

Advice to employers

child support agency

What is this leaflet about?

This leaflet explains what you, as an employer, can do to help us work out and collect child maintenance. It tells you:

- why your help is so important to us
- how to set up a deduction from earnings order to arrange child maintenance payments
- how to pay us
- why we need to contact you for information about your employees, and
- what your legal responsibilities are.

It is only a general guide and does not cover everything about handling payments of child maintenance. The section ‘Where can I get more information?’ on page 4 tells you where you can find more details.

In this leaflet, we use some standard terms to talk about our services and the way we work. The glossary at the end explains them.

Important information about this leaflet

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure the leaflet is correct as of 1 November 2008, but it may not reflect changes to the law or our procedures after this date. You may wish to get independent advice before making financial decisions based on the leaflet.

About us

The Child Support Agency (CSA) is the Government's child maintenance service. It is provided by the Child Maintenance and Enforcement Commission.

Our role is to make sure that parents who live apart from their children contribute towards their children's upkeep by paying child maintenance.

We use a standard process to work out how much child maintenance should be paid in each case, and to manage the payments. We can take legal action if the right amount of money is not paid at the right time.

To get help or more information, visit our website **www.csa.gov.uk** or call our employer helpline on **0845 713 6010** or **0845 713 8924** (textphone). You can also contact us by email at **employer.helpline@csa.gsi.gov.uk**. For details of call charges, opening times and our Welsh-language helpline, see page 42.

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What is my role with the CSA?

As an employer you play an important role in making sure that parents receive the money they need to bring up their children.

That role could involve:

- helping us to collect all the information we need about your employee so that we can accurately work out child maintenance
- setting up deduction from earnings orders, and
- responding to enquiries from the debt-collection agencies we use to collect payments of child maintenance arrears on our behalf.

We'll send you a deduction from earnings order if a non-resident parent who is your employee chooses to pay child maintenance direct from their earnings, rather than by direct debit or by paying direct to the parent with care.

We can also send you a deduction from earnings order if a non-resident parent you employ does not pay the correct amount of child maintenance on time, or fails to pay at all. In this circumstance, debt-collection agencies licensed by us can also send you deduction from earnings orders. However, you should get only one deduction from earnings order per employee.

If you receive a deduction from earnings order, you **must** send us money from your employee's earnings. Please give the order to the person who pays the wages or pensions in your organisation. You must make deductions from your employee's net earnings (that is, the amount they earn after taking off income tax, National Insurance and contributions to a pension) at the intervals given in the order.

Voluntary deduction from earnings arrangements

In the past, when a non-resident parent paid child maintenance direct from their earnings, this was known as a 'voluntary deduction from earnings arrangement'. Following changes in the law, we can no longer set up these arrangements. Instead, the non-resident parent can choose to pay by a deduction from earnings order – which, as an employer, you must comply with.

If you have already set up a voluntary deduction from earnings arrangement for your employee, you should continue to take the deductions unless we tell you to stop.

If you need more information about existing arrangements, please contact our employer helpline on **0845 713 6010** or **0845 713 8924** (textphone). You can also contact us by email at **employer.helpline@csa.gsi.gov.uk**. For details of call charges, opening times and our Welsh-language helpline, see page 42.

What information could I be asked for?

We ask both parents to give us the information we need to decide if someone has to pay child maintenance and to work out how much child maintenance they should pay.

To help us collect this information, we may also have to ask you for details.

We'd be grateful for a prompt reply. The sooner we receive all the information we ask you for, the quicker we can work out how much child maintenance the non-resident parent must pay. Delays in getting this information can cause financial difficulties for the children who will benefit from the money, and can build up debt for the non-resident parent.

The information we may ask you for includes:

- confirmation of a person's identity
- address or other contact details
- wage or salary details, and
- bank account details.

Sometimes we may send you letters or forms to pass on to your employee. We do this if we don't have a home address for them or if they haven't answered our letters.

Sometimes we send an inspector to interview a non-resident parent at their place of work. If this happens, the inspector may ask to speak to any adult on your business premises and you should let them.

