



## Offline Calculation - Perform

An offline calculation SR is required when a case has been entered onto the new system as part of the transition process. Where the case contains outstanding maintenance calculations for the paying parent's maintenance liabilities which were not completed on the CSA systems, an offline calculation will be sent to the CSA rules reassessment team (in CMS scheme). The CSA rules reassessment team will complete the outstanding changes required. This process should also be completed if a client queries their CSA scheme arrears balance and the arrears are now held in CMS.



A client may write/call to make a general query on their CSA arrears held in the CMS scheme, this will not always lead to an offline calculation needing to be performed.

Offline calculation of the CSA scheme liability once financial transition has been completed will be dealt with by caseworkers in the CSA rules reassessment team (in CMS scheme).

Where the CSA scheme liability can be calculated before financial transition has been completed, this will be dealt with on the CSA scheme systems by the CSA systems caseworker.

The CSA scheme liability will need to be calculated offline as a result of any outstanding changes of circumstances or revisions which were not completed whilst the case was on the CSA systems, or as a result of an outstanding appeal which had been raised whilst the case was still held on the CSA systems. Once you have completed the calculation/s you will then need to perform an offline account breakdown to obtain an accurate residual arrears balance.

You will need to use the offline calculation tools available to complete the calculation/s and account breakdown, and then record your decisions on the system. Once the residual arrears amount has been calculated, you will need to add this amount to the future scheme case. For more information refer to [Arrears \(CSA Scheme\) - Add/Correct balance](#).

During the Transition process, you may be required to use one or more of the following off-line tools:

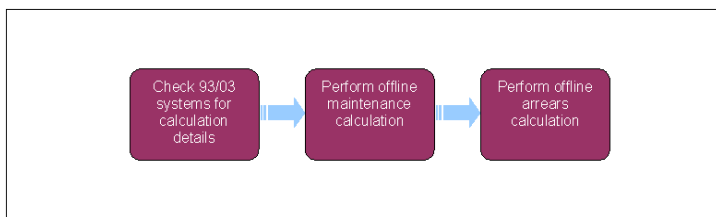
- Effective Date Calculator
- Phasing Calculator
- Relevant Week Calculator
- Date Calculator
- Account Breakdown Tool (available [here](#))

All other calculation tools are available on the intranet [here](#).

For further information on calculating bonus payments refer to Policy, Law and Decision Making Guidance: 

There may be instances where you will require further information on CSCS cases, access the [CSCS Archive Prints link](#) for accessing and interpreting this information

The purpose of this process is to complete any offline calculations and the account breakdown and then record the liability calculation/s and account breakdown details on the system.



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.

### Owning caseworker

1. If you receive a letter or telephone call from a client querying their CSA scheme arrears balance which is now held on CMS system, discuss why the client believes the arrears balance is incorrect. The onus is on the client to provide evidence to support the challenge. Check the service request history to confirm that a previous request has not already been completed and that the information, explanation and account breakdown has not been previously provided to the client. Once it is established that the client has evidence, you can then refer the case to the CSA rules reassessment team (in CMS) who will investigate. Advise the client that the rules reassessment team will investigate and call them back once their investigations are complete.



Ensure that the residual arrears balance is unsuspending prior to the Offline Calculation being raised. Refer to [Suspend/Unsuspend Liabilities](#) for further information.

2. In the Case **More Info** screen update the **Legacy Case ID** and **Legacy System** fields with the appropriate values if not already complete. All fields must be completed prior to generating the Offline Calculation SR. Within the client view against the person who requested the offline calculation, create a new service request (SR) and input the correct case number, use the drop down lists to select:
  - **Process = Transition**
  - **Area = Case Re-Assessment**
  - **Sub Area = Offline Calculation**



You will only be able to update these fields if the case has been allocated to you.

