



Liability Order (CSA) - Input

During the transition process, where it has been identified during the check **Enforcement/Liability Order Actions** procedure that a liability order (LO) is in force for any of the arrears that have been transferred onto the CMS scheme from the CSA or the clerical case database, you will need to enter the LO details onto the system.

Inputting LO's from the CSA will be dealt with by the rules reassessment team for all cases where there is either a LO in force or where there is urgent ongoing enforcement action. Enforcement caseworkers will also enter details of LOs from the CSA in all cases referred for enforcement action where the details of any LO is held in the Notes or had not previously been entered onto the case.

For each of the paying parent's due debt types e.g. PWC active residual arrears, Secretary of State (SoS) suspended residual arrears, you should determine what proportion of each due type is due to the receiving parent and SoS and is covered by the LO by completing an offline account breakdown. Where there is more than one receiving parent the account breakdown must include the amount due to each receiving parent.

Once this breakdown has been completed you should set up the LO on the system.

When entering each LO onto the system, you can use retrospective start and end dates. These dates will need to reflect the original LO dates entered on the CSA. You should ensure that when splitting the due types between LO amounts and remaining debt amounts, you use the same dates as those originally recorded. Once these actions have been completed, the system will generate reference numbers for each LO created.



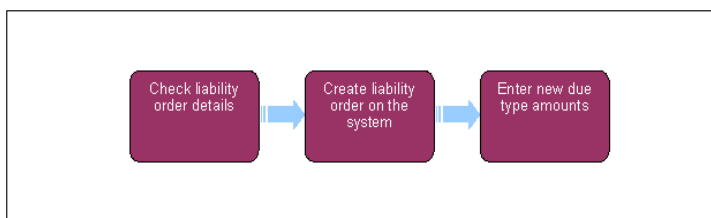
Note that a liability order is subject to an enforcement charge of £300.00. This charge applies only to debt that has accrued at least partially on the 2012 scheme. Debt from the CSA only will not be subject to a charge.

- CSA debt only: No charge
- CSA + CMS scheme debt: Charge applies
- CMS scheme debt only: Charge applies

The purpose of this process is to calculate the proportion of the paying parent's debt that is part of a LO, and then create the LO on the system.

Refer to the **Procedural Exceptions** tab for further information on how to progress **Segment 5 Micro Managed Case Process and Bailiff Cases**.

For more information on 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 liability order details



Always ensure that the Liability Order details entered onto the system are correct, you cannot amend a Liability Order once the service request has been closed. Where it is identified that the Liability Order details have been recorded incorrectly, go to **step 21**.

1. The service request (SR) for this process will have been created during the **Check Enforcement/Liability Order Actions** procedure.
For more information refer to **Check Enforcement/Liability Order Actions** in related items. Where you have been assigned the SR, access the SR through **My Activities**.
2. 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.



When updating enforcement activity plans always update the **Reason** and **Outcome** field of each activity plan line rather than the **Status** field. Failure to do so may result in a technical error.

3. The system will display the activity **Check Tallyman**. Tallyman is a tool used to control, monitor and record the various actions within the legal enforcement process. Access Tallyman via the desktop icon to view the relevant transitioned arrears data and confirm that liability order (LOs) exist for the paying parent's casegroup. Gather the information needed to enter each LO onto the system e.g. LO start and end dates, original debt amount, amounts outstanding, court name, date LO granted and details and number of LOs which apply to the casegroup. If the LO is for more than one receiving parent, the debt for each receiving parent must be identified separately.



Note that CSA caseworkers will have recorded a full breakdown of the LO into Tallyman Notes, and will have updated Tallyman with the latest information held as follows:

- LO debt period - From / To
- LO amount - original amount
- LO current balance
- Debt split - PWC / SofS
- Magistrates Court name
- Date LO granted
- LO reference number - e.g. LO1, LO2
- Core system - CSCS / CS2 / CCD

For further information on how to access Tallyman refer to the following link: [Tallyman](#)

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



There may be LO's which have been disclosed to a credit reference agency (CRA). This will be recorded on Tallyman, where this is the case, add a Note to the system so that 2012 Area SPOC for the CRA disclosure process can add the information to the tracker. For more information refer to either [CRA - Disclosure of paying parent information](#) or [CRA - Disclosure of paying parent information \(Scotland\)](#).

4. Record the details of the LO information in **Notes** e.g. LO start and end dates, amounts outstanding, amounts paid. If there are multiple receiving parents, record details of the debt separately for each receiving parent.
5. Select **More Tabs**, then **Enforcement Actions**, and update the **Reason** and **Outcome** of the activity as **Legacy LO Identified**.