Your legal responsibilities – giving us information

As an employer, you have a legal responsibility to give us information. It is an offence under section 14A of the Child Support Act 1991 to:

- make a false statement or representation
- deliberately provide false information or allow other people to provide it, or
- fail to provide information when we ask for it.

It is also a criminal offence under section 15 of the Child Support Act 1991 for anyone to:

- deliberately delay, or obstruct without a reasonable excuse, any inspector in carrying out their duties, or
- refuse or fail to answer questions, supply information or produce documents when asked.

If you commit any of these offences, we can take you to court and you could be fined up to £1,000.

We also need to know if an employee who is paying child maintenance by a deduction from earnings order leaves your employment. This helps us to keep track of people paying child maintenance and make sure they pay the correct amount.

Our legal responsibilities – data protection

We collect, store and use information to help us make sure parents are paying or receiving the correct amount of child maintenance. We hold and use all information under the Data Protection Act 1998. Read *How does the Child Support Agency use and store information?* (CSL311) to find out more.

What counts as ‘earnings’ for deduction from earnings orders?

When we are working out earnings for deduction from earnings orders, we count the following:

- Wages, fees, bonuses, commission, overtime pay or most payments on top of wages
- Private or occupational pensions, and compensation payments
- Statutory Sick Pay
- Contractual maternity pay
- Contractual paternity pay
- Contractual adoption pay
- Contractual sick pay
- Contractual redundancy pay.

We do not count the following as earnings:

- Amounts paid by a public department of the Government of Northern Ireland or any country outside the UK
- Any social security pension, allowance or benefit
- Tax Credits
- Any pension or allowance paid for a disability
- A guaranteed minimum pension under the Social Security Pensions Act 1975
- Statutory Maternity Pay
- Statutory Paternity Pay
- Statutory Adoption Pay
- Statutory Redundancy Pay.

Statutory pay is money that employees are entitled to by law.

Contractual pay is pay you have agreed with your employee over and above statutory pay.

When we are working out the non-resident parent's earnings as part of working out how much child maintenance must be paid, we use different information. See our leaflet *CSL303 How is child maintenance worked out?* for more on this.

What is a deduction from earnings order?

A deduction from earnings order is a way of collecting child maintenance from a non-resident parent's earnings or pension. It can be used when a non-resident parent is employed, and:

- **either** they choose to pay child maintenance this way
- **or** they have not paid the right amount of child maintenance at the right time, or have failed to agree a payment method with us.

Your role is to take the child maintenance directly from your employee's earnings and pay it to us.

When it has cleared through our bank, we'll pass it to the parent with care. It is very important that we receive the money quickly, because a delay could cause financial difficulties for the children. You can find out more about how to make payments on page [35].

We work out how much you have to take from your employee's earnings and send you a deduction from earnings order stating the amount. It also states:

- the date we expect you to start making deductions, and
- how often you should make payments.

In general, we ask you to make payments in line with your payroll, so if you pay your staff weekly or monthly, we'll ask you to pay us at the same time. You must ensure the money reaches us by the 19th day of the month after the month in which you have taken it. So if you take the money on 30 September, we need it by 19 October; if you take the money on 1 October, we need it by 19 November.

Your legal responsibilities – deduction from earnings orders

You have a legal responsibility to set up a deduction from earnings order and pay us the money your employee owes. Failing this, we can prosecute you under section 32(8) of the Child Support Act 1991.

How does a deduction from earnings order work?

A deduction from earnings order is in 2 parts.

- The **normal deduction rate** – This is the amount of child maintenance we take from a non-resident parent’s net earnings in each pay period. It is the amount of child maintenance they must normally pay, plus an amount towards any costs they may owe, such as court or DNA-testing costs.
- The **protected earnings rate** or **protected earnings proportion** – This is the amount the non-resident parent can keep to pay for their own living costs. The protected earnings rate applies to cases assessed before 3 March 2003. Since then we have applied the protected earnings proportion. The difference between them is explained in the next section.

We work out the normal deduction rate and the protected earnings rate or proportion based on the information we have been given, and tell you and the non-resident parent what they are.

You can find out more from the handbook *Attachment Orders: A guide for employers*, published by Her Majesty’s Courts Service. This is available at www.hmcourts-service.gov.uk.

