of cases where the **Case Closure SR** can not be completed and the case can not be closed, these case types need to be allocated to a central holding queue.

Caseworker action

1. Before a case can be moved to the holding queue, check there is an outstanding **Case Closure SR,** all outstanding actions have been completed and that the case meets one of the below criteria:

   - The paying parent or receiving parent account balance is under £1.

   - Where there are no outstanding Child Maintenance arrears but there are outstanding charges of over £65.

   - There is a receiving parent overpayment amount recorded of over £65 and the receiving parent:

        - has been contacted again at the review stage but is still unable to repay and the case has been in a review for 3 months.

        - has been contacted again at the review stage and is still unable to repay.

        - is unable to be contacted and the case was placed back into review.

   - There is a receiving parent overpayment amount recorded of over £65 and the receiving parent:
        - could not be contacted and all call attempts have been made as per 'Make that call, make a difference'. For more information refer to Make that Call, Make a Difference.
        - could not be contacted at the review stage and the case was placed back in review.

   - There is an overpayment amount recorded for either a refund or a reimbursement to the paying parent but the client can not be contacted.

   - There is an overpayment amount recorded and the receiving parent has agreed to repay over a period longer than 3 months.

   - There are charges outstanding not associated to arrears which the paying parent is unable to repay and legally can not be written off.

   - There is an overpayment amount recorded on a closure due to a paying parent death and the case has been referred to the Estates Recovery Team.

2. If case meets the specified criteria inform your team leader and they will complete checks to consider approval for movement to the holding queue. for more information on referring Enforcement closed cases to Enforcement Close Case holding queue refer to Enforcement Non Standard Referral.

Team leader action

3. Review the case from the caseworker and check that the case has an outstanding **Case Closure SR** and meets one of the appropriate criteria. If the case:

   - meets the specified criteria, move the case into the segment hopper and email the segment SPOC with the case number, master case number and details of the criteria met, include overpayment or underpayment values if applicable. The SPOC will move the case into the separate holding queue.

   - does not meet the specified criteria, advise the caseworker and discuss the appropriate next course of action to progress.

The subject of the email should be one of the following based on the segment where the case is held:

   - Close Case Holding Queue - Arrears OFFICIAL

   - Close Case Holding Queue - COC Benefit OFFICIAL

   - Close Case Holding Queue - COC Non Benefit OFFICIAL

(i) Single points of contact (SPOCs) are held within each of the impacted segments to manage and control the flow of work into the central holding queues.

SPOC action

⚠️ This process should only be completed by the SPOC

4. On receipt of an email from team leader check the case details supplied meet the appropriate criteria for movement to the holding queue. Record the details of the case and the case type category on the clerical tracking tool held locally.

5. Set the lock assignment flag to lock the case into the holding queue. Select the box located within master case view in the set up and assignment details within case view.

6. Update the case notes with details of the relevant case type category for movement to the holding queue.

7. Check the queue daily to identify if any new work; activities or SRs have generated for any of the cases or case groups held. If new work is identified allocate to a caseworker within the segment to complete.

8. Once the relevant work has been completed move the case back to the holding queue, if appropriate.

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

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CMSL4769 Important information about a child maintenance application

Letter to other party to confirm applicant's request to withdraw application.

CMSL0071 - Your Child Maintenance Application

Letter to applicant to confirm their request to withdraw their application.

All fields in this letter are system generated, no manual intervention is required.

CMSL4854 We are closing your case

Inform receiving parent that 3rd party / their requested QC no longer in FT education change has been confirmed and the case will be closed.

All fields in this letter are system generated, no manual intervention is required.

CMSL5014 Your child maintenance case has closed

Letter to the paying parent stating that the case will be closed as the QC is now 20 years old - 1 QC no arrears.

All fields in this letter are system generated, no manual intervention is required.

CMSL5026 Important information about your child maintenance case

Letter to the receiving parent stating that paying parent's liability has ended as the QC is now 20 years old (only QC in case). However we can still take action to collect arrears if any.

All fields in this letter are system generated, no manual intervention is required.

CMSL5028 Important information about your child maintenance payments

Inform paying parent that liability has ended as the QC is 20 (only QC in case) arrears/no arrears options, simple closure letter

All fields in this letter are system generated, no manual intervention is required.