When updating enforcement activity plans always update the **Reason** and **Outcome** field of each activity plan line rather than the **Status** field. Failure to do so may result in a technical error.

Create liability order on the system

6. Select **More Tabs**, then **Related SR's** and then select **Add** to link the SR previously generated during the **Enforcement/Liability Order Actions - Check Legacy** process.
7. Select **Enforcement Actions**, and update the activities outcomes on activities 1 -4.
8. Obtain details of the account breakdown completed by the CSA teams.

9. Go to the **3rd Party Account** field of the SR and from the drop down list select the court in which the LO was granted.
10. Select the **Update Form/Document** tab, then record the main details of the LO in the drop downs e.g. Debt Period From, Debt Period To, LO Applied Date, Court Name, Original LO Debt Amt. The system generates the new LO showing the amount and LO period and a new 12 digit LO number will be displayed in the **LO Order #** tab. A separate SR will need to be created to add each LO on the system e.g. 2 separate LO's exist for same RP for different periods of debt.
For cases in Scotland, you will need to record the details in **Liability Order – Sheriff's Court** details.
11. Select **Go To SR** button to return to the activity plan. Select the **More Tabs** drop down and go to the **Residual Arrears Set Up** screen, select New and add the paying parent's details.
12. Select the **Reversal** applet. You will need to reverse out the original due types before they can be split into LO and remaining debt amounts.

 Note that where there are multiple dues to be reversed i.e. Debt owed to multiple **PWCs** and/or **SoS** debt, you will need to select the reverse button after selecting each due type individually.
13. Select **Get Liability Schedule** to view all of the paying parent's existing due types. Select the **Due Type** that will need to be split into LO amounts and remaining debt. Only one due type can be selected for reversal at any given time, so each due type is reversed individually.
14. Once you have chosen the entry that needs to be reversed, select **Reason** as **Legacy L/O Set Up** and then select **Reverse Arrears**. The entry will be reversed by BaNCS and the message **Ok** will be displayed.
15. Select **Get Liability Schedule**. Check that the due **Status** on the **Get Payment Allocation Details** screen is displayed as **Satisfied** to confirm that the due types have been reversed.

Enter new due type amounts

16. In the Set Up Applet, enter the following details:
 - Payable to type - e.g. PWC
 - Due Type - e.g. Residual Arrears PWC - LO
 - Reason - Legacy L/O Set Up
 - LO Number - 12 digit number obtained at Step 10




The residual arrears covered by the LO period should be posted using the end date of LO period and any remaining residual arrears should be posted the day before the effective date.

Check that the total value of the new due types entered totals the value of the arrears that have been reversed.



Note you must ensure that the LO reference is only recorded against each new LO due type to be included in the Liability Order, and not against any non LO amounts. The new LO reference can apply to more than one PWC.

17. Select **Send To BaNCS** to send these new entries to BaNCS for processing. The system will check that the reversed amount and the corresponding new split amount for the LO is the same.
18. An **Ok** message will be displayed when BaNCS has successfully processed the new arrears amounts. In the **Enforcement Action** activity plan record the **Is LO Set Up Complete** activity as **Done**.
19.  Issue CMEL5555 to the paying parent to inform them their LO now has a 2012 reference number.
20. If there are further LO's which need to be entered onto the system for other periods of debt, you need to create a **Set Up Legacy LO** SR for each LO to be entered, by selecting the following from the drop down lists:
 - **Process = Transition**
 - **Area = Set Up/Amend Residual Arrears**
 - **Sub Area = Set Up Legacy LO**



Note for multiple LO set up you will be required to launch one Set Up LO SR for each Liability Order that needs to be set up, and complete them one at a time. The whole debt will then split to the appropriate amount due under each LO. Repeat this procedure to record each LO on the system as required.

21. When you have entered all of the LO details onto the system, update the SR Status to **Closed** and the Sub Status to **Complete**. You will now need to complete an enforcement / liability order actions check. Select **Go to Contact** and then **Enforce Order**, the LO should then be displayed. For further information please refer to Enforcement / Liability Order Actions - Check CSA.

Liability Order Correction



Where it has been identified that a liability order has been incorrectly recorded on the system, the following process will need to be followed to allow the data to be corrected.

22. Complete the Liability Order Correction Spreadsheet with the following information to raise a request for CFAT to reverse all the outstanding debt balances on all due types associated with the erroneous liability order:
 - Caseworker details (1993/2003 Rules Reassessment team caseworker or Special Client Records caseworker for SCR cases)
 - Date
 - Case Reference
 - Paying Parent SCIN
 - Paying Parent BaNCS Account
 - Schedule Reference Number
 - Original LO Dates
 - Amount of the LO
23. Send an email to CFAT to notify them of a new case on the LO Correction Spreadsheet.