Examples of deduction from earnings orders

If the employee has earned enough for you to take the full deduction, the process is the same whenever the case was assessed. However, if the employee has not earned enough for you to take the full deduction, the process will be different, depending on whether it comes under the old child maintenance scheme (assessed before 3 March 2003) or the current child maintenance scheme (assessed on or after 3 March 2003).

If the letter you have received refers to a **protected earnings rate**, it comes under the old scheme.

If the letter refers to a **protected earnings proportion**, it comes under the current scheme.

If the full deduction can be taken, you need to do 3 things:

- You must work out the employee's net deductible earnings (see the glossary and the section 'What counts as earnings for deduction from earnings orders?' on page 11).
- You must take the amount shown in the order.
- You must pay us this amount (see the section 'How do I pay money to the CSA?' on page 32).

Example 1 – you can take the full deduction in the pay period

(Old and current schemes)

The employee has net earnings of £160 a week. The deduction rate is £32 a week and the protected earnings rate or proportion is £96 a week.

Net earnings: £160 a week

Protected earnings rate or proportion: £96 a week

This leaves: £64 a week

Send us: £32 a week.

If you cannot take the full amount because of a temporary reduction in the employee's earnings, and the case comes under the **old scheme**, you have to:

- work out the employee's net deductible earnings
- record the shortfall – the difference between these net earnings and the protected earnings rate given in our letter to you
- carry forward this shortfall to the next pay period
- make sure that you send the deduction – if there is one – to us.

Example 2 – your employee’s net earnings are temporarily reduced so you cannot take the full deduction in the pay period

(Old scheme only)

First week

If the employee’s net earnings are £120 a week:

- the normal deduction is £30 a week.

This would leave £90, but:

- the protected earnings rate is £100 a week.

You would only deduct £20 and carry forward the £10 owed to the next pay period.

Second week

If the employee’s net earnings are £80 a week:

- the normal deduction is £30 + £10 from the first week = £40.

This would leave £40, but the protected earnings rate is £100 a week.

You would not make any deduction as the amount left is below the protected earnings rate. You would carry forward the £40 owed to the next week.

Also, because the employee's net earnings this week were £20 below their protected earnings rate, you would add this £20 to their protected earnings rate for the next week.

Third week

If the employee's net earnings are £130 a week:

- the normal deduction is £30 a week + £40 carried over from the second week = £70.

This would leave £60, but:

- the protected earnings rate is £100 + £20 carried over from the second week = £120.

You would only be able to deduct £10 from your employee (because of the higher protected earnings rate). You should pay us this £10 and carry forward the £60 owed to the next week.

Fourth week

If the employee's net earnings are £150 a week:

- the normal deduction rate is £30 a week.

£60 is carried over from the third week: £30 + £60 = £90.

This would leave £60, but:

- the protected earnings rate is £100.

You would be able to deduct £50 and carry forward £40 owed to the next pay period. As the employee's net earnings are above the protected earnings rate, there are no arrears of protected earnings to carry forward.

The examples show that the amount of child maintenance owed by the employee and the level of their protected earnings can be adjusted if their earnings change each week.

If your employee's net earnings regularly go below their protected earnings rate, we may need to change their child maintenance assessment. They should contact us and tell us about this change in their circumstances.

Example 3 – your employee has not earned enough for you to take the full deduction in the pay period (Current scheme only)

First week

The employee's net earnings are temporarily reduced to £120 a week. The deduction rate is £32 a week, and the protected earnings proportion is £96.

Net earnings: £120

Less the protected earnings proportion: £96

This leaves: £24

Send us: £24

The shortfall of £8 is carried forward to the next pay period.

In any period when there are not enough net earnings for the full deduction to be taken, you should carry forward the shortfall. You should then deduct more in the next pay period.

Where the shortfall is carried forward for several weeks before being repaid, you will need to keep a record of any ongoing shortfall.

Second week

The employee's net earnings are £160 this week. The protected earnings proportion is £96 and the normal deduction is £32.

Net earnings: £160

Less the protected earnings proportion: £96

This leaves: £64

Send us: £40 (£32 + £8 shortfall)

What if I pay my employee holiday pay in advance?

