



LSDO interim - set up/amend

A lump sum deduction order (LSDO) allows the Child Maintenance Group (CMG) to instruct a deposit taker (normally a bank or building society) to freeze and then deduct an amount of arrears from a paying parent's account and pay it to the CMG.

Where there have been unsuccessful attempts to secure arrears of child maintenance from the paying parent, an Enforcement case manager, or caseworker in Arrears, will use asset information to make a referral for disclosure.

For more information refer to [Disclosure For Deduction Order Action](#). Where disclosure is successful and indicates that the paying parent has an account suitable for a deduction order the Deduction Order Team will complete authorisation and set up of the LSDO.

For more information refer to [LSDO - Authorise](#). The enforcement case manager will review the case to decide whether LSDO action is the most appropriate action to take and, if so, refer the LSDO action to the deduction order team. A specialist deduction order team member will set up the LSDO. The deduction order team do not take ownership of the case.

There is no requirement for authorisation from the court prior to pursuing an LSDO. An interim LSDO is implemented to freeze the specified funds in the paying parent's account, allowing the deposit taker and the paying parent 14 days to make representations against the decision.

In order to consider LSDO action the paying parent should have at least £500.00 of arrears outstanding.

A lump sum deduction order is subject to an enforcement charge of £200.00. When speaking to the paying parent prior to any enforcement action please advise them that they will be liable to pay the charge as well as any additional enforcement costs. For more information refer to the procedure for [Civil Enforcement overview](#).

The enforcement charge is discreet from any fee imposed by the bank to cover costs associated with the action.

If the deposit taker or the paying parent do not make a successful representation or application to release funds, a final order will be issued as proposed in the interim LSDO.

For more information refer to [LSDO Final - Set Up/Amend](#).

The deposit taker and the paying parent each have a right of appeal against the final LSDO and have 21 days to submit this. The funds will remain frozen until the 21-day period has elapsed, at which point (assuming there is no appeal) we will ask the deposit taker to pay the CMG.

At any stage of the process from receipt of the interim order until release of the funds to the CMG, the deposit taker and the paying parent can apply to the CMG for consent to release funds. Reasons may include hardship, written contractual obligation agreed before the LSDO etc. The CMG has discretion to look at any circumstances that are set out in an application requesting funds.

Where the CMG consent to release funds the LSDO may be varied or discharged. Where consent is refused the deposit taker or the paying parent can appeal to the court.

 LSDO's are a method of enforcement and therefore cannot be specified as a method of payment (MOP). They can only be used where the paying parent has failed to make a payment of child maintenance (whether ongoing liability or arrears). LSDO's can only be used to collect:

- Regular maintenance (RM)
- Arrears
- Both arrears and future payments of RM

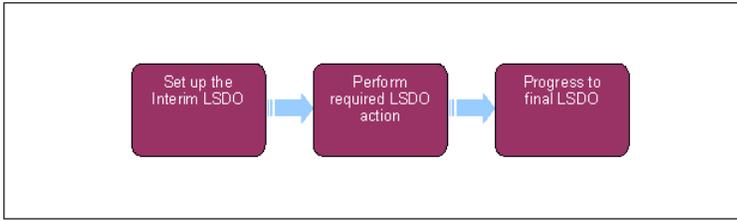
This procedure covers the process to use to make a referral for LSDO action to the deduction order team and the steps taken by the deduction order team to:

- Set up the interim LSDO
- Vary the amount
- Lapse the interim LSDO
- Revoke the interim LSDO
- Discharge the interim LSDO

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

 A Tactical Solution has been put in place. Pending the 2012 scheme system notifications being amended, interim LSDO appeals notices will be inserted into the deduction order notifications issued to Paying Parents.

For more information on the guidance to progress to final LSDO, refer to [LSDO Final - Set Up/Amend](#).



 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.

Set up the interim lump sum deduction order (LSDO)

Deduction Order Team member actions

1. Create a new service request (SR) with:

- **Process = Enforcement**
- **Area = Take Enforcement Action**
- **Sub Area = LSDO Set Up**

 If you are applying an LSDO against multiple accounts held at the same bank, use one SR for the action. If you wish to apply for LSDO's at more than one bank create a new **LSDO Set UP** SR for each bank.

2. Notify the case owner of the LSDO interim set up.

3. Activate the **Disable missed payments** monitor to stop the CMS system monitoring for missed payments. For more information refer to [Case Routing - Enforcement Steps 75 to 80](#).