3. Update the **Source** field then update the notes with details of the client's query:
  - If the residual arrears are still to be collected
  - If there are direct payments that need to be considered, confirming amount and periods with both parties
  - Maintenance Direct or Family Based Arrangement with the Paying Parent
  - Why they believe that the arrears balance is incorrect
  - Amount of debt being disputed
  - CSA case number/s
  - Preferred contact times
  - The client has been promised a call-back

Set the SR **Status** to **Pending Assignment**. The SR will then be routed to the CSA scheme rules reassessment team for investigation.

### CSA Rules reassessment team action

4. You will either receive the SR created at Step 2 (if the query originates from CMS scheme colleagues) or, if contact is received from colleagues on 1993/2003 scheme which indicates that recalculations of the 1993/2003 scheme liability are required, you should create the SR at step 2. Under the activity record reason for offline calculation, record in **Notes** the reasons why any offline calculations need to be completed e.g. as the result of an appeal decision or a revision or a client query. In both cases change the SR **Status** to **In Progress**. The system will generate an activity plan for you to follow.
5. The system displays the activity review request for offline calculation.

### Check CSA scheme systems

6. Using the case file and information held on the CSA systems, gather the information needed to complete the offline calculation. Call the receiving parent and/or paying parent to ask for any additional information.

### CSA Scheme Case Mark Sensitive

7. If the case is marked as sensitive on the CSA scheme system, contact the CMS Special Client Records Team, email **CM 2012 SCHEME Special Client Records**, who will obtain the information. Before contacting the Special Client Records team, identify all the information required to progress the case.
8. Once you have gathered the information needed, select **Done** to complete the activity.

### Perform offline maintenance calculation

9. The activity complete offline calculation will be displayed. Using the information you have gathered, perform the offline calculation using the offline calculation tools available on the intranet, such as the effective dates toolkit, clerical maintenance

calculator and the automated tax and national insurance calculator (ATNIC). When this has been completed and checked for quality and accuracy, record the outcome of the activity as done.

During the transition process you may be required to use one or more of the following offline tools:

- Effective date calculator
- Phasing calculator
- Relevant week calculator
- Date calculator
- Account breakdown tool

The calculation tools are available [here](#).

For further information on calculating bonus payments refer to Policy, Law and Decision Making Guidance: 

There may be instances where you will require further information on CSCS cases, access [CSCS Archive Prints](#) for accessing and interpreting this information.

10. Once the offline calculation has been completed, finish the activity by recording the details of the calculation in **Notes** e.g. effective date, notified date, amount, shared care, relevant other child (ROC) details and then selecting **Done**.
11. Where the Calculation Tool produces a notification locally scan the notification into 2012, and issue the notice to the client. Refer to [Scanning - Local](#)

## Perform offline arrears calculation

12. The system generates the activity **do arrears require adjustment?** If the arrears do not need to be adjusted i.e. because there is no change to the liability, then no further action is required. Enter **No Arrears Adjustment** in the SR **Activity Reason** field and record the **Outcome** of the activity as **Done**. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**. If the action was taken as a result of a client query, call the client to advise them of the outcome.
13. If the arrears balance needs to be adjusted, change the **Activity Reason** to **adjustment required**. Complete an account breakdown which includes the new liability amount/s using the offline account breakdown tool available on the intranet.
14. Complete the activity by recording the new residual arrears balance and the details of the account breakdown in **Notes**. Record the outcome of the activity as **Done**. Add the adjusted arrears amount. For more information refer to [Arrears \(1993/2003 Scheme\) - Add/Correct Balance](#). If the action was taken as a result of a client query, call the client to advise them of the outcome.
15. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

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

[Client Contact Overview](#)

[CSCS Archive Prints](#)

[Automated Financial Transition Arrears](#)

[Will the transition process halt if a case has an outstanding maintenance calculation on the 1993/2003 system?](#)

No, where the 1993/2003 scheme liability can be calculated before completion of the financial transition the 1993/2003 scheme caseworker will deal with this but if the outstanding maintenance calculations are not completed, an offline calculation will be completed by the BAU teams and forwarded to the 1993/2003 Re-Assessment team.