CMSL5400 Important information about your child maintenance payments

Generic free-text template with optional paragraphs for a range of scenarios including both case closure and end of on going liability as well as cases with an on going child maintenance liability

If letter going to the paying parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If there is still unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to pay'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you need to make in future'

- If the revision will result in case closure, use the paragraph 'You do not need to make any further child maintenance payments'

- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already made'

If letter going to the receiving parent

Under the heading 'Important information about your child maintenance payments' complete the free text field with the reason for the revision.

If the revision was as a result of our error, use the paragraph "Use only if revision was necessary solely due to our error"

Choose one of the following paragraphs under the heading 'What this means for you'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'This revision means your child maintenance payments will change'

- If the revision will not result in a change to the child maintenance calculation, use the paragraph 'This revision will not change your child maintenance payments'

- If the revision will result in case closure, use the paragraph 'This revision means we will close your child maintenance case from' insert the effective date of the change in the freetext field.

Under the same heading, select one of the following where applicable:

- If the paying parent still has unpaid child maintenance to pay, use the paragraph 'However, you still have unpaid child maintenance to receive'

- If a future maintenance liability remains, use the paragraph 'We will write to you separately to tell you how this will affect your future child maintenance payments'

Under the heading 'What happens next'

- If the revision will result in a change to the maintenance calculation, use the paragraph 'We will write to you to tell you how we've worked out your new child maintenance amount and what payments you should receive in future'

- If the revision will result in case closure, use the paragraph 'You will no longer receive any on going child maintenance payments for the above child'

- If the revision will affect previously made maintenance payments, use the paragraph 'We will write to you separately to confirm how this revision affects some of the child maintenance payments you have already received'

Once completed review the letter to ensure the correct information is provided.

CMSL9553 Important information about your child maintenance

Paying parent no longer habitually resident. Letter to paying parent stating liability has stopped because the caseworker has established paying parent is no longer habitually resident.

All fields in this letter are system generated, no manual intervention is required.

CMSL9554 Important information about your child maintenance payments

Paying parent no longer habitually resident. Letter to receiving parent stating liability has stopped and to get in touch if paying parent moves back to the UK. General sentence about arrears: 'if you have arrears, we may still try to collect this this and we will get in touch...' Offer info on REMOs.

All fields in this letter are system generated, no manual intervention is required.

CMSL9555 Important information about your child maintenance payments

Receiving parent no longer habitually resident. Letter to paying parent stating liability has stopped. If there are arrears, we will still try to collect them.

All fields in this letter are system generated, no manual intervention is required.

CMSL9556 Important information about your child maintenance payments

Receiving parent no longer habitually resident. Letter to receiving parent stating liability has stopped. If there are arrears, we will still try to collect them.

All fields in this letter are system generated, no manual intervention is required.

CMSL9564 Important information about child maintenance

Letter to the paying parent's estate where the paying parent has died, stating that we will close the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9567 Your child maintenance application has been withdrawn

Letter to the receiving parent where the paying parent has died, stating that we will withdraw their application.

All fields in this letter are system generated, no manual intervention is required.

CMSL9568 Important information about child maintenance

Letter to the paying parent's estate where the paying parent has died, stating that we will withdraw the application.

All fields in this letter are system generated, no manual intervention is required.

CMSL9569 Important information about child maintenance

Letter to the receiving parent's estate where the receiving parent has died, stating that we will close the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9573 Important information about child maintenance

Letter to the receiving parent's estate where the receiving parent has died, stating that we will withdraw the application.

All fields in this letter are system generated, no manual intervention is required.

CMSL9574 Your child maintenance application has been withdrawn

Letter to the paying parent where the receiving parent has died, stating that we will withdraw the application.

All fields in this letter are system generated, no manual intervention is required.

CMSL9575 Important information about your child maintenance case

Letter to the paying parent where the receiving parent has died, stating that we will close the case but they must still pay child maintenance as normal for the other cases in their casegroup.

All fields in this letter are system generated, no manual intervention is required.

CMSL9579 Important information about your child maintenance payments

Letter to paying parent when they have reconciled with other parent.

All fields in this letter are system generated, no manual intervention is required.

CMSL9580 Important information about your child maintenance

Letter to the receiving parent thanking them for confirming that they have reconciled with the paying parent.

All fields in this letter are system generated, no manual intervention is required.

