



Enforcement Of Judgements Office - Monitor

The Enforcement of Judgments Office (EJO) is legislatively responsible for carrying out civil debt recovery in Northern Ireland (NI).

The purpose of this activity is for a case manager in enforcement to monitor a case while the EJO carries out civil debt recovery.

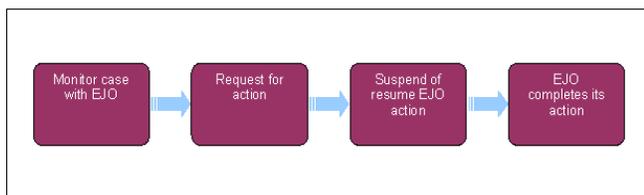
After a Liability Order (LO) has been granted by a Magistrates' Court the Child Maintenance and Enforcement Division (CMED) will register the debt with the EJO who will exercise their powers to recover the debt from the paying parent on behalf of the CMED. For more information refer to [Enforcement of Judgements Office - Register](#). This procedure describes what happens after the case has been fully registered with the EJO.

While the EJO carries out civil debt recovery, a case manager with enforcement responsibilities will retain ownership of the case. Payments received from the paying parent will be paid to the CMED. Recoverable costs incurred during the monitoring of the case with the EJO will be added to the paying parent's BaNCS account balance.

The case manager will complete any action requested by the EJO to help the EJO exercise its enforcement powers. Refer to EJO actions for more information as this provides details of what powers are available to the EJO. If the EJO is unable to collect the outstanding debt it will issue a certificate of unenforceability.

When the EJO has completed its action the case manager will update the system. The case manager will consider other enforcement options if the outstanding balance was not collected.

For further information please refer to the 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.

Monitor case with EJO

1. Monitor the case every month while the Enforcement of Judgments Office (EJO) is carrying out civil debt recovery on behalf of the Child Maintenance and Enforcement Division (CMED).
2. On the due date check the case for any progress which could include:
 - Updates from the EJO
 - Payments received
 - New information relevant to EJO action – refer to **step 42** in addition to the following steps
3. Change the SR status to **In Progress** and complete the steps in the activity plan.
4. If a **Wait** period was previously set, go to the wait step in the activity plan. Change the status and sub status of the step to **Done**.
 -  A Wait period would have been set previously, unless you're opening the SR for the first time.
5. The EJO will contact you about the following EJO enforcement actions:
 - Examination
 - Conditional order for warrant of arrest
 - Attachment of earnings order
 - Garnishee order
 - Instalment order
 - Order appointing receiver

- Order charging land
- Seizure order
- Hearing before the Master



For further information refer to [Enforcement of Judgement Office - Actions](#).

6. Negotiate payment of arrears and any ongoing child maintenance whenever you speak to the paying parent. When taking payments for arrears, always ensure that the payments are referenced against the Liability Order (LO) they relate to if required.



Although the EJO is responsible for collecting the arrears, you should still try to negotiate with the paying parent if they call you.

7. Update the **Outcome** in **Notification received from EJO** to reflect the current situation. When you select one of the following options, a new activity plan will generate with the steps you need to take:

Activity plan Outcome	Next action
Info Provided	Select Info Provided and go to step 8 when: <ul style="list-style-type: none"> ■ EJO starts new enforcement action ■ EJO gives an update on enforcement action
Request for action	Select Request for Action and go to step 14 when: <ul style="list-style-type: none"> ■ EJO asks you to carry out action to assist them
Not Received Not Received means no contact received from the EJO	Select Not Received and go to step 20 when: <ul style="list-style-type: none"> ■ A payment has been received ■ No information has been received from the EJO ■ The paying parent has a change of circumstances ■ The paying parent makes an arrears agreement ■ Information from any source other than EJO
Final notification	Select Final Notification and go to step 36 : <ul style="list-style-type: none"> ■ EJO sends the final notification to confirm that EJO action has ended



You will repeat this action each time you monitor the case for an update.

Info provided from the EJO

8. Complete the steps in the **Info provided** activity plan when you selected this **Outcome** in **step 7**.
9. Complete the **Update Registration** step within the activity plan as appropriate. This may include creating a new form, updating existing forms or adding information to notes within the SR.
10. If the EJO tells you it is starting new enforcement action, create a new EJO form on the system. Select **Update Form/Document** above the activity plan. Select **New** in the **EJO / LSDO / Disclosure Asset Forms** view and select the form that matches the action.
11. If EJO action already started then update the existing EJO form with any relevant additional provided by the EJO.
12. Complete the **Update Registration** step within the activity plan as appropriate.
- 13.

Set a **Wait** period of one month once you've completed your action. Use or a shorter **Wait** period if you're monitoring specific action. Once you've done this, monitor the case for an update by referring to **step 1**.