If you pay your employee holiday pay in advance, you will need to multiply the normal deduction rate and the protected earnings rate or proportion in line with the net earnings. For example, if you double the net earnings because you are paying them for 2 weeks instead of one, you will also need to double the normal deduction rate and the protected earnings rate or proportion.

You have to:

- work out the employee's net deductible earnings
- multiply the normal deduction rate and the protected earnings rate or proportion by the number of pay periods they are being paid for
- take the relevant amount, and
- send this deduction to us.

Example 4 – you can take the full deduction, and the earnings include 2 weeks' holiday pay you have paid in advance

(Old and current schemes)

The employee has net earnings of £160 a week. The deduction rate is £32 a week and the protected earnings rate or proportion is £96.

Net earnings: £160 a week x 3 = £480 (one week's pay + 2 weeks' holiday pay)

Less the protected earnings rate or proportion: £96 x 3 = £288

This leaves: £192

Send us: £96 (£32 x 3)

What if my employee's earnings are regularly too low for the full deduction?

As the examples show, you can take different amounts if the employee's earnings are not always the same. However, if the employee's income consistently falls below the protected earnings rate or proportion, for example because they are receiving long-term Statutory Sick Pay, we may need to work out again the amount of child maintenance they must pay. If your employee asks you about this, you should tell them to contact us to discuss it.

What happens when the employee has other court orders against them?

Courts can make several different orders that mean you must take money directly from your employee's earnings in a similar way to our deduction from earnings orders.

In England and Wales these include:

- attachment of earnings orders, and
- Council Tax attachment of earnings orders.

In Scotland these include:

- earnings arrestments
- current maintenance arrestments, and
- conjoined arrestment orders.

In these circumstances, there are rules that tell you which money you should take first.

You will find more information about this in *Attachment Orders: A guide for employers*, available at www.hmcourts-service.gov.uk.

In England and Wales, you should usually deal first with the earliest order made. You should then comply with later orders using any earnings the employee has left after you have made the deduction under the first order.

In Scotland, you should deal first with the deduction from earnings order for child maintenance. You should then comply with any other orders, starting with the earliest order made.

How do I set up a deduction from earnings order?

First we'll ask you for:

- your business's name and address
- the amount of the non-resident parent's current earnings
- details of their place of work and the type of work they do, and
- their payroll number.

Next we'll write to tell you to set up a deduction from earnings order.

Our letter will state the normal deduction rate and the protected earnings rate or proportion.

It's then up to you to ensure you take the right amount from your employee's earnings each week or each month (in line with the payment schedule we agreed with you) and pay it to us.

Can I take any money for my administrative costs?

Yes, you may take up to £1 towards administrative costs for each deduction. This amount is on top of the amount of the deduction from earnings order. You can take it as well as the deduction from earnings even if it reduces the employee's income below the protected earnings proportion.

You must tell your employee how much you have taken from their earnings, including any amount for administrative costs, and record the amount in writing. You must tell them this (and record it) by the pay day after the one when you made the deduction.

What happens once I've set up deductions from earnings?

When you have set up the deduction from earnings order, you start making regular payments to us on your employee's behalf. In the next few pages, we explain more about how to make the payments.

You must write to your employee to tell them how much you have taken from their net earnings. Ideally, you should do this on the pay day on which you made the deduction. If this is not possible, you must let them know by the following pay day.

If your employee's situation changes, we'll write to tell you about any changes to the deduction from earnings order.

Your legal responsibilities – cancelling deduction from earnings orders

If we decide to end a deduction from earnings order, we'll write to you and your employee. The letter will tell you we have cancelled the order and to stop taking deductions from the date of the letter.

You must only stop taking deductions if we write to say you should.

If your employee has earlier court orders, you may not be able to take the full amount for the deduction from earnings order. On pages [18–21] we explain what to do if there is a shortfall in the amount you can take.

What are my responsibilities as an employer?

We depend on your help to make sure that child maintenance is accurate and is paid in full, on time. By law, you need to do the following things when you are dealing with a deduction from earnings order.

