



## Disclosure For Deduction Order Action

When enforcement action is needed to recover arrears where Debt negotiation attempts have failed, the Child Maintenance Group (CMG) will consider a lump sum deduction order (LSDO) or a regular deduction order (RDO). However, before this happens, a specialist Deduction Order Team (DOT) will complete a disclosure regardless of the level of debt. Disclosure will identify whether the paying parent has any accounts suitable for a deduction order.

The purpose of this procedure is to guide a caseworker or case manager through making a referral to the deduction order team for disclosure to be completed. This procedure will also cover the action taken by the deduction order team.

RDO or LSDO is considered by whoever owns the case and decided upon by the Deduction Order Team. Caseworkers in Arrears should consider RDO or LSDO while completing the Arrears Review service request (SR). For more information refer to [Arrears - Consider Action](#).

Case managers in enforcement should consider RDO or LSDO at any stage during the enforcement process. For more information refer to [Enforcement Action - Consider \(E and W\)](#), [Enforcement Action - Consider \(NI\)](#) or [Enforcement Action - Consider \(Scotland\)](#).

Before requesting disclosure, check the paying parent's asset details against the criteria for referral to deduction order team in the Policy, Law and Decision Making Guidance. 

The caseworker/manager should send a service request to the deduction order team, who will obtain disclosure from the bank or building society and update the system with the outcome. The bank or building society must provide full details of any open account where the paying parent is the sole account holder, or of any accounts closed within the last 12 months. Case ownership will remain with the segment that made the referral.



If there are multiple assets at more than one deposit taker, you will need to raise a separate Disclosure SR for each deposit taker. The asset details that you attach to the Disclosure SR are used for information purposes by the deduction order team, when deciding whether to go ahead with the disclosure request to the deposit taker

When disclosure is completed, the deduction order team will call the instigating caseworker/ manager and explain their recommendations for progressing the case.



Both RDO and LSDO actions are subject to an enforcement charge:

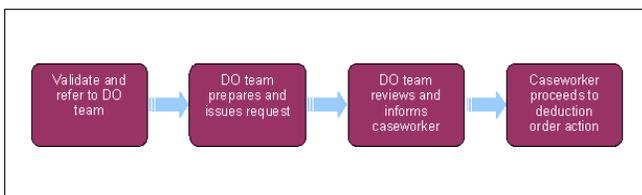
- Regular Deduction Order (RDO): £50.00
- Lump Sum Deduction Order (LSDO): £200.00

When speaking to the paying parent prior to taking any enforcement action please advise them that they will be liable to pay the enforcement charge as well as any additional enforcement costs. Refer to the procedure for [Civil Enforcement Overview](#) for further information about enforcement charging.



Enforcement Service Requests (SR) and Activity Plans (AP) are supported by an underlying data form, in which specific details can be recorded as the action progresses. The complete data form for this process may be found here: [Disclosure](#)

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



When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#).



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.

## Validate and refer to Deduction Order Team (DOT)

**Steps 1 – 15 should be completed by the person starting disclosure action. This may be a caseworker from the maintenance service or a case manager in enforcement.**

1.  Before requesting disclosure, check the paying parent's asset details against the criteria for referral to deduction order team in the Policy, Law and Decision Making Guidance.  Check before sending for disclosure for a bank account that the case has not been referred in the last 12 months and rejected/deselected unless new intelligence has been found.
2. Create a Disclosure service request (SR) at paying parent contact level using the following values:
  - **Process = Enforcement**
  - **Area = Take Enforcement Action**
  - **Sub Area = Disclosure**

3. Open the SR and set the **Status** to **In Progress**. Failure to do this could mean that you cannot continue the case. An activity plan will be generated.



Enforcement activity plans work differently from those in other areas and use Reason Codes, which are completed prior to the Outcome field. This is due to the length of time some enforcement SRs require to be completed, the reason codes allow the Enforcement Case Manager (ECM) to capture information to help when the ECM returns to an activity plan some time later.