Request for action

14. Complete the steps in the **Request for Action** activity plan when you selected this **Outcome** in **step 7**.
15. Complete **Update Registration** step within the activity plan as appropriate. This may include creating a new EJO form, updating existing forms or adding information to notes within the SR.
16. Complete **Initiate Investigative Action** step if you need an investigative officer to gather information. Select **Yes** in the **Outcome** to generate a child SR. For more information refer to [Investigative Action](#).
17. If not required, or after the investigation has been completed, complete step **Letter Outbound (EJO)** to show whether a letter has been issued.
18. Complete step **Letter Outbound (NRP)** to show whether a letter has been issued to the paying parent or other third party.

19.

Set a **Wait** period of one month once you've completed your action. Use or a shorter **Wait** period if you're monitoring specific action. Once you've done this, monitor the case for an update by referring to **step 1**.

Notification not received

20. Complete the steps in the **Notification not Received** activity plan when you selected this **Outcome** in **step 7**.21. Complete activity plan step **Payment / New Info Received?** to show whether a payment has been received:

- No payment received – go to **step 22**
- Payment received – go to **step 25**

22. If you've selected **No Payment/Info** record any relevant information in **EJO** Forms and the **Notes**.23. Set a **Wait** period of one month once you've completed your action. Use or a shorter **Wait** period if you're monitoring specific action. Once you've done this, monitor the case for an update by referring to **step 1**.

24. The date within the activity plan should be set to 1 month however, if you are monitoring the return of information or other specific action, use a shorter period as required.

25. If you've selected **Payment** as the **Outcome** in activity step **Payment / New Info Received**, the system will generate the **Payment** activity plan.26. Complete the required action and **Update Registration** step within the activity plan as appropriate. This may include creating a new form, updating existing forms or adding information to notes within the SR.27.  Send one of the following letters to the paying parent if they make a payment.

Letter	Information
CMEL7050a (NRP)	Update the paying parent on payments received during EJO action. Full payment of arrears received
CMEL7050b (NRP)	Update the paying parent on payments received during EJO action. part payment seven days to arrange to pay the rest
CMEL7050c (NRP)	Update the paying parent on payments received during EJO action. Payment plan agreed
CMEL7050d (NRP)	Update the paying parent on payments received during EJO action. No payments, seven days to contact or take action without warning
CMEL7067 (NRP)	Update the paying parent on payments. Partial payment of arrears

28. Record payments received in the **Amt of Money Collected** field in the relevant EJO form. Use this to keep a running total of payments received via each particular enforcement method.

If £250.00 is received via an instalment order, record the payment in the EJO Instalment Order form by adding £250.00 to the total currently held.

29.  If the paying parent makes a payment directly to the CMED at any stage following full registration, phone EJO and send them CMEL9271 so that they can adjust the outstanding balance on the debt.30.  Call the receiving parent to give them an update on the case.31.  Send CMEL9271 to the receiving parent if the call is unsuccessful to give them an update.32. Record any relevant information in the **Notes**.33. Complete the **Update Registration** step to trigger the **Letter Outbound (EJO)** step in the activity plan. Use this to show whether you've issued a letter to the EJO.34. Complete the **Letter Outbound (NRP)** step in the activity plan to show whether you've issued a letter to the paying parent or other third party.

35.

Set a **Wait** period of one month once you've completed your action. Use or a shorter **Wait** period if you're monitoring specific action. Once you've done this, monitor the case for an update by referring to **step 1**.

Final Notification

36. Complete the following steps when the EJO have finished their action on the case. This could be when the arrears are paid in full, or when the EJO can't continue. If the EJO can't take any further action they will issue a certificate of unenforceability.



A certificate of unenforceability from the EJO this means that there is still outstanding debt on the LO and they can take no further action at that time. When this happens consider the appropriate enforcement action to recover the remaining arrears. For more information on refer to **Enforcement action - Consider (NI)**.

37.

When you select **Final Notification**, the system will generate the **Cost Applied** activity plan

38.

Update the relevant EJO forms and ensure that the **Notes** have been updated with the action that has taken place. Complete this action before closing the SR.

39. For activity step **Cost Applied**, check that all recoverable costs for EJO action have been added accurately to the paying parent's account in BaNCS. For more information refer to **step 66**.

40.



Call the paying parent and the receiving parent to explain the outcome of EJO action. If EJO action was unsuccessful, send CMEL7069 to the paying parent. Send CMEL9271 to the receiving parent.

41.

Close the SR once you've completed the EJO process.

General information

42. Contact the EJO with any relevant information you obtain while monitoring the case. This could include:

- New information about the paying parent that could help the EJO with the debt recovery
- Details of any payments made to CMED by the paying parent for the outstanding debt.

