



Case Closure Overview

Summary

This high level overview is to provide a summary of the processes involved for Proactive Case Closure. Proactive Case Closure is the systematic closing of all cases held on CSA over a three year period.

Cases currently held on the three CSA systems (CS2, CSCS, CCD) will be selected for closure in Tranches.

If a client then wishes to continue to have a case in the statutory scheme, they will be required to make an application to CMS via the mandatory Gateway.

Some of the processes are fully automated by the system, and some require caseworker action to ensure Case Closure and Financial Transition are carried out correctly.

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

Case Closure Non Finance Summary

Case Closure Summary - Non Finance

The purpose of this summary is to give a high level overview of the processes involved at Phase 2 for Proactive and Reactive Case Closure. Proactive Case Closure is the systematic closing of all cases held on the CSA schemes over a three year period.

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

Clients will receive written notification that their case is closing on the CSA scheme and at this point the receiving parent will be invited to make an application to CMS. The initial letter will be issued 187 days prior to the liability end date, and a further reminder letter 32 days prior before a final closure letter is issued when the liability has ended.

Once cases have been fully closed on CSA and the liability has ended, Financial Transition will commence.

This is largely an automated process dealt with by the system, however where exceptions are encountered caseworker intervention will be required.



If a new applicant applies against a paying parent who is already in the Proactive Case Closure journey, Reactive Case Closure will commence from the date the CMS application is made unless the proactive journey is less than 38 days from the liability end date.



There is an ongoing selection solution in place utilising CSA systems (CS2, CSCS and CCD) to complete and monitor the Tranche Selection process.

Proactive Case Closure

Automatic Tranche Selection

Automatic Tranche Selection is a fully automated CSA system process and does not require any caseworker intervention. The system will receive cases from CSA systems. The Tranche of cases will be automatically selected based on set criteria and the system will receive all cases in the paying parent's casegroup. The relevant End Liability Date will be applied to all cases in each Tranche, and CSA systems and the Data Warehouse will be updated.

Amend Automatic Tranche Selection

If there is a requirement to amend the Automatic Tranche Selection process (reasons could be to increase/decrease volumes, select certain case criteria) the Tranche Management Team will be able to manually amend the Tranche criteria via an Operational Change Request to HPES on the instruction of the Case Closure Control Group.

Issue Closure Letters/Identify Client Role and Case Status for Letter

The first time this process occurs is when the Tranche has been selected by the Automated Tranche selection, or where the Amend Automatic Tranche Selection process has been triggered.

Where it is determined that the first contact letter is to be issued, the CSA system will automatically issue the notification.

Before generating any letters the system will always check whether there is a valid address for the client, where no valid address exists a letter will not be issued. If there is a client representative identified then a separate covering letter will be created to be issued to the representative with a copy of the client's letter.

Case Closure specific notifications may be suppressed from issue on the legacy systems for various reasons (for example clients marked as DLO on a legacy system or where a client has recently deceased) when this occurs a report is issued to the legacy team responsible and they will arrange for a clerical notification to be issued. Although the letters are suppressed case closure is not halted.

Reactive Case Closure

Reactive Case Closure Summary

Reactive Case Closure is triggered when an eligible applicant applies to CMS and the named paying parent has a CSA case with ongoing maintenance, or has a CSA scheme arrears only case. All other Receiving parents associated with that paying parent i.e. in the paying parent case group will move over to the new scheme. The timescales for the move will depend on whether the CSA case has ongoing maintenance, has ongoing maintenance and arrears or is arrears only.

Case Closure (Reactive) - Invoke

Reactive Case Closure of a CSA Receiving parent to CMS occurs when an eligible applicant applies to CMS and the named Paying parent has either a CSA case with ongoing maintenance or an arrears only case.

The system will calculate the transition date (T-Date) **as 38 days** from the date that the new application is received, to ensure that the ending of the liability on CSA **does not disrupt continuity of liability if the client wishes to make an application to CMS**. If a client then wants to continue to have a case in the statutory scheme they will be required to make an application to CMS via the Gateway **and the effective date of application will be set to T-Date + 1 day**.

CSA Transition Request (LTR) Summary

When an application is received to CMS, a Look Up is performed by the Data Warehouse to check if the paying parent named is a paying parent on one or more active cases on a CSA system. An electronic file specific to each CSA scheme system is sent to request Case Closure; these are known as LTRs (CSA scheme Transition Requests).