Enforcement activities are conditional, however rather than being driven by changes to the SR sub status they are generated through changes to the Reason Code of an existing enforcement activity. The system will only generate the additional activities, once the initial set of activities are completed and has a Resolution Code recorded against the last activity in the list. Refer to [CMS System Overview](#) for further guidance

4. Add the third party organisation subject to the disclosure request e.g. bank/building society, remember that this action is case sensitive and to enable you to search you need to use a \* after any information you add then take the following actions:
  - Select the **Multi Value Group** (MVG) button in the **3rd Party Account** field
  - Select the correct organisation from the **Available** view and **add** it to the **Selected** view
  - Select **OK** to confirm your selection and proceed to **Step 5**



In some cases the third party account field may hold a specific preferred address for Disclosure. This can be identified by the word Disclosure appended to the third party address top line.

5. If the required organisation is not held in the Third Party field, contact the Third Party team who will add the new organisation. Set the **Status** of the Disclosure SR to **Wait** until this action is completed. Please refer to the procedure for [Third Party - Set up](#) for guidance on the action taken by the Third Party Team.
6. Complete the following validation steps in the **Enforcement Actions** tab under the heading **Activity Plans Enforce**. Record relevant **Notes** in the **Reasons** field, including the date that a warning letter or Annual Review letter was last sent to the paying parent. Once the notes are completed select **Done** in the **Outcome** field.



The system will not allow you to update the outcome until you have recorded some notes. If notes are **Not** required, type **Done** so you can update the outcome.



This only applies while completing the validation steps, do not select **Not Applicable** in the **Outcome** fields as this will indicate the criteria for disclosure has not been met. The SR will need to be closed and new SR will need to be created.

- **Verify arrears outstanding** - Check the exact amount of arrears outstanding. Select **Go to Contact**, navigate to the **Financial Accounts** screen, drill down on the **account number** and view the **Payment Schedule** tab. Check the value in the **Total Arrears Balance** field. Decide the period of debt appropriate for which to impose the DO and navigate back to the SR activity plan record the **From** date and **To** date of the debt period in the **Reason** field. If there is no enforceable debt, then exit the process at the **Decide Next Steps** activity.



If you navigate away from the disclosure SR remember to make a note of the SR number to help with locating it again.

- For welfare of the child, record in the **Reasons** field that the decision is **Not Applicable** at this stage. Then select **Done** in the **Outcome**.



The enforcement service will consider welfare of the child later on in this process. For more information refer to [RDO - Set Up, Vary, Lapse/Discharge](#).

7. Select the **Go to Contact** button Select the **More tabs** drop down and access the **Asset** screen to check if any asset exists already for the deposit taker you intend to contact for disclosure. If the asset does not already exist record it in the Asset screen before proceeding.



Use the Asset view to record assets on the system. Use the Contact Asset view to associate an asset to your enforcement SR. When recording assets, only use the data fields under the applet name.



When completing the asset data form for a bank account, an error message advising that the account number and sort code already exist in the system may occur. On receipt of this error message, exit out of the activity and reinput the account number and sort code as free text into the **Bank Acctnt Info** field. Leave the data field Account # as Non initialised.

8. If an asset does exist go to the SR and in the **Contact Asset View** select **Promote SR**.
9. If there are multiple assets at one deposit taker (bank or building society) attach multiple assets to one **Disclosure SR**. However, if there are multiple assets at more than one deposit taker, raise a separate **Disclosure SR** for each deposit taker. The asset details attached to the **Disclosure SR** are used for information purposes by the Deduction Order Team, when deciding whether to go ahead with the disclosure request to the deposit taker.
10. In the **Enforcement Actions** tab select the **Update Form/Document** button. Then select the **EJO/LSDO/Disclosure Asset Forms** view to see the **Disclosure Asset** form.
11. In the applet in the lower half of the screen, select the **New** button followed by **Query**. This will generate the **EJO/LSDO/Disclosure Asset Forms** view. Use this form to record as much information as possible about the assets for the Deduction Order Team to investigate, including the following:
  - Account number
  - Sort code
  - Account type
  - Source

Within the Disclosure SR notes field you should record any information that you may feel is relevant, including details of any bank accounts previously used for direct debits with the CSA.