4. Update the **Status to In Progress**. An activity plan will generate.

 There will be a £200.00 enforcement charge associated with this action. A recent operational steer has removed the £500.00 minimum limit on referral of cases to the Deduction Order team. Although there is no legal de minimis limit on the amount of arrears that can be recovered using deduction orders consideration must be given to the reasonableness and proportionality of doing so where the arrears are low. It may not be viewed as reasonable to pursue a lump sum deduction order which attracts an enforcement fee of £200.00 when the debt is less than this sum unless there are compelling reasons to do so and the specific case circumstances.

 Remember to associate this SR to the relevant disclosure SR. Refer to the procedure for **CMS System Overview** for further information about linking SR's.

5. Perform the validations listed in the activity plan:

- Check the exact amount of arrears outstanding.
- This is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on discretionary decisions including a verbatim statement to record in **Notes** refer to Policy, Law and Decision Making Guidance .
- In the paying parent's **Contact Assets view**, highlight the asset you want the deduction order to be associated to, and select **Promote To SR** to attach the selected asset to the **Set up LSDO SR**.

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. Don't use the menu next to **Asset Type**.

 You are responsible for making the discretionary decisions on whether to proceed with LSDO action or exit the process. Record your decisions in the **Reason** field against the **Consider Welfare of Child** activity.

 Do not send a letter to the receiving parent at this stage as we do not want to jeopardise the enforcement action by inadvertently making the paying parent aware of the action.

6. Update the Status to Pending Assignment. This will send the SR to the relevant Deduction Order Team for LSDO action.



If the paying parent subsequently contacts the case owner to make an agreement, contact the Deduction Order Team to make them aware of this as the agreement may have an impact on their actions.

LSDO Deduction Order Team member actions

7. Update the **Status** to **In Progress**. An activity plan will generate.

8. Add a **Third Party account** in the **SR Information** view.

9. In the **Liability Schedule** screen, update the **From date** and **To date** to reflect the required debt period and set the **Status** to **Draft**. Select **Query Liability Schedule** to display the relevant line items for the debt period, and select **Send Order** to stamp the LSDO reference number to that debt period. Please refer to the procedure for **LO/LSDO - Stamping** for further guidance.



The LSDO reference number is a unique twelve-digit number beginning 83.

10. Select **Update Form** and update the **LSDO Generation form** and the **LSDO Validation form** by taking the following steps:

- Select the **EJO/LSDO/Disclosure assets** tab
- Highlight the line displayed in the applet in the upper half of the screen and select **Query**

Identify the period (start date and end date) and the debt amount.

For more information refer to **LO/LSDO - Stamping**.



The LSDO reference number is a unique twelve-digit number beginning 83.

11. In the Documents screen, consider adding any correspondence that may be relevant to the LSDO, for example, bank statements. Select **Link to SR** to associate correspondence.



This step is optional. In some cases the CMS system may not allow correspondence to be linked to the SR

12. Once you have confirmed that the arrears are still payable, update the activity plan line Caseworker applies new charge if charge is effective.

- If applying for an LSDO against one paying parent account select the **Outcome of Charge applied**
- If applying for an LSDO against multiple paying parent accounts (i.e. when using multiple SR's) select the **Outcome of Charge not applied** in all but one SR as a single enforcement charge of £200.00 will apply across all of the SR's constituting the LSDO action.



For more information about applying an enforcement charge to one or more SRs and for associating an existing charge please refer to the procedure for **Enforcement charge apply**

13.  Prepare letter CMEL7120, instructing the deposit taker to set up the interim LSDO.

14. Send letter CMEL7120 to instruct the deposit taker to set up the interim LSDO (freeze the funds in the account to the value of the interim LSDO for 14 days).



Multiple accounts with the same bank can be included in this letter. However the bank will need to know what amount to take from each account. This should be specified by using clerical letter CMEL9271 and including it as a covering letter with CMEL7120.

15. Set a **Wait** period to the day after the date that the interim LSDO is treated as served on the deposit taker. Set the SR **Status** to **Wait**. Use the **LSDO timeline** to check when the interim LSDO is treated as being served (dependent on the method of communication).



If the paying parent has a correspondence address and their home address is recorded as DLO please refer to the procedures for **Confirm Current Location** and **Change - Address details** for further guidance. If the deposit taker holds a different address for the paying parent, they will have provided this at the disclosure stage.

16.   Once the **Wait** period has passed and the deposit taker has confirmed that the Interim LSDO is in place, select **Update form / document** to access the enforce form. Update the **Financial instt resp** and **Interim implt date** fields of the **LSDO** Generation form

17. Place the case on manual allocation. This will ensure that the stamped liabilities are paid rather than any receipts being assigned in line with the payment hierarchy. For further information refer to **Manual Allocation Flag - Set Up** and **Payment - Manually Allocate**.