When the CSA scheme teams receive these files, they will determine what action is required to allow the cases to close on CSA scheme and move across to CMS.

Manually Issue Reactive Legacy Transition Requests (LTRs)

This procedure details the steps a caseworker should take to manually trigger LTR1, 2 and 3 to CSA systems when reactive Case Closure is triggered.

Case Closure Finance Summary

Case Closure Finance

The purpose of this summary is to provide a high level overview of the processes involved at Phase 2 for Case Closure Finance. For further details please refer to the Policy, Law and Decision Making Guidance: 

Arrears - Receive CSA Balance

Once all cases in the paying parent's casegroup have closed down on CSA, any positive arrears balances will be automatically transferred to the CMS from CSA.

Arrears – Clerical Report CSA Process

When the residual arrears balance report is received from CSA scheme clerically (for example when the case is nationally sensitive), caseworkers will need to check to see if there is an existing CMS case that needs residual arrears to be added, if there is an Add/Correct CMS Arrears service request (SR) will need to be generated.

Where there are residual arrears but no existing CMS case, an arrears only application SR must be generated.

Case Closure Arrears - Reconcile

If it is identified during this process that there are outstanding arrears on one or more of the CSA systems, the completeness and accuracy of the movement of the arrears need to be checked.

This procedure provides a high level summary of how the reconciliation tool will check arrears balances.

The reconciliation tool is an offline Excel-based product that will compare reports from a number of sources to ensure the arrears transitioned onto the CMS match what has left the CSA scheme.

Manual handling - Case Closure Case Data Capture Summary

The purpose of this summary is to provide an overview of what action caseworkers will need to take when it is identified during the lookup process that Reactive Case Closure is required.

This action will be taken by the same caseworkers performing the lookup, and they will be required to access the CSA scheme system where the client/s casegroup is held, and complete the minimum case data template.

Arrears - CSA Manually Add/Correct Balance

Where residual arrears are to be manually transferred onto an existing case on CMS, these arrears are transferred via an offline report. Once transferred, the arrears may need to be amended (e.g. to correct any errors or following a change to the arrears balance). This change may be due to an offline change of circumstances (CofC) or appeal carried over from CSA scheme.

This process will guide the caseworker through the required steps to ensure the correct arrears balances are transferred.

Determine Action Following Financial Transition

Once financial transition has completed, and any residual arrears have been added to the paying parent's casegroup, the system will automatically check if there are arrears owing to the receiving parent from the CSA scheme.

If the receiving parent requested their arrears to be written off, yet arrears still remain owing the system will generate an SR for this to be investigated and actioned accordingly.

After this process has been completed, the system will determine what action needs to be taken next depending on the information supplied by Legacy Interface.

DCA - Arrears identify and locate

Where a CSA scheme case has payments received from a Debt Collection Agency (DCA) at the point of Case Closure, these payments will need to be allocated to CMS. If payments are being received from a DCA and the case has not yet transitioned, the CMS caseworker will need to monitor the case and set a flag for manual allocation once financial transition has been completed.

Financial Transition Arrears Summary

During Phase 1, the Data Warehouse was not fully-functional, meaning the majority of information needed to be added to CMS, from CSA manually. From Release 25 this process will be automated; unless a case exception is encountered.

This process provides details of the actions taken by the system to create an arrears only case on CMS and add the associated arrears. It also provides guidance on exceptions which may occur and require manual intervention.

Case Closure Exceptions

During the case closure process, there may be exceptional circumstances which result in a casegroup needing to be handled as an exception. This can happen at any stage of the case closure journey.

This procedure provides a high level overview of how exceptional circumstances will be handled during the case closure journey.

Notification of any exception can be received either from CSA data via off line reports or direct notification from CSA caseworkers.

Depending on the type of exception, different actions need to be taken in order for the case / casegroup to be dealt with effectively.

Resolve Case Closure Finance Exceptions

The purpose of this procedure is to investigate and resolve issues that have caused exceptions that are generated during the Add Arrears from Legacy or Generate Arrears Only Case processes.

Where, as part of adding arrears from CSA to an existing CMS case or casegroup an error is encountered, or where as part of generating an arrears only case, the case cannot be created or is created with missing data, CMS will automatically generate a Manual Handling work item, which will either be routed to the case owner (where a casegroup exists), or sent to the caseworkers on the off line recalculations and financial transition team (where no case/casegroup currently exists)

Enforcement - Liability Order Actions - Check CSA

If when completing the CSA scheme Add/Correct Arrears Balance process it is identified that there are ongoing enforcement / liability order (LO) actions on a case that is transitioning, caseworkers on the recalculation and financial transition team will need to generate SRs for each enforcement action / ongoing LO.