- You must make regular payments. If you don't send us the payments and don't tell us why, we can take you to court.
- You must tell us in writing within 10 days of an employee leaving your business.
- You must tell us in writing within 10 days if we ask you to set up a deduction from earnings order for someone who does not work for you.
- You must let us know immediately if there are any problems with taking payments from the non-resident parent's earnings.
- You must make sure the money reaches us by the 19th day of the month following the month in which you have taken it. So if you take the money on 30 September, we need it by 19 October; if you take it on 1 October, we need it by 19 November.

What are my employee's responsibilities?

Your employee also has several responsibilities to us. You need to be aware of these, so that you can help your employee to keep to them.

The employee's main responsibility to us and to their children is to pay the child maintenance they owe. They must also keep us informed. Within one week of being asked, your employee must tell us:

- the name and address of their employer
- the amount of their earnings and expected earnings, and
- details of their place of employment, the nature of their work and any pay reference or work number.

If they are paying child maintenance through a deduction from earnings order, your employee must let us know within one week if they leave a job or get a new one. They must tell us:

- the name and address of their new employer (if any)
- how much they expect to earn, and
- their payroll number (if any).

They must also tell us within 7 days if they change their address.

How do I pay money to the CSA?

The easiest and quickest way for you to pay money to us is detailed automated credit transfer (DACT). This may also be known as a Banks Automated Clearing System (BACS) payment.

The advantages of paying in this way are:

- you won't have to prepare and send us a payment schedule
- we are less likely to ring you for more information about the payment or schedule
- it is a very secure, accurate and quick method of payment – there are no schedules or cheques to get lost in the post, and payments won't go missing.

DACT also helps us offer a better service to parents, because payments are made automatically and on time.

Setting up a DACT transfer

We'll help you set up a detailed automated credit transfer and make sure money is transferred accurately and on time to us and, in turn, to the parent with care.

In the relevant DACT/BACS field for each employee, you will need to include the information on the following page.

DACT/BACS field number	Description of field	Content
1	Child Support Agency bank sort code	40-34-18
2	Child Support Agency account number	41775448
3	Account code	Code 0
4	Transaction code	99
5	Your company's bank sort code	
6	Your company's bank account	
7	Free	
8	Amount of deduction	
9	Your company's name	
10	Employee's reference number (see next page)	
11	Child Support Agency account name	CSA Client Funds

What is the employee's reference number?

You must make sure that the reference number you quote in field 10 is exactly the same as shown on the latest letter from us about making deductions from earnings. You can find the number **in the top right-hand corner of our letter**. Valid reference numbers will be in one of 4 formats, as shown in the table below.

Reference number	Description field	Field	Field type	number
NINO	Employee's National Insurance number	9	Letters and numbers	NA123456A
RFA	Employee's request for assessment number	12	Numbers only	100123456701
Blank	Only to be used when sending a single payment for more than one employee	0	None	None
PID	Employee's personal identifier	12	Numbers only	001234567800

If any of this information is missing or if it differs in any way from the number in the letter (for example, if you put any spaces, commas, full stops, hyphens or anything else in the number), our computer system will not be able to process the payment, so we will not be able to pay the parent with care.

My systems do not support DACT – how else can I pay?

If you cannot pay by DACT, you can pay through internet banking. You have to set up the CSA as a new payee and create a payee record for each of the employees for whom you are administering a DEO. Once a payee record has been set up on your internet banking site for each employee, you will need to make a single transfer per employee per payment period.

You should set up a payee record for each employee using the following details:

- **Payee account number:** 41775448
- **Payee sort code:** 40-34-18
- **Payee account name:** CSA Client Funds
- Payee reference number: employee's reference number (this is the number we gave you in the latest letter from us about making deductions from earnings – see the table on the previous page for more details).

On the appropriate payment date for each employee, you should make a single payment to the appropriate payee account.

You must let us know that you are paying in this way so that we can trace all payments against the relevant cases.

If you prefer, you could use the same method to pay via your bank's **telephone banking** service.

The final method of paying is by **cheque**. Sending cheques is time consuming, and they can be delayed or go missing. They are less secure than other payment methods. If there are any problems with a payment you send by cheque, we'll have to contact you to sort them out.