18. send letter CMEL7121 to inform the paying parent of the LSDO action. Call the deposit taker if you have not heard from them by the end of the **Wait** period, and set a further **Wait** at your discretion.

Perform required LSDO action

19. Set a **Wait** period of **14 calendar days** to hear back from the deposit taker. Set the SR **Status** to **Wait** and the **Sub Status** to **Conf of Service Interim**.

20. You may receive an immediate response from the deposit taker if they are unable to set up the interim LSDO as instructed:

- If the deposit taker has not been able to set up the interim LSDO, and responds that this is because the balance in the account is zero, go to **step 34** to **Discharge** (lapse) the interim LSDO
- If the deposit taker has not been able to set up the interim LSDO and responds that this is for any other reason, go to **step 32** to **Discharge** (lapse) the interim LSDO
- If the deposit taker has not been able to secure funds to the full value of the interim LSDO because the balance of funds in the paying parent's account is too low, the deposit taker will tell you how much they have been able to secure.

 If, at a later stage, the deposit taker makes you aware of additional funds in the account that can be frozen, consider if it is appropriate to send letter CMEL7168 to request that these additional funds be frozen if the target account is a savings account. Caution must be applied to avoid placing the paying parent in financial hardship as their financial circumstances may not be fully known at this stage.

- 21.  If you don't receive a response from the deposit taker, send letter CMELHD5 informing the deposit taker we have not received their response and they must contact us immediately.
- 22. Once you have had a response from the deposit taker, update the **Sub status** of the SR to **Representation period** and set a **Wait** period of 14 days.

 The deposit taker and the paying parent each have 14 calendar days from the date that a copy of the interim LSDO was served to make representations directly to the CMG about what the interim order proposes. Use the [LSDO timelines](#) to check when to start counting the 14 calendar days.

Consider representations

- 23. Within the 14 day wait period, you may receive a response from the deposit taker or the paying parent making representations against the interim LSDO. You must contact the case owner/manager to advise them if Representation is made and also discuss/agree the decision and next actions with the case owner. Update the **LSDO Representation form** with the relevant details and response:
 - If the representation is fully acceptable, go to **step 32** to lapse / discharge the interim LSDO, **step 50** to vary the interim LSDO or **step 27** to consider releasing funds
 - If the representation is partially acceptable, go to **step 50** to vary the interim LSDO or **step 27** to consider releasing funds
 - If the representation is not acceptable, continue to **step 24** to consider other actions.
 -  Send letter CMEL7125 to inform the paying parent of the decision, or CMEL7164 to inform the deposit taker (depending on who made the representation).
 - If there are no representations proceed to [LSDO Final - Set Up / Amend](#)

 Where the deposit taker or the paying parent has made representations against the proposals set out in the interim LSDO, the CMG must consider and provide an outcome to them prior to generating and issuing the final LSDO. For more information and some examples of the circumstances in which the deposit taker or the paying parent can make representations refer to the Policy, Law and Decision Making Guidance 

Consider other actions

- 24.  If you are nearing the end of the 14 day period covered by the interim order and need more time, send letter CMEL7131 to instruct the deposit taker to continue the freeze and wait for further instruction.
- 25. If representations / request for funds have not been received but for any other reason you want to vary the interim LSDO, go to **step 50** to vary the interim LSDO.
- 26. If representations / request for funds have not been received and the interim LSDO does not need any change, progress to final LSDO. For more information refer to [LSDO Final - Set Up/Amend](#).

Consider application to release funds

 At any stage during the 14 day representation period, the deposit taker or the paying parent can apply to the CMG for consent to release funds. An application to release funds does not prevent the final LSDO from being made or the CMG from requesting funds. For more information on examples of the circumstances in which the deposit taker or the paying parent can apply for release of funds refer to the Policy, Law and Decision Making Guidance 

- 27. You must contact the case owner/manager to advise them that the Application to Release Funds has been made and also discuss/agree whether to give consent to release some/all of the frozen funds.

Take into account any adverse impact that the decision may have on the paying parent or any other person and any alternative arrangements that may be made by the paying parent.

 You must give careful consideration to LSDO applications for the paying parent's current account, as the paying parent will be paying household bills from this account and so LSDO may cause hardship when meeting ordinary living expenses. Deductions against current accounts should be made within a month of the date of the most recent account statement received from the deposit taker. For more information refer to the Policy, Law and Decision Making Guidance. 