Liability Order CSA - Input

During the Case Closure process, where it has been identified during the check Enforcement/Liability Order Actions procedure that a liability order (LO) is in force for any of the arrears that have been transferred onto the CMS from CSA, you will need to enter the LO details onto the system.

Enforcement - Actions CSA Input

When it has been identified that there are ongoing enforcement actions on a case that is being transitioned, the caseworkers on the financial transition will need to record the enforcement actions on the system and refer the service request (SR) to the enforcement team for consideration.

Maintain CSA Arrears

Where payments have been received on any of the CSA systems and the clerical case database (CCD) and the client's case has been closed due to Case Closure, these payments automatically transfer to the CMS account. CSA makes daily payments to this account and each paying parent payment is recorded in an electronic file. The information included in the electronic file is the paying parents national insurance number (NINO), paying parents forename/s and surname, the CSA scheme receipt reference number and the value of the receipt.

CSA Information Received - Update 2012

Where a CSA caseworker identifies that there is ongoing case action on a CSA case that is due to be transitioned, and that they will be unable to complete these actions within the Case Closure timeframe, they will be required to contact the CMS owning caseworker by phone to advise them of the outstanding actions.

The CMS caseworkers will then have to generate an SR to ensure that the partially complete CSA actions are continued.

For example, if there was an outstanding appeal on CSA, the CMS caseworker would need to generate an Escalated Enquiries / Appeals service request (SR)

CSA Information Required - Contact Case Worker

When financial transition to CMS has been completed, but there is a complaint or appeal received on the CMS case that will require CSA action or information, the CMS caseworker will need to contact the CSA caseworker to discuss the CSA work required. The CMS caseworker will firstly need to identify the appropriate CSA scheme caseworker by checking the CSA systems i.e. CSCS, CS2 and the clerical case database (CCD).

Once the CSA caseworker has been identified, the CMS caseworker will need to call the CSA scheme caseworker to provide an explanation of what actions need to be performed on the CSA systems. If the CSA caseworker is unavailable, the CMS caseworker will need to contact the CSA scheme team leader.

CSA Payments to CMS Summary

When a payment is mistakenly paid to CSA for a client on CMS, investigations will be made to establish who the payment should be assigned to before the funds are transferred to CMS.

Manual Handling - CSA look up (Applicant)

This procedure details the manual look up process the caseworker will follow if the applicant look up results from data warehouse differ from the responses given by the client to the questions about CSA at application.

This procedure also signposts to CSA scheme look up - corrective action procedure if required ie if the result held on the system is incorrect.

Manual Handling - CSA look up (Paying Parent)

This procedure details the manual look up process the caseworker will follow if the paying parent look up results from data warehouse differ from the responses given by the client to the questions about CSA at application.

This procedure also signposts to the CSA scheme look up - corrective action procedure if required ie if the result held on the system is incorrect.

Manual Handling - CSA look up (Paying Parent Partner)

This procedure details the manual look up process the caseworker will follow if the paying parent partner look up results from data warehouse differ from the responses given by the client to the answers about CSA scheme at application/change of circumstances.

This procedure also signposts to the CSA scheme look up - corrective action procedure if required ie if the result held on the system is incorrect.

CSA look up - corrective action

This procedure details the corrective action to take on a case, where the results of the automated CSA scheme look up are different to the results of the manual CSA scheme look up, carried out by caseworkers.

Manual Handling Exceptions - CSA Look up (Applicant)

This procedure details the steps a caseworker should take to carry out a manual applicant look up on CSA scheme systems if the automated data warehouse CSA scheme look up fails and generates a manual handling applicant look up service request.

Manual Handling Exceptions- CSA Look up (Paying Parent)

This procedure details the steps a caseworker should take to carry out a manual paying parent look up on CSA scheme systems if the automated data warehouse CSA scheme look up fails and generates a manual handling paying parent service request.

Manual Handling Exceptions - CSA Look Up (Paying Parent Partner)

This procedure details the steps a caseworker should take to carry out a manual handling paying parent partner look up on CSA scheme systems if the automated data warehouse CSA scheme look up fails and generates a manual handling paying parent partner service request.

