Manual Handling - Case Closure Case Data Capture Summary

The purpose of this summary is to provide an overview of what action the reactive transition single point of contact (SPOC) will need to take when it is identified during the lookup process that reactive transition is required.

Once the reactive transition SPOC has the outcome of the lookup as Reactive Transition Required (carried out within the process detailed in the procedure Manual handling CSA scheme look up - paying parent), the system will automatically issue a Legacy Transition Request (LTR) to the appropriate system for them to begin the appropriate action.

If the applicant to CMS scheme is held as nationally sensitive on CMS system, the application, the CSA scheme look up and the data capture will be carried out by the special client records team. If the applicant is not held as nationally sensitive on the CMS system but during the look up process it is identified that one of the relevant parties is held as locally or nationally sensitive on CS2 or CSCS the manual handling caseworker will contact the CMS Special Client Records Team, email CM 2012 SCHEME Special Client Records, who will obtain the information. The Special Client Records Team have nominated Caseworkers with permanent access to CSA scheme cases and will access the CSA system to obtain the requested information. Before contacting the Special Client Records team, identify all the data required to progress the case.

Data capture

The Minimum Data Capture Sheet is available on the intranet at the following link.

You will need to access the required fields within the CSA scheme systems where the casegroup is located:

- CS2
- CSCS

For further guidance on capturing the minimum case data from the CSA scheme systems please refer to the instructions available within the following documents:

- System guidance for CSA scheme look up manual handling - CS2
- System guidance for manual handing - data capture - CSCS
- System guidance for CSA scheme look up manual handling - CCD

Where a client's case is being dealt with on the Clerical Case Database (CCD) you will not be required to capture the minimum data, as the legacy team will do this as part of the normal process. However you will be required to enter all relevant details of paying parent casegroups managed on CCD, where there are any cases with an active Child Maintenance liability, on to the **Contingency Data Tracker**. This is so that the team leader understands when and where to expect CCD data to be provided from the CCD clerical teams responsible for completing the data capture templates for CCD cases.

Where the cases have an active Child Maintenance liability you will need to capture the relevant minimum case data and record this on the **Minimum Data Capture Sheet**. Once completed, the template should be saved to the relevant shared folder using the T date (in the format yyyymmdd) and the paying parent National Insurance Number (NINO)

GB Folders:

\\dfz72625\Folders\2012 DATA WAREHOUSE CONTINGENCY

CM 2012 Scheme Special Client Records

NI Folders

CMS Scheme Applications

CMED NI Future Scheme Special Client Records

The minimum case data required is as follows:

Receiving parent:

- Full contact details
- Client representative contact details
- Date of birth
- Financial / Payment details

Qualifying Child/ren:

- Full Name
- Date of birth
- Shared care details

Paying parent:

- T-Date
- Case status
- CMS scheme case ID/reference number
- Linked Case reference numbers
- Full contact details
- Client representative details
- Date of birth

Once you have completed all the data fields in the **Minimum Data Capture Sheet**, and saved to the shared folder you will need to enter the T-Date in the **Contingency Data tracker** which will be held in same shared folder.

The T-Date will be used by the applications team leaders to prioritise and allocate cases to be built.

CCD cases only

The CCD clerical team will email the completed **Minimum Data Capture Sheet** to the following shared email addresses:

- CM 2012 Scheme Special Client Records
- CM 2012 Scheme Applications Newcastle
- CMED Belfast 2012 Scheme Application
- CMED NI Future Scheme Special Client Records

The CCD clerical team will email the template to all of the above email addresses because they will not know which team is managing the CMS Scheme application and which **Contingency Data Tracker** the paying parent's casegroup is recorded on.

Where details of CCD case-groups are recorded on the **Contingency Data Tracker** and completed **Minimum Data Capture Sheets** have not been received from the CCD clerical team by the beginning of Day 5 (T Date minus 3), the team leader should check with the caseworker that the request was sent and if so, contact the Bolton Transition Team to chase these up by telephoning:

0345 050 8509

Ext: 19110

The team leader will prioritise and allocate completed templates received from the CCD clerical teams to caseworkers to build cases on the CMS system.

In CCD cases it is possible that the NINO you receive may not match that on the 2012 scheme case. In these cases you must take the NINO held on CMS system as the master.

CCD cases - closed within 7 Day transition window

In the rare scenario that a CCD casegroup has been triggered for reactive transition and is recorded on the **Contingency Data Tracker** awaiting receipt of **Minimum Data Capture Sheets** for cases to be built on CMS Scheme, and then the CCD casegroup or cases within the casegroup subsequently closes, the CCD clerical team will notify the CMS Scheme, by sending an email to the following shared email addresses:

- CM 2012 Scheme Special Client Records

- CM 2012 Scheme Applications Newcastle
- CMED Belfast 2012 Scheme Applications
- CMED NI Future Scheme Special Client Records

The CCD clerical team will email all of the above email addresses to advise that the casegroup/cases no longer need to be set up. They will email all of the email addresses because they will not know which team is managing the CMS Scheme application and which **Contingency Data Tracker** the paying parent's casegroup is recorded on.

On receipt of this email, the appropriate team leader will take action to update the **Contingency Data Tracker** to change the **Case Build Status** to **Raised in Error** so that no further action needs to be taken for that case/casegroup.

All cases

Although the tracker will record the T-Date which is the date the CSA scheme liability is ended (Day 8 following the triggering of reactive transition) the cases in the paying parent's casegroup with ongoing liability must be set up on the CMS system (up to case sub status **Establish Maintenance Region**) before the end of the working day on day 6 (T-Date minus 2). CMS system will remove the pause from the application at the start of day 7 and perform the provisional calculation so all related cases must be set up before this happens.

Related Items

Case Closure Overview

System guidance for CSA scheme look up manual handling - CS2

CSA scheme Receiving Parent Application - Manual Set Up

System guidance for identifying CSA scheme customer reference - CS2

System guidance for CSA scheme look up manual handling - CCD

CSA scheme system guidance for manual handling - minimum data capture - CSCS

Manual handling transition case data capture summary

Terminology Changes

Case Closure Contingency

Automated Financial Transition Arrears