- 28. Update the LSDO Release of Funds form with the relevant details.
- 29.  Send the appropriate letters from the following table to the deposit taker and the paying parent:

Decision	Appropriate letter/s
Paying parent application accepted, decision to release all funds and discharge interim LSDO and not make final LSDO	CMEL7143 to paying parent

Paying parent application accepted, decision to release all funds on interim LSDO and lapse final LSDO	CMEL7144 to paying parent
Paying parent application accepted, decision to release all funds on interim LSDO	CMEL7134 to paying parent
Paying parent application accepted, consent to reduce amount standing in credit on the account at interim LSDO	CMELHD3 to deposit taker
Paying parent application partially accepted, decision to release funds on interim LSDO	CMEL7136 to paying parent
Paying parent application partially accepted, consent to reduce amount standing in credit at interim LSDO	CMELHD1 to deposit taker
Paying parent application rejected at interim LSDO, decision to make final LSDO	CMEL7138 to paying parent
Deposit taker application accepted, decision to release funds on interim LSDO to deposit taker	CMEL7154 to paying parent
Deposit taker application accepted, consent to reduce amount standing in credit on the account at interim LSDO	CMEL7146 to deposit taker
Deposit taker application partially accepted, consent to reduce amount standing in credit on the account at interim LSDO	CMEL7150 to deposit taker
Deposit taker application rejected, refusal to reduce the amount standing in credit on the account at interim LSDO	CMEL7148 to deposit taker

30. If you consent to release funds, choose the appropriate action from the options below:
- To lapse / discharge the interim LSDO, go to **step 32**
 - To vary the interim LSDO, go to **step 50**
31. If you refuse to consent to release funds, the deposit taker or the paying parent will still have the option to appeal once the LSDO has been finalised.

Lapse / Discharge Interim Order

32. In the **Liability Schedule** screen, update the **From** date and **To** date to reflect the required debt period and set the **Status** to **Cancel**. Select **Query Liability Schedule** to display the relevant line items for the debt period, and select **Send Order** to unstamp the LSDO reference number from that debt period. For more information refer to [LO/LSDO - Stamping](#).
33.  Send the appropriate letters from the following table to the deposit taker and the paying parent:

Decision	Appropriate letter/s
Paying parent representation accepted, decision to discharge interim LSDO	CMEL9086 to deposit taker CMEL9085 to paying parent
Paying parent representation accepted, decision to lapse interim LSDO	CMEL7152 to deposit taker CMEL9084 to paying parent
Deposit taker representation accepted, decision to discharge interim LSDO	CMEL7161 to deposit taker CMEL9271 to paying parent
Deposit taker representation accepted, decision to lapse interim LSDO	CMEL7162 to deposit taker CMEL7141 to paying parent

-  When using freetext letter CMEL9271 as an alternative, refer to the procedure for [Letters Outbound - Contingency Summary](#) for further guidance.
34. You don't need to send an outcome letter to the receiving parent or apply costs for LSDO action. The enforcement case manager will contact the clients when necessary to give them an update.
-  If for any reason you trigger the **Cost Applied** activity plan, mark the **Letter - Outbound (inform PWC)** step as not applicable.
35. Review the activity plan to confirm that all of the activities required for this process are complete. Manually close the SR.
36.  Contact the case owner to discuss the outcome of the LSDO action.
-  This step is important, as there is no automatic notification to the original referring Arrears case owner to inform them that LSDO action is complete.
37. The enforcement case manager will now proceed with [Case Routing - Enforcement](#).

Revive the interim LSDO

Enforcement case manager actions

 You can revive the interim LSDO if you receive new information that an amount has been paid into the account after the interim LSDO has lapsed.

38. You cannot use the original **Set up LSDO** SR to revive the LSDO as that SR has been closed when the LSDO was lapsed. Create a new SR with:

- **Process = Enforcement**
- **Area = Take Enforcement Action**
- **Sub Area = LSDO Set Up**

39. Update the SR notes with the SR number of the original LSDO SR, refer to this SR for more information on the LSDO Order.
40. Complete **steps 4** and **5** to put the SR **In Progress** and perform the validations.
41. Complete the **Notes** field with the information required to instruct the deduction order team to revive the LSDO.
42. Update the **Status** to **Pending Assignment**. This will send the SR to the deduction order team for LSDO action. You will retain case ownership.
43. Update the **Status** to **In Progress**. An activity plan will generate.
44. Select **Update Form** and update the **LSDO Generation form** and the **LSDO Validation form**. Identify the period (start date and end date) and the debt amount. For more information refer to [LO/LSDO - Stamping](#).

 Check the **Notes** field and the original **Set up LSDO** SR that is associated to this SR, to check what debt period the Enforcement case manager wants to use.