You can repeat this step to create more than one **EJO/LSDO/Disclosure Asset Forms** view, to record details of more than one account the paying parent may hold with a single bank/third party.

12. Return to the **Disclosure SR** by selecting **Go to SR** to return to the **Enforcement actions** tab. Select the **Activity Plans - Enforcement** view and under **Activities** update the **Reason** field to enable the **Outcome** field to be selected. Update the **Outcome** of activity 1 in the Activity plan to **Done**.
13. Write continue in the reason field for Activity 3 and select **Continue** in the outcome field. Select **Continue** in the final activity plan outcome and press **CTRL + S** to generate the next steps in the activity plan.
14. The outcome of checks made before the disclosure request is assigned to the Deduction Order Team must be recorded in the **SR Notes**:
  - Warning letter issue date (within the last 12 months)
  - Reason why a DEO is not possible
  - Were all receiving parents contacted to confirm any direct payments or assets, and wish for enforcement action to go ahead
  - Any previous referral to DOT within the last 12 months
  - All outstanding change of circumstance SR's completed
  - Details of residual arrears and fast track requests
15. Update the SR Status to **Pending Assignment**. This will send the SR to the deduction order team for disclosure action.



During disclosure action, ownership of the case won't change. The deduction order team doesn't have end to end responsibility for the case.



If you are taking Disclosure action from an Arrears - Missed Payment SR, set a Wait period of 42 days in that SR, to allow time for the Deduction Order Team to complete their action. Update the **Resolution Code** to Disclosure appropriate.

## DOT prepares and issues request

### Steps 16 – 51 should be completed by a specialist Deduction Order Team member

16. Check for outstanding change of circumstances SR's. If there are none outstanding go to **Step 17**, otherwise request action by Arrears case owners by raising the following SR and monitoring for completion:
  - **Process = Manage inbound call**
  - **Area = General enquiry**
  - **Sub Area = General enquiry**



When creating the general enquiry SR, ensure it is assigned to the correct case.

17. Update the **Status** to **In Progress**. An activity plan will be generated.
18. Check that the correct third party has been attached to the SR by the BAU team by referencing it against the locally held Deduction Order Team contact log. To change the third party contact continue to **Step 19**, otherwise go to **Step 23** to check the asset.

### Changing a third party contact

19. Select the third party field in the SR to view the existing third party.
20. Select on the third party in the right hand field, followed by the **Remove** button
21. From the left hand field select the correct third party contact, followed by **Add** and **OK**.

22. Also update the Bank name and Branch fields of the Disclosure asset form, selecting the correct third party from the pick list which will now have been populated.

### Check asset

23. Check the attached asset details. There should be enough information there to confirm suspicion of a relationship between the paying parent and the deposit taker. If there isn't enough information, record the reasons why in the **Reasons** field in the activity plan and close the SR. Call the instigating caseworker/manager to explain why disclosure action cannot continue.



Contact the caseworker/manager whenever there is an update. The system won't do this automatically.

For more information on deposit takers refer to the Policy, Law and Decision Making Guidance

24. Check the deposit taker's preferred method of contact when you have decided to continue with disclosure.
25. The Activity Plan tells you to generate a letter. This task is used to request the deposit taker to disclose information. At this stage ask the deposit taker to disclose all the information they have. Do not specify details of the accounts, even though you have this information. For more information refer to the procedure for **Letter (Outbound) - Send To Client**.

- Select template CMEL7170
- Edit the letter as appropriate
- Enter the bank or building society address details
- Display the SR ID clearly in the letter, email or fax cover sheet, to ensure the inbound response is correctly routed
- In the **PGP encrypted email** field input [business.inbox.cmg@dpw.gsi.gov.uk](mailto:business.inbox.cmg@dpw.gsi.gov.uk)
- Pending a Deign review of this process, use a secure email address for the Deduction Order Team direct.
- Send by preferred method of contact



If you are unable to complete the freetext section of letter CMEL7170 please use freetext letter template CMEL9271 as an alternative.

