

Maintain CSA Scheme Arrears

The purpose of this overview is to provide a high level summary of the various actions needed to create and maintain residual arrears. These actions are carried out by either the CMS scheme system or CMS scheme caseworkers.

Where payments have been received on any of the CSA scheme systems and the clerical case database (CCD) and the client's case has been closed due to Case Closure, these payments automatically transfer to the CMS scheme account. The CSA scheme makes daily payments to this account and each paying parent payment is recorded in an electronic file. The information included in the electronic file is the paying parent's national insurance number (NINO), paying parent's forename/s and surname, the CSA scheme receipt reference number and the value of the receipt.

When payments are received and the case is with a debt collection agency (DCA) at the point of transition, these payments are allocated to the CSA scheme case. For more information refer to [DCA Arrears – Identify And Allocate](#).

DCA's will be set up as third party accounts on the CMS scheme system so that payments received can be allocated e.g. to the receiving parent by caseworkers. For more information refer to [Payment – Manually Allocate](#).

A manual allocation flag can be set so that payments will continue to be made via this process until either the DCA portion of the debt is satisfied, or the debt is returned to the child maintenance group (CMG) for collection.

When the financial transition of a CSA scheme case arrears has been completed and any recalculations of the CSA scheme liability are then required, the CSA rules reassessment team will complete these calculations. This includes answering queries received from clients about their CSA scheme arrears balance. Offline calculation tools are available on the intranet to assist in the recalculation of liabilities made under CSA rules. An intranet account breakdown tool is also available to calculate the new arrears balance. For more information refer to [Offline Calculation – Perform](#).


The new balance can then be recorded on the CMS scheme system by CMS scheme CSA rules reassessment team. For more information refer to [Arrears \(CSA Scheme\) – Manually Add/Correct Balance](#).

Post Case Closure, the paying parent or paying parent's employer will need to be contacted by a CMS scheme caseworker so they can advise the paying parent/employer of how to make their payments to the CMS scheme. Once this has been completed, any manual allocation flags can be lifted and the payments can be made to the receiving parent automatically by the CMS scheme system. Payments will be allocated by the CMS scheme system as follows:

- If no CMS scheme case is identified but a transitioned case or arrears only case group is identified, then the payment automatically transfers to this case.
- If a CMS scheme case is identified the receipt allocates to the CMS scheme regular maintenance and then any arrears
- After allocating to the CMS scheme regular maintenance and arrears, any excess payment will be held in the account and allocated when the next receipt is due.
- A report is sent to case managers to advise of any excess payment, so they can consider manually transferring this to any existing transitioned case.

Where financial transition has taken place but there is a complaint or appeal which requires CSA scheme information, the CMS scheme CSA rules and reassessment team may need to contact the CSA scheme caseworker to discuss the CSA scheme case if the information is not available following interrogation of the legacy systems. For more information refer to [CSA Scheme Information Required – Contact Caseworker](#).

For more information 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.

Northern Ireland Child Maintenance Service (NICMS) to replace CMG for Northern Ireland

[CSA Information Required – Contact Caseworker](#)

[CSA Information Received – Update CMS2012](#)

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

[DCA Arrears – Identify And Allocate](#)

[Manual Allocation Flag – Set up](#)

[Payments – from CSA to CMS](#)

[Payment – Manually Allocate](#)

[Offline Calculation - Perform](#)

[Terminology Changes](#)

[Automated Financial Transition Arrears](#)