45. In the **Liability Schedule** screen, update the **From date** and **To date** to reflect the required debt period and set the **Status** to **Draft**. Select **Query Liability Schedule** to display the relevant line items for the debt period and select **Send Order** to stamp the LSDO reference number to that debt period. For more information refer to [LO/LSDO - Stamping](#).

 The LSDO reference number is a unique twelve-digit number beginning 83.

46. In the **Documents** screen, highlight any correspondence attachments that are relevant to the LSDO, for example, bank statements. Select **Link to SR**.
47.  Send letter CMEL7130 to instruct the deposit taker to revive the lapsed interim LSDO (freeze the funds in the account to the value of the interim LSDO until further instruction). For further information on issuing this letter refer to [Letters \(Outbound\) - Third Parties/Forward](#).
48. Set a **Wait** period to the day after the date that the interim LSDO is treated as served on the deposit taker. Set the SR Status to Wait. Use the [LSDO timeline](#) to check when the interim LSDO is treated as being served (dependent on the method of communication).
49.  Send letter CMEL7142 to inform the paying parent that we have revived the lapsed interim LSDO. Return to **step 19** to perform required LSDO action. For further information on issuing this letter refer to [Letters \(Outbound\) - Third Parties/Forward](#).

Vary the interim LSDO

50. Update the **LSDO Variation form** with the relevant details.
51. In the Liability Schedule screen, **Cancel** the current LSDO reference stamp against the debt period. Then update the fields to display the required debt period and **Draft** stamp with the new LSDO reference number. For more information refer to [LO/LSDO - Stamping](#).

 Use the **Notes** field to record where an amount of the sum frozen has been released and will result in a shortfall to a liability due. For example, regular maintenance is £25.00 and the LSDO covers 4 weeks totalling £100.00. If £5.00 is released to the paying parent and the LSDO is varied to £95.00 there is no way to stamp the LSDO at this amount as you are working in increases and decreases of £25.00. So you must use **Notes** to record this information and temporarily leave the LSDO stamped at £100.00. The procedure [LSDO Final - Set Up/Amend](#) provides further information on unstamping the LSDO reference number against that line item when the final payment is made against liabilities and there is a shortfall due to a release of funds to the paying parent.

52.  Send the appropriate letters from the following table to the deposit taker and the paying parent:

Decision	Appropriate letter/s
Paying parent representation accepted, decision to vary interim LSDO	CMEL7127 to deposit taker CMEL7159 to paying parent
Deposit taker representation accepted, decision to vary interim LSDO	CMEL7163 to deposit taker CMEL7132 to paying parent 

No representations received, but decision to vary interim LSDO

CMEL7127 to deposit taker

CMEL7132 to paying parent 

 The Letter CML7132 is not currently available. Use CMEL9271as an alternative, and refer to the procedure for [Letters Outbound - Contingency Summary](#) for further guidance.

Progress to final LSDO

53. For more information to progress to final LSDO, refer to [LSDO Final - Set Up/Amend](#).

Replace CMG with NI CMS.

CMEL7120 Statutory requirement – interim lump sum deduction order

Tell the bank that we're making an interim LSDO.

Under the sub heading 'What you need to do now' enter interim LSDO value of funds in all of the free text fields.

CMEL7121 Action update – we are freezing money in your account

Tell the paying parent that we're making an interim LSDO.

Under the sub heading 'We are freezing money in your account to recover the child maintenance you owe' enter interim LSDO value of funds in all of the free text fields.

Under the sub heading 'What you need to do now' enter interim LSDO value of funds in all of the free text fields.

Under the sub heading 'What happens if you don't pay' enter interim LSDO value of funds in the free text field.

CMEL7125 Action update – interim lump sum deduction order our decision

Tell paying parent that we've rejected their representations following an interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the date free text field and the interim value of LSDO in the interim value free text field.

Enter the date the representation was received in the enter date representation received free text field.

Under the sub heading 'What this means for you' enter the interim value of LSDO in the interim value free text field.

Under the sub heading 'What happens if you don't pay' enter the interim value of LSDO in the interim value free text field.

If the paying parent has asked us to look again at our decision, under the sub heading 'An explanation of our decision' enter the reason for review in the reason for review free text field and enter our decision in the enter decision free text field.

CMEL7127 Statutory requirement – interim lump sum deduction order variation

Tell the bank that we're varying the interim order.

Under the sub heading 'Statutory requirement – interim lump sum deduction order – variation' enter the interim value of funds requested in the interim LSDO value of funds requested free text field and the variation to interim value in the Variation to Interim LSDO Value of funds free text field.