26. Set the **Status** to **Wait** and set a period of 14 days for the response from the deposit taker. Set the **Sub Status** as **Awaiting info**.
27. If the deposit taker hasn't responded after 14 days, select the activity plan outcome **Not Responded**. Try calling them or send CMEL7171. Set a further **Wait** period in the SR at your discretion until a response is received.
28. Update line 5 of the activity plan: **Has Bank Responded** to **Responded** or **Not responded**.

### DOT reviews response from bank, makes a decision and informs caseworker



The deposit taker responds by their preferred method of contact. If this is by secure email, they may follow with items by post. The deposit taker's response is scanned and stored in Documentum, to appear in your SR work queue.

29. You may receive one of four responses to the disclosure request:
- No contact asset exists against this bank account but you receive information of an account from the deposit taker. Go to **Steps 30 - 32**
  - No contact asset exists against this bank account and the deposit taker returns no information. Go to **Steps 33 - 35**
  - A contact asset is held for this bank account and the deposit taker returns information about the account. Go to **Steps 36 - 39**
  - A contact asset is held for this bank account and the deposit taker returns information on new accounts in addition to that already held. Go to **Steps 40 - 44**

### No contact asset - information returned from bank

30. Update the activity plan step **Does NRP have an account with the bank** as **Have**.
31. Navigate to the **Disclosure Asset screen** by selecting the Enforce form button and populate the fields for **No. of accnts traced**, **Intelligence of accnts**, **Evidence of transaction** and **Deduction order approp**.
32. Populate **EJO/LSDO/Disclosure Asset Forms** with as much account information as possible based on the response from the deposit taker. Complete the **Bank name** field as a minimum. The CMS System will automatically populate the **Contact asset** field in this scenario. Proceed to **Step 45** to decide whether a deduction order is appropriate.

### No contact asset - no information returned from bank

33. Update the activity plan step **Does NRP have an account with the bank** to **Doesn't have**.
34. Navigate to the **Disclosure Asset form screen A** and populate the fields for **Intelligence of accnts**, **Evidence of transaction** and **Deduction order approp**.
35. In the field **No. of accnts traced** enter a value of **100**. This is a workaround, as you cannot enter a value of zero. Proceed to **Step 45** to decide whether a deduction order is appropriate.

### Contact asset exists - existing account confirmed by bank

36. Update the activity plan step **Does NRP have an account with the bank** to **Had - Updates found**.
37. Navigate to the **Disclosure Asset form screen A** and populate the fields for **Intelligence of acnts, Evidence of transaction and Deduction order approp**.
38. Navigate to the **Disclosure Asset form screen B** and add as much account information as possible based on the response from the deposit taker.



If a bank account number is not an eight digit numeric only number but alpha numeric, the form will not support this. Leave the account number and sort code fields blank, go to the **Contact Asset** screen and enter the account details in the **Freetext** field.

39. Select the **Go to contact** button, followed by the **More tabs** drop down and select the **Asset** view. Manually input the bank account details as the CMS system will not automatically do so in this scenario. Proceed to **Step 45** to decide whether a deduction order is appropriate.

### Contact asset exists - new accounts also identified by the bank

40. Update the activity plan step **Does NRP have an account with the bank** to **Had - New accounts found**.
41. Navigate to the **Disclosure Asset form screen A** and populate the fields for **Intelligence of acnts, Evidence of transaction and Deduction order approp**.
42. Also populate the **Disclosure Asset form screen B** and add as much account information as possible based on the response from the deposit taker.



If a bank account number is not an eight digit numeric only number but alpha numeric, the form will not support this. Leave the account number and sort code fields blank, go to the **Contact Asset** screen and enter the account details in the **Freetext** field.