If you need to use cheques, you should make them payable to 'Child Support Agency'.

If you are sending payments to more than one CSA office, contact one of the offices and arrange to send all the payments to it with the payment schedule.

Sending a payment schedule

If you are paying by internet or telephone banking or by cheque, you must also send us a payment schedule listing the deductions you have made from your employees' earnings.

The amount paid by automated credit transfer or cheque must match the total amount of deductions detailed on the payment schedule. If it doesn't match, we won't be able to make payments to any of the parents with care included on the schedule until the problem is corrected. If this happens, we'll contact you for an accurate schedule.

You must include the following details for each employee:

- the amount of the deduction taken (in pounds sterling)
- their full name (first name and surname)
- their National Insurance number
- their reference number (if this differs from the National Insurance number).

Advice to employers

If you are paying by automated credit transfer, you should post the schedule to:

Client Funds Account Team
Child Support Agency
Room BP6102
Alnwick House
Benton Park View
Longbenton
Newcastle upon Tyne NE98 1YX.

If you are paying by cheque, you should post the cheque (or cheques) and the payment schedules to the CSA office shown in the letter we have sent you.

You can use the tear-off form at the back of this leaflet or download a blank deduction from earnings order payment schedule from our website at

www.csa.gov.uk/pdf/english/forms/screen/CSF802.pdf.

Remember, if you pay by DACT, you don't need to send us a payment schedule.

If you would like information or help to set up a detailed automated credit transfer, you can ring our employer helpline on **0845 713 6010** or **0845 713 8924** (textphone). You can also contact us by email at **employer.helpline@csa.gsi.gov.uk**.

What happens if I pay the wrong amount?

If you find a mistake in the amount you have paid us, contact our employer helpline as soon as possible. They will help you work out the best way to deal with any overpayment or underpayment.

Don't use the deduction from earnings payment schedule to recover previous overpayments or make up underpayments. If you do, we may not be able to pay the parent with care.

If the payment we receive differs from the total shown on the payment schedule, we will contact you to arrange the correct payment or to correct the schedule.

Where can I get more information?

You can visit our website at www.csa.gov.uk for more information on our services and how we work out child maintenance.

The website contains a section for employers and the most up-to-date information about how we are improving, how we deliver our services and what is happening to the child maintenance scheme.

It also contains:

- copies of leaflets you can download
- information on deduction from earnings orders, and
- frequently asked questions.

There are also links to other useful websites.

Contact our employer helpline if, having read this leaflet, you:

- want to talk to us about one or more of your employees after getting a phone call, letter or deduction from earnings order from us
- want to tell us about a change in your employee's circumstances
- want help or more information after you have read this leaflet, or
- want us to send you any of our other leaflets.

You can phone us on **0845 713 6010** from 8am to 6pm, Monday to Friday. Calls are charged at the local rate.

You can also contact us by e-mail at **Employer.Helpline@dwp.gsi.gov.uk**.

Textphone

If you have speech or hearing difficulties, a textphone service is available on **0845 713 8924**.

Textphones are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or Citizens Advice Bureaus may have one. Textphones do not receive text messages from mobile phones.

Welsh-language helpline

If you want to speak to us in Welsh, you can ring our Welsh-language helpline on **0845 713 8091**. The line is open from 9am to 5pm, Monday to Friday. There is also a Welsh-language textphone service on **0845 713 8099**.

Call charges

From 1 April 2008, calls to **0845** numbers from BT landlines should cost no more than 4p a minute. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

To visit our website, go to **www.csa.gov.uk**.

Other formats

This leaflet is available in other languages, in large print, in Braille and on audio cassette. You can get these formats by contacting our employer helpline on **0845 713 6010** or **0845 713 8924** (textphone).

Leaflets available from us

What is child maintenance and how does it affect me?

(Reference: CSL301) For all parents

How is child maintenance worked out?

(Reference: CSL303) For all parents

How do I pay child maintenance?

(Reference: CSL305) For all non-resident parents

What action can the Child Support Agency take if parents don't pay?

(Reference: CSL306) For all parents

How can I appeal against a child maintenance decision?