CFAT will then use BaNCS link to zero the balance of each debt due type linked to the LO reference provided, and the team leader will check the updates before informing the caseworker on the transition team by email that the required action has been completed.

24. Manually generate an SR with the following values:
 - Process - Transition
 - Area - Set up / Amend Residual Arrears
 - Sub Area - Amend Residual Arrears
25. Re-input each debt that has been zeroed by CFAT with the same details: debt type, amount and posting date
26. Manually generate an SR with the following values:
 - Process - Transition
 - Area - Set up / Amend Residual Arrears
 - Sub Area - Set Up Legacy LO

27. Input a new LO with the correct details and the system will then automatically generate a new LO reference number.
28. Reverse all dues previously assigned to the erroneous LO
29. Input the new dues with the same type and value as those that have been reversed, but associate them with the new LO reference number generated at step 25.
30. Check all the details that have been entered are correct before completing the SR.



Where cases were special client records (SCR) on the CSA systems, the CSA caseworkers will complete a LOCs template, and send it to the 2012 SCR team and BaNCS via 24 hour secure track and trace courier. Once the LOCS template has been received, a SPOC on the SCR team will store the template in a secure lockable cabinet until BaNCS validate the debt balance.

Once the reconciliation has been carried out, the caseworkers on the SCR team will then input the details onto the 2012 system. Once the details have been entered, the sensitive case template should be destroyed, and if required hard copies can be retained in a secure lockable cabinet.

31. If there is urgent ongoing enforcement action, set up the LO on the system by following the **Enforcement Actions (CSA) - Input** process. Record the ongoing urgent enforcement action in SR Notes noting that it has been obtained from the CSA system/s. A new activity plan to review the enforcement action is generated. You should generate an SR by selecting the following from the drop down lists:

- Process = Arrears
- Area = Arrears Management
- Sub Area = Arrears Review

32. Set the Status of the SR to Pending assignment.



This SR is completed by enforcement caseworkers in the determine appropriate arrears action process.

33. Where there is no urgent enforcement action required, create an SR and select the following from the drop down lists:

- Process = Arrears
- Area = Arrears Management
- Sub Area = Action Missed Payment

34. Update the sub status to In Progress. Record in the SR Notes that the arrears have been transferred from the CSA as a result of transition. This SR is allocated to a caseworker to complete the action missed payment process.
35. If you are working from the CMS stock list of LO's, update the **Reason** to **Negotiate Residual Arrears Amount**, and update the sub status of the SR to **Pending Assignment**. If you are working from a Legacy Enforcement SR and the LO needs to be built, update the **Reason** to **Automated Financial Transition** and update the sub status of the SR to **Pending Assignment**.
36. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Segment 5 Micro Managed Case Process



Any selected Segment 5 cases that have Commitment/Disqualification or Order for Sale will not be offered the compliance opportunity. These cases will be micro managed and fast tracked to Enforcement.

1. On identification of these cases in Arrears Cleanse, an email will be sent to the 1993/2003 Rules Reassessment team advising micro managed case needs actioning.
2. The 1993/2003 Rules Reassessment team build the Liability Order following existing procedures.
3. Action **Missed Payment SR** raised.
4. The 1993/2003 Rules Reassessment team will contact Enforcement AFT SPOC. Contact details are provided in the **Enforcement Transition Part 2** from [Fundamentals](#).

5. Enforcement AFT to be advised micro managed case on route and on receipt the case needs to be forwarded to Enforcement via Arrears Management SR.

Segment 5 Bailiff Cases

1. On identification of these cases in Arrears Cleanse, an email will be sent to the 1993/2003 Rules Reassessment team advising that a Bailiff Segment 5 case needs actioning.
2. The 1993/2003 Rules Reassessment team build the Liability Order following existing procedures and update Notes.
3. Action **Missed Payment SR** raised.
4. The 1993/2003 Rules Reassessment team will contact case owners on the 2012 system and advise that the case needs to be forwarded to Enforcement via an Arrears Management SR.
5. The 1993/2003 Rules Reassessment team will provide the Bailiff SPOC with the new Liability Order reference number.



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

CMEL5555 - NRP – LO 2012 ref no

Give NRP notice that a 1993/2003 scheme LO now has a 2012 ref no
This letter is system generated, no manual intervention is required.

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

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

[Enforcement/Liability Order Actions - Check CSA](#)

[Liability Order - Magistrates Court](#)

[Liability Order - Sheriff Court](#)

[Terminology Changes](#)

[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 1993/2003 scheme LO.