43. For each new account identified Select **New** followed by **Query**. This will generate the **Disclosure Asset form screen B**. Use this form to record as much account information as possible based on the information provided by the deposit taker.
44. Select the **Go to contact** button, followed by the **More tabs** drop down and select the **Asset** view. Manually input the bank account details as the CMS System will not automatically do so in this scenario. Proceed to **Step 45** to decide whether a deduction order is appropriate.

### Decide next action

45. Consider whether the asset meets the criteria for deduction order:
  - If the account does not meet the criteria for a deduction order, record your comments in the activity plan **Reasons** field. Select the activity plan outcome **Doesn't Meet** and go to **step 49** to apply costs and close the Disclosure SR.
  - If the account does meet the criteria for a deduction order, record your comments in the **Reasons** field, then select the activity outcome **Meet**.



When making you decision on the appropriate course of action, based on the information provided by the deposit taker please refer to the Policy, law and Decision Making guidance 

46. Validate if LSDO or RDO is appropriate using DOT Referral Checklist. If an LSDO or RDO is appropriate go to **Step 47** otherwise go to **Step 49**.
47. Select the activity plan outcome either **LSDO** or **RDO**.
48. There are no process costs to apply to the paying parent's debt. Select the activity plan outcome **No**.
49. Close the **Disclosure** SR by updating the **Status** to **Closed** and the **Sub status** to **Completed**. Update the **SR notes** with any relevant information.
50. Notify the referring case owner of the outcome and inform of the reasons.
51. If LSDO or RDO is authorised refer to [RDO - Set Up, Vary, Lapse/Discharge](#) or [LSDO interim - Set Up/Amend](#).

## Caseworker completes deduction order referral

### Steps 52 - 53 will be completed by the caseworker that instigated disclosure action



The Deduction Order Team will notify the case owner of the disclosure outcome and will set up an RDO or LSDO of required and appropriate.

52. When the Deduction Order Team member contacts you, make sure you fully understand whether the asset meets the criteria for deduction order.
53. If you instigated disclosure from an **Arrears Review** SR or **Action Missed Payment** SR, update this now with the outcome and record a Welfare of the Child decision within the SR notes. For more information refer to [Arrears - Consider Action](#), [Arrears Negotiation and Missed Payments](#) and [RDO - Authorise](#).



Make referrals as soon as possible, particularly in the case of LSDO action against a paying parent current account. For more information on deduction order timescales refer to the [Policy, Law and Decision Making Guidance](#). 

For more information on how to progress, refer to the following procedures:

- [RDO - Set Up, Vary, Lapse/Discharge](#)
- [LSDO - Set Up/Amend](#)
- [Enforcement Action - Consider \(E and W\)](#)
- [Enforcement Action - Consider \(NI\)](#)
- [Enforcement Action - Consider \(Scotland\)](#)

Replace Child Maintenance Group (CMG) with NICMS

[CMSL5511 - Freetext letter to receiving parent](#)

[Freetext letter seeking receiving parent's permission to pursue debt](#)

[CMEL7170 Deposit taker Data disclosure request](#)

Data disclosure request to deposit taker.

In the freetext date fields enter the date you need the information back from the deposit taker.

[CMEL7171 Disclosure reminder](#)

Off system letter.

[2012 System Overview](#)

[Admin Account - Add To](#)

[Arrears - Consider Action](#)  
[Arrears Overview](#)

[Arrears Negotiation and Missed Payments](#)

[Civil Enforcement Ovrview](#)

[Create Cost](#)

[Enforcement Action - Consider \(E and W\)](#)

[Enforcement Action - Consider \(NI\)](#)

[Enforcement Action - Consider \(Scotland\)](#)

[Financial Data - Enforcement](#)

[Letter \(Outbound\) - Send To Client](#)

[LSDO - Set Up/Amend](#)

[RDO - Authorise](#)

[RDO - Set Up, Vary, Lapse/Discharge](#)

[Terminology Changes](#)