Under the sub heading 'What you need to do now' enter the variation to interim value in the Variation to Interim LSDO Value of funds free text fields.

In the section 'Lump Sum Deduction Order: Interim order' enter the Initial lump sum deduction order value in the free text field.

CMEL7130 Statutory requirement – interim lump sum deduction order – revival

Notify the deposit taker that we have decided to revive a lapsed interim LSDO, so please refreeze funds.

Under the sub heading 'Statutory requirement – interim lump sum deduction order – revival' enter the date of service in the free text field.

Under the sub heading 'What you need to do now' enter the interim LSDO value of funds requested in all of the free text fields.

CMEL7131 Statutory requirement – interim lump sum...further instructions

Give bank further instructions about an interim LSDO (21 day freeze has expired, please continue freeze).

Under the sub heading 'Statutory requirement – interim lump sum deduction order – further instructions' enter the date of service in the date free text field and the interim value of funds requested in the interim value free text field.

Under the sub heading 'What you need to do now' enter the interim value of funds requested in all of the free text fields.

CMEL7132 Action update – interim lump sum deduction order change

Tell paying parent that we have varied an interim LSDO.

Under the sub heading 'We have changed the amount on an interim lump sum deduction order' enter the date the interim LSDO was served in the date interim LSDO served free text field and enter the interim LSDO amount in the interim LSDO amount free text fields.

Under the sub heading 'What you need to do now' enter the interim LSDO amount in the interim LSDO amount free text field and the revised interim LSDO amount in the revised interim LSDO amount free text field.

Under the sub heading 'What happens if you don't pay' enter the revised interim LSDO amount in the revised interim LSDO amount free text field.

CMEL7134 Action update – interim lump sum deduction order decision

Tell paying parent that, following their application, we have decided to release all of the funds on an interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the enter Date of service free text field and the value of funds secured by the Interim LSDO in the Value of funds secured by Interim LSDO free text field.

Enter the amount the paying parent requested to be released on LSDO in the Amount paying parent requested to be released on LSDO free text field and the amount on LSDO that will be released in the amount on LSDO that will be released free text field.

Under the sub heading 'What you need to do now' enter the Variation to value of LSDO funds - new amount in the text fields.

Under the sub heading 'What happens if you don't pay' enter the Variation to value of LSDO funds - new amount in the text fields.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7136 Action update – interim lump sum deduction order decision

Tell the paying parent that we partially accept their application – partially releasing funds held on an interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date the interim LSDO was served in the enter date interim LSDO served free text field and the interim LSDO amount in the interim LSDO amount free text field.

Enter the date the application was received for the LSDO fund release in the Date Application Received for LSDO fund release free text field and the amount the paying parent requested to be released on LSDO in the Amount NRP requested to be released on LSDO free text field.

Enter the enter amount on LSDO that will be released in the enter amount on LSDO that will be released free text field.

Enter the variation to value of LSDO funds - new amount in the enter Variation to value of LSDO funds - new amount free text fields.

Under the sub heading 'What happens if you don't pay' enter the variation to value of LSDO funds - new amount in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7138 Action update – interim lump sum deduction order decision

Tell the paying parent that we haven't accepted their application to release funds on an interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date the interim LSDO was served in the enter date interim LSDO served free text field and the interim LSDO amount in the interim LSDO amount free text field.

Enter the date the application was received for LSDO fund release in the enter Date Application Received for LSDO fund release free text field and the amount the paying parent requested to be released on LSDO in the Amount NRP requested to be released on LSDO free text field.

Under the sub heading 'What happens if I don't pay' enter the interim LSDO value of funds requested in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7141 Action update – interim lump sum deduction order stopped

Tell the paying parent that we've lapsed the interim order.

Under the sub heading 'We have stopped interim lump sum deduction order for the time being' enter the date the interim LSDO served in the enter date interim LSDO served free text field and the interim LSDO amount in the interim LSDO amount free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7142 Action update – interim lump sum deduction order revived

Tell the paying parent that we've revived a lapsed interim order.

Under the sub heading 'We have revived interim lump sum deduction order' enter the date served in the enter date served free text field and the Initial lump sum deduction order value in the Initial Lump Sum Deduction Order value free text field.

Under the sub heading 'What you need to do now' enter the initial lump sum deduction order value in the free text field.

Under the sub heading 'What happens if you don't pay' enter the initial lump sum deduction order value in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7143 Action update – interim lump sum deduction order stopped

Tell the paying parent that we've accepted their request to release funds on interim order and we've discharged the order (and not made the final order).

