



## Enforcement/Liability Order Actions - Check CSA

The purpose of this process is to identify any enforcement information or LO details held on the CSA systems, record the details on the system and create any necessary SR's for the enforcement team to action.



All cases where LO had been granted on the CSA and the debt has not yet been fully discharged must have the LO details entered onto the case.

Where, during the **Arrears (CSA) - Manually Add/Correct Balance** procedure you have identified that there are outstanding enforcement and/or liability order (LO) actions on a transitioned case, you need to check the case details on the CSA systems and establish the actions that will need to be taken.

This action will be triggered by either, the caseworker checking for the **Legacy Ongoing Enforcement Indicator** having manually added the CSA arrears, or in instances where the arrears are transitioned and no residual arrears action is needed, the system will check for the indicator and generate a Manual Handling SR and an associated child SR to prompt the action.

Checking for enforcement and LO actions will be dealt with by the rules reassessment team. Upon completion of this procedure enforcement caseworkers will then complete the relevant outstanding casework.

You should check Tallyman and CSA systems for any current enforcement action. You need to create a service request (SR), to action the outstanding arrears, which should then be allocated to the enforcement team. Where a LO is identified you should create an SR to allow each LO to be entered onto the CMS system. The LO details must be entered onto the case for existing LOs where the debt has not yet been fully discharged as well as for cases that have progressed to another enforcement action such as bailiff or charging order, etc.



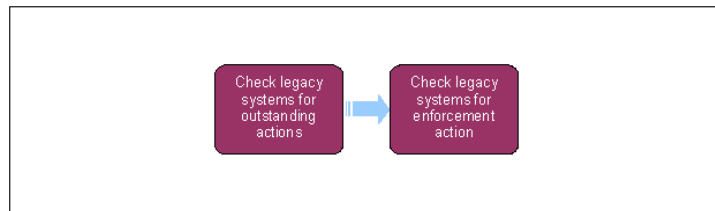
Segment 5 cases that require micro managing between systems due to ongoing Committal Orders (including suspended orders for commitment or suspension of driving licence), Order for Sale or Sisted cases should be prioritised. When the CSA Liability Order details have been entered onto the 2012 system, the 1993/2003 Rules Reassessment team will contact the AFT team to advise them to expect an Action Missed Payment SR and to prioritise the case. For more information on micro managing cases on the 2012 system and the Communications Matrix refer to Enforcement Transition Part 2 in [Fundamentals](#).

For more information about transition cases refer to **Enforcement Transition Part 1** and **Enforcement Transition Part 2** from [Fundamentals](#).

Cases which require urgent enforcement action e.g. cases where the paying parent is about to dispose of assets such as their property, will need to be fast tracked to 2012 scheme enforcement teams to ensure that delays are kept to a minimum. For more information on fast track arrears refer to [Fast Track Legacy Arrears to CMS System](#). If there is no urgent enforcement action the case be managed through the arrears management process.

All findings from investigations into enforcement information held on the CSA systems should be recorded on the system.

For more information on enforcement and liability orders refer to the Policy, Law and Decision Making Guidance: 



This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

### Check CSA systems for outstanding actions

1. Access the **Contact Summary** screen and have the case details available.

2. Create a new service request (SR) and from the drop down lists select:

- **Process = Transition**
- **Area = Legacy Case Data**
- **Sub Area = Finalise Case**

3. Link the SR to the case, update the SR Status to In Progress. The system will then create an activity plan displaying the list of tasks you will need to complete.

4. The system will display the activity **Access Legacy System** to confirm actions. Check the CSA systems for any information regarding ongoing enforcement and liability orders (LO's) e.g. check CSA 2003 free text entries, clerical case database notes, CSA notepad, case files. If the case is marked as sensitive contact the CMS Special Client Records Team, email CM 2012 SCHEME Special Client Records, who will obtain the information. The Special Client Records Team have nominated Caseworkers with permanent access to CSA cases and will access the CSA system to obtain the requested information. Before contacting the special client records team, identify all the data required to progress the case. For more information, select the following link [Liability Order CSA\) - Input](#).



CSCS will always need to be checked as the Enforcement flag provided by the data warehouse only relates to CS2 records.

You also need to check any information held on Tallyman. Tallyman is a tool used to control, monitor and record the various actions within the legal enforcement process. Any information gathered needs to be entered onto the system within the **SR Notes**.



Note that CSA caseworkers will have recorded a full breakdown of any ongoing enforcement action or liability orders in **Tallyman Notes**. For further details on how to access Tallyman select the following link: [Tallyman](#)

5. Once you have collected the information from all relevant CSA systems, select **More Tabs**, and then **Enforcement Actions**. Mark the activities as **Done**.

6. Based on the information you have gathered from the CSA systems, if there are any LO's or LO's which require ongoing enforcement action, such as existing bailiff, enforcement of judgments office (EJO) or debt collecting agencies (DCA) action, create an SR for the financial transition team by selecting the following from the drop down lists:

- **Process = Transition**
- **Area = Set Up/Amend Residual Arrears**
- **Sub Area = Set Up Legacy LO**

Link the SR to the case

7. Where you have created the SR, select **Done** to complete the activity.



To associate this SR with the SR generated in **Step 2** please refer to the procedure for [2012 System Overview](#).

## Check CSA systems for enforcement action

8. The system displays the next activity, identify any enforcement action ongoing.

9. If, during step 4 you have established that there are ongoing urgent enforcement actions on the CSA systems, go to **Liability Order CSA) - Input**. If, in step 4 you have identified that there is no urgent enforcement action, go to **step 10**.

10. If there is a current LO with no urgent ongoing enforcement action, then set up the LO on the system by following the **Enforcement Actions (CSA) - Input** process. Update SR **Notes** and record the activity outcome as **No Enforcement Action Recorded**. Update the **SR Status** to **Closed** and the **Sub Status** to **Complete**.

[Arrears \(CSA\) - Add/Correct Balance](#)

[Arrears - Consider Action](#)

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

[Fast Track Legacy Arrears to CMS System](#)

[Liability Order \(CSA\) - Input](#)

[Terminology Changes](#)

CMS System overview

Resolve Financial Transition Exceptions

Automated Financial Transition Arrears

Will the 2012 system allow a caseworker to input dates against LO debt prior to the transition closure date?

Yes, the 2012 system will allow LO dates to be entered when setting up a Legacy LO.

Will caseworkers have access to both 1993/2003 scheme systems and 2012 scheme to complete enforcement LO action?

Yes, though clerical database activities have yet to be decided.