



CSA Scheme Information Received - Update CMS

The purpose of this summary is to provide a high level overview of the update CMS case process.

This process will be carried out by both CSA caseworkers and CSA Case Closure application team caseworkers.

Where the CSA caseworker identifies that there is any ongoing case action in a CSA case that is due to be transitioned, and the CSA caseworker will be unable to complete these actions within the Case Closure timeframe, they will need to contact the CMS owning caseworker to advise them of the outstanding actions. In order to locate the owning CMS caseworker, the CSA case worker will initially need to contact the CMS client helpline to identify the CMS caseworker.

After establishing the identity of the CMS caseworker, the CSA caseworker should advise the CMS caseworker of the outstanding CSA actions. The CMS caseworker should then:

- Update the **Notes** section of the system with the information received from CSA.
- If necessary, as a result of the information provided by the CSA caseworker, route the case to a caseworker in another segment, e.g. because a new complaint has been received which will need to be dealt with by a CMS complaints caseworker.

In circumstances where the CMS owning caseworker is unavailable e.g. due to leave or sickness absence, the CSA caseworker will need to contact the CMS caseworker's team leader (TL) to discuss the best course of action.

The paragraphs below show how to route the case to the appropriate segment:

If there is an escalated complaint on the CSA case, a service request (SR) will need to be created by the CMS caseworker to route the case to the complaints segment, by selecting the following from the drop down lists on the CMS system:

- **Process = Escalated enquires**
- **Area = Complaints**
- **Sub Area = Resolution/Review/ICE (sub area depends upon the nature of the complaint)**

If there are any outstanding appeals, then a SR will need to be created by the CMS caseworker for the appeals segment by selecting the following from the drop down lists:

- **Process = Escalated Enquiries**
- **Area = Appeals**
- **Sub Area = Appeal Against Decision**

Where there is ongoing enforcement action, a SR will need to be created by the CMS caseworker for the enforcement segment by selecting the following from the drop down lists:

- **Process = Arrears**
- **Area = Arrears Management**
- **Sub Area = Arrears Review**

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

[Appeals](#)

[Client Contact Overview](#)

[Complaint - Resolution](#)

[Complaint - Review](#)

[ICE](#)

[Manual Handling - CSA Look Up Contingency Summary](#)

[PHSO](#)

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