



## Phase 2 Case Closure Arrears Summary

The purpose of this overview is to provide a summary of the actions the CMS system will take during the financial transition process at Phase 2.

During Phase 1, the Data Warehouse was not fully functional, meaning the majority of information needed to be added to the CMS system from the CSA systems manually. For Phase 2 this process will be automated until a case exception is encountered.



Note that for partially clerical cases, you will need to follow the existing manual processes to receive the CSA arrears, generate the arrears only case and add the arrears to the case / casegroup.

### Arrears Receive CSA Scheme Balance

The cms CMS system will receive the paying parent's (the parent who pays or is expected to pay child maintenance, known as the paying parent on the system and in legislation) arrears balances from the CSA systems by casegroup via the Data Warehouse.

The CMS system will then automatically check existing case records to determine the receiving parent (the parent who receives or is expected to receive child maintenance, known as the receiving parent or person with care (PEWC) on the system and in legislation) already has a case/s that exist on the CMS system.

Where there are arrears to collect on a case but the case or casegroup does not exist on the CMS system, the system will trigger the creation of the case as required. Where an existing case is identified, or where a new case / casegroup has been created, the system will record basic CSA scheme details onto the case records.

Once all the required cases have been set up, the system will trigger the creation of the arrears against the paying parent, if there are no arrears to add to the casegroup at this stage the system will automatically mark the case / casegroup as **Transition Complete**.

### Arrears Only Case Set Up

Where the system identifies that an arrears only case needs to be created, the CMS system will pull the relevant case data from the Data Warehouse in order for the case to be built correctly. The following actions / checks will be performed automatically by the system, and once complete the system will present the caseworker with the relevant SR to take the next action as required.

Receive CSA scheme data to input into the CMS system


- Create Contact Details for the clients
- Verify Applicant/QC and input interest flags on CIS as appropriate
- Verify Other Party and input interest flags on CIS as appropriate
- Validate Method of Payment
- Create new casegroup / Link to existing casegroup
- Establish Maintenance Region
- Retrieve Paying Parent Benefit details from CIS (where required)

### Add Arrears From CSA Scheme

Once the arrears only cases have been created, the system will generate dues on the paying parents account that mirror those received from the CSA scheme:

- Create dues for active arrears owed to the receiving parent
- Create dues for suspended arrears owed to the receiving parent
- Create dues for deferred arrears owed to the receiving parent
- Create dues for active arrears owed to GB SoS / NI SoS
- Create dues for suspended arrears owed to GB SoS / NI SoS
- Create dues for deferred arrears owed to GB SoS / NI SoS

The system will then check the receiving parent's arrears decision as recorded on the CSA scheme, and where the receiving parent had indicated to the CSA scheme they wanted their arrears to be written off but arrears are still arrears showing owed to the receiving parent, a work item will be generated for the caseworker to investigate, and contact them to confirm a further write off. For further information refer to **Additional PWC Arrears During Case Closure** (link to be added when procedure written)

For further information on arrears write off refer to the Policy, Law and Decision Making Guidance 

Notifications will automatically be issued to both the receiving parent and the paying parent to inform them the arrears outstanding on the CSA scheme have now been added to the CMS scheme system, and the values of the arrears.



Note that where an arrears only case cannot be generated by the CMS system due to either incorrect or missing case data, the case will be added to the daily exceptions report, this will be investigated by the team leader on the financial transition team, who will then allocate the cases for caseworkers to establish what information is required for the case to transition correctly.

They will access the CSA systems to capture the missing data, or to establish what data was incorrect, and manually enter this allowing the arrears to be added to the case / casegroup. For further information refer to **Resolve Financial Transition Exceptions**.

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