(Reference: CSL307) For all parents

How do I complain about the services I get from the Child Support Agency?

(Reference: CSL308) For all parents

How does the Child Support Agency use and store information?

(Reference: CSL311) For all parents

What is my role in helping my employees pay child maintenance?

(Reference: CSL313) For employers

Your child maintenance assessment and help in meeting exceptional circumstances

(Reference: CSA2024) For all parents

Paying child maintenance direct from your earnings

(Reference: CSA2034) For non-resident parents

Glossary

Child

For child maintenance purposes, someone is a child if they are aged:

- under 16, or
- under 19 and in full-time education doing a course that is not higher than A-level or an equivalent standard.

Child maintenance

Money paid by the non-resident parent to the parent with care to help pay for their child's everyday living costs.

Deduction from earnings order

One of the ways we can set up payments if the non-resident parent is employed. Under a deduction from earnings order, we ask the non-resident parent's employer to take child maintenance direct from the non-resident parent's earnings and send it to us.

We can also set up a deduction from earnings order if the non-resident parent is employed and they have not kept to other payment methods or failed to agree a payment method.

Non-resident parent

The parent who the child does not normally live with.

Normal deduction rate

The amount of child maintenance we take from a non-resident parent's net earnings (that is, the amount they earn after taking off income tax, National Insurance and contributions to a pension) in each pay period.

Parent with care

The parent or carer who the child normally lives with and who therefore pays for most of the child's everyday living costs. In some cases this can be a grandparent, guardian or other family member – who is then known as the 'person with care', rather than the parent with care.

Protected earnings proportion

This applies to child maintenance calculations made on or after 3 March 2003. It means a non-resident parent keeps a minimum level of their earnings as take-home pay. The protected earnings proportion is 60% of their net earnings.

Protected earnings rate

This applies to child maintenance calculations made before 3 March 2003 and means that a non-resident parent keeps a minimum level of their net earnings as take-home pay.

Deduction from Earnings Order payments schedule

To: Child Support Agency

From: (Employer)

Sheet no. of

Item	Amount £ p	Liabe person's name	National Insurance number	Child Support Agency reference number
1	:			
2	:			
3	:			
4	:			
5	:			
6	:			
7	:			
8	:			
9	:			
0	:			

To be completed by employer

£ <input type="text"/>	This sheet total	Cheque number (if appropriate)	<input type="text"/>
£ <input type="text"/>	Brought forward from previous sheet	Name	<input type="text"/>
		Date	<input type="text"/>
£ <input type="text"/>	Final total or carried forward to next sheet	Phone number	<input type="text"/>

For Child Support Agency use only

Completed by

Batch number

Batch date

Checked by

Deduction from Earnings Order payments schedule (continued)

Help and information

If you are sending a payment for one or more liable persons, you should complete the schedule overleaf.

If sending the payment by cheque

Return this form together with the cheque (made payable to **Child Support Agency**) to the Child Support Agency Centre who sent you the deduction from earnings order. If you are making payments to more than one Child Support Agency Centre, contact one of the Centres to arrange to send all payments to them.

If paying by Automated Credit Transfer

Send the completed form to:

Client Funds Account Team
Child Support Agency
Room BP6102 Alnwick House
Benton Park View
Longbenton
Newcastle upon Tyne
NE98 1YX

Child Support Agency bank account details

Account name	CSA Client Funds Account
Bank sort code	40-34-18
Account number	41775448

Important

The amount of the cheque or Automated Credit Transfer payment must be the same as the total amount of the deductions shown on the deduction from earnings order payments schedule.

Do not use this schedule to recover or deduct previous overpayments. If an overpayment has happened, you should contact the Client Fund Account Team at the address shown above.

CSA leaflets are also available in other languages, in large print, in Braille and on audio cassette.

You can get any of these leaflets:

- by phone on **0845 713 6010** (the line is open from 8am to 6pm, Monday to Friday)
- by textphone on **0845 713 8924**
- by e-mailing Employer.Helpline@dwp.gsi.gov.uk, or
- from our website at **www.csa.gov.uk**.

Where textphone numbers are provided, these are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or citizens advice bureaux may have one. Textphones do not receive text messages from mobile phones.

