



Child Maintenance
Service

REGISTERED SCHEME ADMINISTRATORS LIMITED
UNIT 12, VENTURE WALES
MERTHYR TYDFIL INDUSTRIAL PARK
PENTREBACH
MERTHYR TYDFIL
CF48 4DR

Child Maintenance Employer Team

Phone number: 0800 232 1961

Website: www.gov.uk/child-maintenance-employer

Date: 13 August 2020

Your reference number: 501012000274

Our reference: 27318552

Dear Sir/Madam

Welcome to Child Maintenance Service

I'm pleased to confirm that we've set up your employer account with Child Maintenance Service.

Your employer reference number is: 501012000274

You'll need to quote your reference number, along with your security information, when you speak to us about your account.

About us

We are the government body responsible for child maintenance. We oversee the services that work out, collect, enforce and distribute child maintenance payments on behalf of separated parents.

In England, Wales and Scotland these services are provided by Child Maintenance Service and Child Support Agency.

In Northern Ireland, the service is provided by Child Maintenance and Enforcement Division, which is part of the Department for Social Development.

Employers – our valued partners

Thank you in advance for your help in collecting child maintenance payments. We know that employers are some of our most valuable partners in helping us collect payments through employee deduction from earnings orders (DEOs).

You'll learn more about this in the enclosed booklet, *A partnership for children: an employers' guide to child maintenance*. It includes more information about:

- what a deduction from earnings order is
- how to register for our online service for employers – the easiest way to manage your DEOs
- how to make payments to us

If your payroll services are managed by a third party agent like an accountant or a payroll bureau you can



register them to administer your DEOs on your behalf if you haven't already done so. We'll then deal with them directly – although we'll always send you duplicate copies of any correspondence.

Please note two things:

- Agents such as accountants, payroll bureaux and other third-parties are not given usernames and passwords for their clients' online self-service accounts.
- Until we finish moving cases to the new statutory child maintenance scheme you may have employees who still pay DEOs under the 1993 or 2003 child maintenance schemes. You may be contacted separately about this.

What happens next

You may have already seen your first DEO schedule. You can find it online – it's quick and easy to set up your Self Service account at **childmaintenanceservice.direct.gov.uk/employer**. This will confirm the information you'll need to set up regular deductions from one of your employee's earnings. We'll issue a new DEO schedule every month. If you ask us to we'll also send you your DEO schedule by post.

Your payments will always be due by the 19th of the month after the date the schedule is issued. Please note that you are required by law to pay us child maintenance payments, when we ask you to, from one or more of your employees. If you don't send us the payments listed in your payment schedule and don't explain why you haven't sent them, we can take you to court.

More information

I hope you find the enclosed information helpful. You can also visit **www.gov.uk/child-maintenance-employer** to find out more. And if you have any further questions, please call our dedicated employer helpline on 0800 232 1961.

Yours faithfully



Employer Services Manager Child Maintenance Service

Help and information for employers

The Child Maintenance Service is the government body responsible for child maintenance services in Great Britain.

It is a business unit of the Department for Work and Pensions and is made up of the Child Maintenance Service and the Child Support Agency. These are the services that work out, collect and pay out child maintenance payments on behalf of separated parents in England, Wales and Scotland.

In Northern Ireland this work is carried out by the Child Maintenance and Enforcement Division, part of the Department for Social Development.

The Child Maintenance Service works together with around 30,000 employers in Great Britain and Northern Ireland to administer the payment of child maintenance by deduction from earnings order (DEO). Together they help get up to £300 million a year in child maintenance to parents with the day-to-day care of children.

The Child Maintenance Service's dedicated Employer Services team provides help, information and other support to employers throughout the United Kingdom. To contact them:

- call the employer helpline on 0800 232 1961
- send a secure message through our online Self-Service for Employers, or

- write to us at Child Maintenance Service 22, Mail Handling Site A, Wolverhampton, WV98 2BU.

The employer helpline is open 8.00 am to 7.30 pm, Monday to Friday, and from 9.00 am to 4.30 pm Saturday. Please have this letter and your employer reference number with you when you phone.

Call charges

Calls to 0800 numbers are free from landlines and mobiles.