43. If the paying parent makes an arrears agreement send one of the following letters to the paying parent:

Letter	Information
CMEL9268 (NRP)	Paying parent - acknowledgement of offer to pay Please note that this letter is issued from the negotiation SR
CMEL9267 (NRP)	Paying parent - arrears agreement letter confirming agreement but continuing to get LO Please note that this letter is issued from the negotiation SR
CMEL7062 (NRP)	Paying parent - arrears acknowledgement of offer to pay, acceptance, but confirming legal action still to be taken (arrears not being paid quickly enough)

44. If the paying parent makes a suitable arrears agreement or starts claiming a prescribed benefit, suspend EJO action by referring to **step 49**.

45. Call the receiving parent to give them an update on the case.

46. Send CMEL9271 to the receiving parent if the call is unsuccessful to give them an update.

47. Record any relevant information in the **Notes**.

48. Set a **Wait** period of one month once you've completed your action. Use or a shorter **Wait** period if you're monitoring specific action. Once you've done this, monitor the case for an update by referring to **step 1**.

Suspend or resume EJO action

49.

Complete the following steps when you need to suspend or resume suspended EJO action.

50. Suspend EJO Action when EJO action is currently not appropriate. This could be when the paying parent starts claiming a prescribed benefit or when they make an arrears agreement. The list is not exhaustive.

51. Call the EJO and explain that you need to suspend EJO action.

52. Follow up the call by sending CMEL7044 to the EJO.



When suspending EJO action, always follow up the call to EJO with a letter.

53. Call the receiving parent and the paying parent and explain that EJO action has been suspended. Explain the reason for this, when you will be looking at the case again, and what will happen next.
54. If either call is unsuccessful, send CMEL7052 to the paying parent or CMEL9271 to the receiving parent.
55. Record the date you suspended EJO action in the **General EJO Actions** form on the system. Record your decision in the **Notes**.
56. Monitor the case for any changes by setting a **Wait** period in the SR for one month depending on the reason.
57. On the due date check the case for any changes. If there are no changes, set another Wait period in the SR.
58. Call the receiving parent if the case is not ready to resume EJO action. Explain that you will continue monitoring the case. Send CMEL9271 to the receiving parent if the call is unsuccessful to give them an update.
59. Resume EJO action when EJO action is now appropriate.
60. Call the EJO and explain that you need to resume EJO action.
- 61.
- Follow up the call by sending CMEL7043 to the EJO.
- When resuming EJO action, always follow up the call to EJO with a letter.
- 62.
- Call the paying parent and the receiving parent and explain that EJO action has been resumed.
63. When you have resumed EJO action send one of the following letters to the paying parent and the receiving parent.

Letter	Information
CMEL7049a (NRP)	Update paying parent- suspended EJO action restarted – call us in 7(+) days to make payment
CMEL7049c (NRP)	Update paying parent - about what’s going on with their suspended enforcement action restarted
CMEL7065 (NRP)	Update paying parent - suspended EJO action restarted – change of circs – no change to liability
CMEL7066 (NRP)	Update paying parent - suspended EJO action restarted – call us in 7 days to make payment
CMEL9271 (PWC)	Update the receiving parent - suspended EJO action restarted – call us in 7 days to make payment

64. Update the **General EJO Actions** form on the system to confirm that EJO action is resumed. Record your decision in the Notes

Adding recoverable costs

65. When taking enforcement action against the paying parent, CMED will have to pay money to various organisations for actions that they complete. This could be EJO, Land Registry, Summons Server etc. Most of these costs that CMED incur are recoverable. As such they must be added to the paying parent account as a cost so that CMED can collect this money from the paying parent.
66. To add the costs, go to the **Enforcement** tab and select **Costs**.
67. Create a new record by selecting **New** and the account you’re attaching the cost to.
- There may be more than one account depending on how many cases/roles the paying parent has. For example if the paying parent has accounts as receiving parent and paying parent, apply the costs against the paying parent account
- 68.

Update the fields within the cost record as follows:

- **Cost type** – this will always be Enforcement Costs
- **Due date** – today’s date
- **Amount due** – the amount of the costs
- **Payable to** – this will always be Admin Account NI

■ **Payable to type** – Commission admin A/C

69. Select the **Send Costs** button add the costs to BaNCS. The BaNCS response message will update to **OK** to show when the update was successful.

[CMEL7043 Please resume action – child maintenance](#)

Ask EJO to resume action that we'd previously asked to be stopped.

Select paragraph **TM_09390_E** - Please resume action

Select paragraph **TM_09391_E** and enter the EJO reference number.

Select paragraph **TM_09392_E** - We have now been told the circumstances around the case have changed

Select paragraph **TM_09393_E** - Please let us know if there are any problems with this request

All other fields in this letter are pre-populated by the system. Once complete review the content to ensure the correct information is provided.

