

Manage Client Arrears Contact CSA scheme) - summary

The purpose of this summary is to provide a high level overview of the actions taken within CSA scheme, to manage client arrears contact.

Once CSA scheme liability has ended, the CSA caseworker will conduct a range of cleanse actions in order to achieve a stable arrears balance. The receiving parent will then be contacted by letter to inform them of the stable balance and asked if they wish for their arrears to be pursued.

If the receiving parent decides to write off some or all of the arrears on a case, both them and the paying parent will be contacted by letter to confirm the decision and given 30 days to raise any representations (paying parent) or change the decision (receiving parent).

If the receiving parent contacts the CSA scheme team to discuss their options regarding arrears, the caseworker will fully explain the implications of any decision they make. If the paying parent makes contact disputing the arrears balance, they should be given a full explanation of the arrears and, if required, an account breakdown will be produced.

If the receiving parent does not respond to the letter issued, the full arrears figure is financially transitioned.

If there are arrears outstanding due to the Secretary of State (SofS) of a value greater than £65, these are not written off.

The outcome is recorded on the CSA scheme systems and this information is sent automatically to the Child Maintenance Group (CMG) in order for the arrears figures to be accurately brought over to the CMS scheme. In exceptional circumstances, for example Nationally Sensitive clients, the figures may be issued clerically to the CSA Team via an offline report.

Once concluded, both clients will be informed that the case closure process is complete and the amount of any arrears transitioned to CMS scheme.

If a client telephones to query their CSA scheme arrears balance once the arrears are held on CMS system refer to the procedure [Offline Calculation - Perform](#) for details on how to refer this to the correct team.

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](#).



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.

NICMS to replace Child Maintenance Group in Northern Ireland

[End CSA scheme Liability - Summary](#)

[CSA scheme Case Cleanse - Summary](#)

[CSA scheme Case Closure \(Arrears\) - Summary](#)

[CSA scheme Inhibit Case Closure - Summary](#)

[CSA scheme Case Closure Exceptions - Summary](#)

[CSA scheme Transition Request \(LTR\) - Summary](#)

[Terminology Changes](#)

[Case Closure Arrears - Reconcile](#)

[Automated Financial Transition Arrears](#)