Under the sub heading 'We have stopped interim lump sum deduction order' enter the date of service in the enter Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the date the application was received for LSDO fund release in the enter Date Application Received for LSDO fund release free text field and the amount the paying parent requested to be released on LSDO in the Amount NRP requested to be released on LSDO free text field.

Enter the interim LSDO value of funds requested in the enter interim LSDO value of funds requested free text field.

Under the sub heading 'What happens next' select one of the following:

- If the paying parent still has these arrears, use paragraph 'NRP still has these arrears'

- If the paying parent no longer has any arrears, use paragraph 'NRP no longer has any arrears'

- If the paying parent no longer has any arrears but does have regular maintenance, use paragraph 'NRP no longer has any arrears but does have regular maintenance'

- If the paying parent no longer has these arrears but does have other arrears, use paragraph 'NRP no longer has these arrears but does have other arrears'

- If the paying parent no longer has these arrears but does have ongoing maintenance and other arrears, use paragraph 'NRP no longer has these arrears but does have ongoing maintenance and other arrears'

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7144 Action update – interim lump sum deduction...time being

Tell the paying parent that we've accepted their request to release funds on interim order and we've lapsed the order.

Under the sub heading 'We have stopped interim lump sum deduction order for the time being' enter the date the interim LSDO was served in the enter date interim LSDO served free text field and the interim LSDO amount in the interim LSDO amount free text field.

Enter the date the application was received for LSDO fund release in the enter Date Application Received for LSDO fund release free text field and the amount the paying parent requested to be released on LSDO in the Amount NRP requested to be released on LSDO free text field.

Enter the amount on LSDO that will be released in the amount on LSDO that will be released free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7145 Action update – interim lump sum deduction order decision

Notify paying parent that we're not accepting his representations against an interim order.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service of the initial or varied order in the enter Date of service of initial or varied order free text field and the interim or varied interim LSDO value of funds requested in the interim or varied interim LSDO value of funds requested free text field.

Enter the date representation was received in the enter Date representation Received free text field.

Under the sub heading 'What you need to do now' enter the initial lump sum deduction order value in the free text field.

Under the sub heading 'What happens if you don't pay' enter the initial lump sum deduction order value in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7146 Interim lump sum deduction order decision

Following deposit taker's applications, we give consent to reduce the amount standing to credit on the account – Interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date the interim LSDO amount was served in the enter date interim LSDO amount served free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount deposit the taker asked to reduce the 'amount standing in credit' to in the enter Amount Deposit taker asked to reduce the 'amount standing in credit' to free text field.

Under the sub heading 'What you need to do now' enter the amount the deposit taker asked to reduce the 'amount standing in credit' to in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7148 Statutory requirement – interim lump sum deduction order decision

Following deposit taker's applications, we refuse their request to reduce the amount standing to credit on the account – Interim LSDO.

Under the sub heading 'Statutory requirement - interim lump sum deduction order – our decision' enter the date of service in the enter Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount the deposit taker asked to reduce the 'amount standing in credit' to in the enter Amount Deposit taker asked to reduce the 'amount standing in credit' to free text field.

Under the sub heading 'What you need to do now' enter the interim LSDO value of funds requested in the free text fields.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7150 Interim lump sum deduction order decision

We partially accept deposit taker's applications, we give consent to reduce the amount standing to credit on the account – Interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the enter Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount the deposit taker asked to reduce the 'amount standing in credit' to in the enter Amount Deposit taker asked to reduce the 'amount standing in credit' to free text field.

Under the sub heading 'What you need to do now' enter the amount we agree to reduce the 'amount standing in credit' to in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7152 Statutory requirement – interim lump sum deduction order lapse

Tell bank that we're lapsing an interim LSDO.

Under the sub heading 'Statutory requirement – interim lump sum deduction order – lapse' enter the date of service for the interim or varied interim order in the Date of service for interim or varied interim order free text field and the Interim or varied interim LSDO value of funds requested in the Interim or varied interim LSDO value of funds requested free text field.

CMEL7154 Action update – interim lump sum deduction order decision

Tell paying parent that, following a request from their bank, we have decided to release all of the funds on their interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount the deposit taker requested to be released in the enter amount deposit taker requested to be released free text field.

Enter the amount on LSDO that will be released in the enter amount on LSDO that will be released free text field.

Under the sub heading 'What you need to do now' enter the varied interim LSDO amount in the free text fields.

Under the sub heading 'What happens if you don't pay' enter the varied interim LSDO amount in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7158 Action update – bank/building society appeal...deduction order

Tell paying parent that the deposit taker has appealed because we didn't accept their request to release funds.