[CMEL7044 Please suspend action – child maintenance](#)

Tell EJO to suspend action (following phone call).

Select paragraph **TM_09394_E** - Please suspend action

Select paragraph **TM_09395_E** and enter the EJO reference number in the free text field

Select paragraph **TM_09396_E** - We are writing to confirm that we do not want you to take any further action

Select paragraph **TM_09393_E** - Please let us know if there are any problems with this request

All other fields in this letter are pre-populated by the system. Once complete review the content to ensure the correct information is provided.

[CMEL7049 Enforcement of Judgments Office – action restarting](#)

Letter to update the paying parent suspended EJO action restarted – call us in 7(+) days to make payment.

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

[CMEL7050 Enforcement of Judgments Office action – update](#)

Update the paying parent on payments received during EJO action. Full payment of arrears received.

Select paragraph **TM_25324_E** - We are writing to confirm that you have paid £ which is the amount of the arrears paid in full and enter the amount paid in the freetext field.

- If all arrears have been cleared and you need freetext to explain what will happen next select paragraph **TM_25326_E** - Your child maintenance arrears have been cleared and you have no other child maintenance payments to make, so we will ...and enter freetext to advise what will happen next.
- If the paying parent no longer has any arrears but still has regular maintenance to pay select paragraph **TM_25328_E** - Your child maintenance arrears have been cleared, but you still need to make regular child maintenance payments. If you want to stop us from taking action against you in future, you must make your child maintenance payments in full and on time.
- If the paying parent no longer has these arrears but does have other arrears, select the paragraph **TM_25329_E** - The child maintenance arrears related to the liability orders above have been cleared, but you still need to make payments for other arrears. We will take further action against you to collect these arrears if you don't pay in full and on time.
 - If the paying parent still has arrears and has come to an arrangement with us select paragraph **TM_25331_E** - You must keep to the arrangement that we have made with you, if you don't we will take further action against you.

All other fields in this letter are pre-populated by the system. Once complete, review the content to ensure the correct information is provided.

[CMEL7052 Action against you is on hold](#)

Tell the paying parent initially that we're suspending enforcement action through the EJO.

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

[CMEL7055 We need some information](#)

Ask the paying parent's local authority to give us some additional information.

If you are asking about occupational pension select paragraph **TM_25893_E** and enter the year ending date for the occupational pension.

Select paragraph **TM_25892_E** and choose which of the boxes you want the LA to complete.

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

[CMEL7057 We need to check some information](#)

Request proof of information that the paying parent or receiving parent has previously given us.

Select paragraph **TM_10352_E** and enter what evidence is required in the free text field.

All remaining fields in this letter are pre-populated by the system. Once complete review the letter to ensure the correct information is provided.

CMEL7065 Enforcement of judgments office - action reviewed

Update the paying parent suspended EJO action restarted – change of circs – no change to liability.

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

CMEL7066 We are taking action against you – update

Update the paying parent about what's going on with their suspended enforcement action – give seven days to get in touch or restart action.

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

CMEL7067 Enforcement of Judgments Office – part payment received

Update the paying parent on payments received during EJO action – part payment, seven days to arrange to pay the rest.

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

CMEL7068 Enforcement of Judgments Office – payment agreement

Update the paying parent on payments received during EJO action – part payment, seven days to arrange to pay the rest.

Select paragraph **TM_25182_E** and enter free text with the agreed payment amount.

All remaining fields in this letter are pre-populated by the system. Once complete review the content to ensure the correct information is provided.

CMEL7069 Enforcement of Judgments Office – update

Update the paying parent on payments received during EJO action – no payments, seven days to contact or take action without warning.

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

CMEL7365 Urgent – We need some information

To employer to request details of the paying parent i.e. employment status/address/cease date of employment.

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

CMEL9214 Request to employer for wage details

Letter to employer to request the paying parent's wage details.

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

CMEL9267 You have agreed a new payment...order application continuing

Tell the paying parent that, although we've agreed a payment schedule, we're continuing with a liability order application.

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

CMEL9268 You have agreed a new payment schedule with us

New payment schedule agreed with the paying parent – must pay in full and on time.

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

CMEL9271 Update the receiving parent on EJO action

Enter free text to advise the receiving parent what EJO action has been taken, and if appropriate any outcome.

All other fields in this letter are pre-populated by the system. Once complete review the content to ensure the correct information is provided.

Arrears - consider action

Apply costs

Case routing - enforcement

DEO - Enforced

[DEO - Self Selected - Set Up](#)

[DER - Enforced](#)

[DER - Self Selected - Set Up](#)

[Enforcement of Judgements Office - register](#)

[Enforcement action - consider \(NI\)](#)

[Enforcement of Judgement Office - actions](#)

[Investigative action](#)