CMSL9582 Your child maintenance case

Letter to the receiving parent where the last QC has died, stating that we will close the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9586 Your child maintenance application

Letter to the client where the last QC has died, stating that we will withdraw the application.

All fields in this letter are system generated, no manual intervention is required.

CMSL9588 Important information about your case

Letter to the receiving parent stating that the case has been closed as they are no longer the primary carer of the last QC.

All fields in this letter are system generated, no manual intervention is required.

CMSL9589 RP - Important information about your child maintenance case

Letter to the receiving parent stating that the case has been closed as it has been determined that the receiving parent and the paying parent have joint day-to-day care of the QC.

CMSL9589 PP - Important information about your child maintenance case

Letter to the paying parent stating that due to evidence of joint day-to-day care of the QC, the payment of child maintenance is not required.

CMSL9592 Your child maintenance case has closed

Letter to the receiving parent stating that the case will be closed as we have received proof that the paying parent is not the parent of the last QC in the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9594 Your child maintenance case has been closed

Letter to receiving parent to confirm their request to close their case – no arrears.

This letter should be clerically issued - check Oscar for further details.

CMSL9595 Your regular child maintenance payments will stop

Letter to receiving parent to confirm their request to close their case – where there are arrears on the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9607 Changes to your child maintenance case

Letter to paying parent to confirm receiving parent's request to cease the on going maintenance liability, where there are arrears outstanding.

This letter should be clerically issued - check Oscar for further details.

CMSL9685 Your child maintenance case

Letter to the receiving parent where the paying parent has died, stating that we will close the case. – where there are arrears on the case.

All fields in this letter are system generated, no manual intervention is required.

CMSL9686 Important information about your child maintenance payments

Letter to paying parent when the last QC in the case left FTE. Paying parent may or may not have other active cases in casegroup

All fields in this letter are system generated, no manual intervention is required.

CMSL9687 Important information about your child maintenance payments

Letter to paying parent last QC in the case dies - paying parent may or may not have other active cases in casegroup. Paying parent may not be aware of QC death.

All fields in this letter are system generated, no manual intervention is required.

CMSL9688 Important information about your child maintenance payments

Letter to paying parent when receiving parent no longer being Primary Carer of last QC but paying parent may or may not have other active cases in casegroup.

All fields in this letter are system generated, no manual intervention is required.

CMSL9689 Important information about your child maintenance payments

Letter to paying parent when evidence is given that paying parent is not the father of last QC in the case - paying parent may or may not have other active cases in casegroup

All fields in this letter are system generated, no manual intervention is required.

CMSL9690 Important information about your child maintenance payments

Letter to paying parent when receiving parent requests end to ongoing liability for last child in case but paying parent may or may not have other active cases in casegroup

All fields in this letter are system generated, no manual intervention is required.

Application - Child in Scotland

Application - Paying Parent

Application - Receiving Parent

Arrears Negotiation and Missed Payments

Arrears Recovery - Paying Parent Estate

Arrears - Consider Action

Arrears - Part Payment

Arrears - Write Off

Calculation - Post Initial

Changes at Application / New Case

Change - Address Details

Close Case (Direct Pay)

Close Case - Reverse/Revise

Create Cost

Direct Non Scheme Payments

Enforcement Non Standard Referral

Exceptional Case - Close 2012 Scheme Case

Manual Allocation Flag - Set Up

Outbound Contact - Suppress

Receiving Parent/Payee Repayment Request - Create

Suspend/Unsuspend Liabilities

Terminology Changes

What if the receiving parent's status was Not Habitually Resident but an address has now been provided?

If the **Close Case SR** generated as a result of changing the receiving parent's **Additional Contact Status** to **Not Habitually Resident,** and an active address is now available (which proves the case should not close) the action to take will depend on which stage the closure has reached.

The closure can only be stopped if the **Perform Calculation SR** has not been generated to end the liability. If this is the case, cancel the case closure by following the steps in the **Cancel Case Closure** section, then generate and complete a new **Change Address Details SR** under the receiving parent's contact to implement the new active address.

If the **Perform Calculation SR** has generated, the case closure process must be followed and then reversed once completed. See Close Case - Reverse/Revise for more information. After the closure has been reversed, complete a new **Change Address Details SR** under the receiving parent's contact to implement the new active address.