Offline Calculation - Perform

An offline calculation of the Paying parent maintenance liability is required when a case has been entered onto the new system as part of the Case Closure process, but the case contains outstanding maintenance calculations which were not completed on the CSA scheme systems. The details required to perform the offline calculation will be sent to the new scheme caseworker via a CSA scheme caseworker. This process will also be used if a client writes or telephones to query their CSA scheme arrears balance that is now held on CMS.

1993-2003 Scheme Case Closure Overview

CSA Case Closure Overviews

The purpose of this overview is to provide the CMS caseworker with a high level summary of the actions the CSA caseworkers will be taking throughout the Case Closure process.

End CSA Liability Summary

This procedure provides a high level overview of what actions CSA will take to end any ongoing liabilities on CSCS, CS2 or the Clerical Case Database (CCD). Most of these actions will be performed by CSA systems, although some notifications may need to be issued by CSA caseworkers.

CSA Case Cleanse Summary

Before Case Closure can take place, CSA caseworkers will need to update and cleanse outstanding arrears before the case transfers to CMS. This includes contacting the Receiving parent to advise them their CSA case is closing, and to discuss whether they want their arrears collecting or if they are happy to write some / all of their arrears off. Once the arrears balance has been finalised by CSA, they will remove any automatic or manual inhibit flags, allowing the case to close therefore triggering Case Closure.

CSA - Inhibit Case Closure Summary

There may be some exceptional circumstances where the CSA case is not ready for Case Closure, e.g. because there are outstanding enforcement or complaints activities which could significantly affect the CSA debt balance. The setting of a manual inhibit indicator will prevent the transition of any CSA arrears from taking place, and prevent the case from closing, so that the CSA activities can be completed. The decision to set and apply the manual inhibit indicator will be made by TMs and above.

CSA Case Closure Arrears Summary

Before any case can be closed on CSA, an automated process applies a set of nine pre determined rules following the receipt of the LTR files from CMS. Depending on the outcome the debts will either be written off or written down (reducing the debt balance). The final debt balance will then be sent to CMS in a daily report.

CSA Case Closure Exceptions Summary

There may be instances where Case Closure fails, such as the ending of CSA liability being unsuccessful. When this happens, the CSA systems will generate a failure report that will be used by specialist teams to determine the best way to resolve the issue.

For further information please refer to 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.

Edit this page to modify your web part content.

[CMSL6300 Please confirm that you would like us to write off your arrears](#)

Send PWC further arrears write off declaration form

Under the sub heading Please confirm that you would like us to write off your arrears, enter the arrears 'from' and 'to' dates.

CMSL6301 Important information about your child maintenance payments

Letters to Paying Parent to advise that the Legacy arrears are now being managed on the Future system and confirm the value of the arrears created

All fields in this letter are system generated, no manual intervention is required.

CMSL6302 Important information about your child maintenance payments

Letters to Receiving Parent to advise that the Legacy arrears are now being managed on the Future system and confirm the value of the arrears created.

All fields in this letter are system generated, no manual intervention is required.

CMSL6303 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' case closure non-finance letter when case selected for proactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6304 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' reactive case closure non-finance letter when case selected for reactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6305 Urgent: Your child maintenance arrangement will now end on End of Legacy Liability Date

'Reactive second contact' reactive case closure non-finance letter when case originally selected for proactive case closure but then becomes part of reactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6306 Reminder: You need to make a new child maintenance arrangement

'Reminder' case closure non-finance letter when case selected for proactive case closure– to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6307 Important information about your child maintenance case

'End of liability' case closure non-finance letter when child maintenance liability has ended – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6308 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' case closure non-finance letter when case selected for proactive case closure – to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

CMSL6309 Important: Child maintenance is changing - you need to make a new arrangement

Important: Child maintenance is changing - you need to make a new arrangement.

All fields in this letter are system generated, no manual intervention is required.

CMSL6310 Urgent: Your child maintenance arrangement will now end on End of Legacy Liability Date

'Reactive second contact' reactive case closure non-finance letter when case originally selected for proactive case closure but then becomes part of reactive case closure – to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

CMSL6311 Reminder: You need to make a new child maintenance arrangement

'End of liability' case closure non-finance letter when child maintenance liability has ended – to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

[CMSL6313 We've sent some important information to you](#)

'letter or leaflet reissue – to NRP or PWC.

All fields in this letter are system generated, no manual intervention is required.

[CMSL6314 We've sent some important information to you](#)

'Automated client rep letter or leaflet reissue – to client rep.

All fields in this letter are system generated, no manual intervention is required.

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

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