



## Arrears - Manually Receive CSA Balance

The objective of this process is to correctly identify the manually, due to exceptional circumstances CSA arrears balance that requires moving onto CMS.

In these instances, once all cases within the paying parent casegroup are closed down on CSA, the arrears balance will be produced and sent to the CMS as an offline report.



All Wholly and Partial Clerical cases (and in some exceptional circumstances CS2 and CSCS cases) will have their balances transferred automatically via the Case Closure System. All Wholly Clerical cases will require manual action if arrears only case creation is required. This is because CCD and subsequently Data Warehouse do not contain sufficient detail to complete case creation automatically. The Case Closure System will save a file into a shared folder which will contain all the information required to build an arrears only case. Looking at the report, you need to find the cases which have debt and action appropriately.



For all cases that are nationally sensitive, the CSA teams and 1993/2003 Rules Reassessment Teams will send the template directly to the CMS Special Client Record team via the Fully Tracked Document Service. For all NI Nationally Sensitive cases, the 1993/2003 Rules Reassessment Teams will need to send the template to the following address marked as "Official Sensitive".

NI CMS 2012 Applications / Sensitive Cases Team Lead

Great Northern Tower, Level 3

Great Victoria Street

Belfast

BT2 7AD

Where the debt balance has been communicated manually Caseworkers on the 1993/2003 Rules Reassessment Team then need to identify cases with a positive arrears balance and initiate financial transition, before they can process the residual arrears as appropriate.

The report will provide a breakdown of the status of the arrears:

- Total active arrears owed to the receiving parent
- Total active arrears owed to the SoS/NI SoS
- Total suspended arrears owed to the receiving parent
- Total suspended arrears owed to the SoS/NI SoS
- Total deferred arrears owed to the receiving parent
- Total deferred arrears owed to the SoS/NI SoS



Suspended Debt is an administrative process used on CSA cases to suspend the recovery of debt where sensitive circumstances apply or where recovering the debt would be unusually difficult.

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



Deferred Debt was an administrative process used on CSA cases until April 2006, where the collection of debt was deferred due to misadministration and the paying parent was then compliant for a period of at least 26 weeks.

The manual report will also include:

- Paying parent/receiving parent NINO
- CSA case number
- Case Area (GB or NI)
- The Total Debt Balance
- Last Legacy Receipt date

The manual reports are received daily by the 1993/2003 Rules Reassessment Teams recalculation and must be actioned on the day of receipt as there is a strict timetable which must be followed when adding CSA arrears.

- Day 1 – the arrears report is produced by CSA and sent in the overnight batch to CMS.
- Day 2 – the report should be checked and if no current CMS case is held for the receiving parent, an arrears only case should be built, and all the required information should be entered onto CMS.
- Day 3 – CFAT will receive the report generated overnight by BaNCS and will reconcile the arrears on all of the relevant CMS cases.

Validation checks on the arrears figures will have been completed by the appropriate CSA service.

On receipt of the arrears balance report, the team leader allocates a number of cases to the caseworker, to identify cases with a positive arrears balance and to then initiate financial transition.

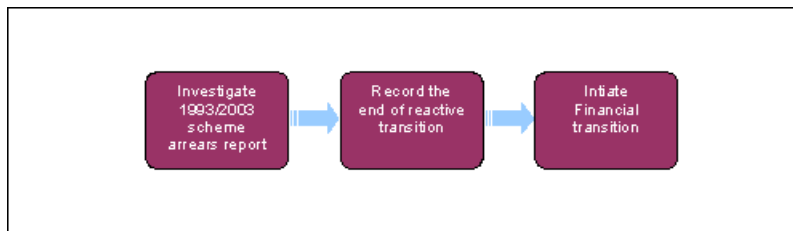
For cases without arrears, the caseworker records this on CMS for future reference. This will be the end of transition.

For CCD Cases which are held on the Case Closure System report, minimum data will be saved into one of four shared folders to enable caseworkers to build arrears only cases. The four folders are:

- GB
- GB Sensitive
- NI
- NI Sensitive

Where there is a case transitioning from CSA with a nationally sensitive record indicator, the data warehouse produces a separate report that is sent to the special client record team. The caseworker on the special client record team creates a contact record for the applicant/QC and Paying parent, and this then links out to the customer information system (CIS) to ensure there is a match with the nationally sensitive indicator.

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.

## Investigate CSA manual arrears report

The team leader allocates a number of cases from the arrears report to a case officer.

1. Access the offline **Arrears Balance Report** to check the cases listed for either a zero or positive arrears balance.

## Record the end of reactive manual transition

2. If the arrears balance for a casegroup is zero, launch a service request (SR) with the following values:

- **Process = Transition**
- **Area = Legacy Case Data**
- **Sub Area = Finalise Case**

3. Record on the **Notes** tab that financial transition is complete due to nil arrears balance from CSA Case.
4. Close the SR.

## Initiate financial transition

5. Where there is a positive arrears balance. For more information refer to [Manual Arrears Report \(CSA\) - Process](#).

[Arrears Only Case \(CSA\) - Manual Set Up](#)

[Manual Arrears Report \(CSA\) - Process](#)

[Case Closure Overview](#)

[Terminology Changes](#)

[Automated Financial Transition Arrears](#)