Under the sub heading '[Name of bank/building society] have appealed against Lump Sum Deduction Order' enter the date interim or final LSDO was served in the date interim or final LSDO served free text field and the interim or final LSDO value of funds requested in the interim or final LSDO value of funds requested free text field.

Enter the amount deposit taker requested to be released in the amount deposit taker requested to be released free text field.

CMEL7159 Action update – amount we are freezing in your account changed

Tell paying parent that, following their representations, we have varied the interim order.

Under the sub heading 'We have changed the amount that we are freezing in your account' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the date the LSDO representations were made in the date LSDO representations made free text field.

Enter the revised interim LSDO amount in the revised interim LSDO amount free text field and the amount on LSDO that will be released in the amount on LSDO that will be released free text field.

Under the sub heading 'What you need to do now' enter the varied interim LSDO amount in the free text field.

Under the sub heading 'What happens next' enter the varied interim LSDO amount in the free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7161 Interim lump sum deduction order decision

Fully accept deposit taker's representations against interim LSDO – order will be discharged.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field.

Enter the date the LSDO representation was made in the date LSDO Representation made free text field.

CMEL7162 Interim lump sum deduction order decision

Fully accept deposit taker's representations against interim LSDO – order will be lapsed.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field.

Enter the date the LSDO representation was made in the date LSDO Representation made free text field.

CMEL7163 Interim lump sum deduction order decision

Fully accept deposit taker's representations against interim LSDO – order will be varied.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field.

Enter the date the LSDO representation was made in the date LSDO Representation made free text field.

CMEL7164 Interim lump Sum deduction order decision

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field.

Enter the date the LSDO representation was made in the date LSDO Representation made free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL7168 Statutory requirement – interim lump sum deduction order – further instructions

Request deposit taker to freeze additional amounts on interim LSDO after they have told us that more money is available.

Under the sub heading 'Statutory requirement – interim lump sum deduction order – further instructions' enter the date of service in the Date of service free text field.

Enter the interim LSDO value of funds requested in the interim LSDO value of funds requested free text fields.

Under the sub heading 'What you need to do now' enter the amount outstanding on LSDO reference in the free text fields.

CMEL9084 Action update – interim lump sum deduction order decision

Tell paying parent that we've accepted their representations following an interim LSDO and lapsed order.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the date representation was received in the Date representation received free text field.

Under the sub heading 'What this means for you' enter the paying parent total accrued balance in the NRP Total Accrued Balance free text field.

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

CMEL9085 Action update – interim lump sum deduction order decision

Tell paying parent that we've made a decision about their representations following an interim LSDO (accepted representations) – discharge.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the date representation was received in the Date representation received free text field.

Under the sub heading 'What this means for you' enter the interim LSDO value of funds requested in the free text field.

Under the sub heading 'What happens next' select one of the following:

- If the paying parent still has these arrears, use paragraph 'If NRP still has these arrears'
- If the paying parent no longer has any arrears, use paragraph 'If NRP no longer has any arrears'
- If the paying parent no longer has any arrears but does have regular maintenance, use paragraph 'If NRP no longer has any arrears but does have regular maintenance'
- If the paying parent no longer has these arrears but does have other arrears, use paragraph 'If NRP no longer has these arrears but does have other arrears'
- If the paying parent no longer has these arrears but does have ongoing maintenance and other arrears, use paragraph 'If NRP no longer has these arrears but does have ongoing maintenance and other arrears'

Under the sub heading 'An explanation of our decision' enter the reason for the review in the enter reason for review free text field and enter the decision in the enter decision free text field.

[CMEL9086 Statutory requirement – interim lump sum deduction order – discharge](#)

Notify bank that we're discharging the interim order.

Under the sub heading 'Statutory requirement - interim lump sum deduction order – discharge' enter the date of service in the free text field.

If the reason for the discharge is that we have collected all of the funds under the order, select paragraph 'If this is because we have collected all of the funds under the order'

CMELHD1 Interim lump sum deduction order decision

Tell deposit takers we've partially consented paying parent request to reduce amount standing to credit on the account – interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount the paying parent asked to reduce the 'amount standing in credit' to in the Amount NRP asked to reduce the 'amount standing in credit' to free text field.

Under the sub heading 'What you need to do now' enter the amount to reduce the 'amount standing in credit' to in the free text field.

CMELHD3 Interim lump sum deduction order decision

Tell deposit takers we've fully consented paying parent request to reduce amount standing in credit on the account – interim LSDO.

Under the sub heading 'Interim lump sum deduction order – our decision' enter the date of service in the Date of service free text field and the interim LSDO value of funds requested in the interim LSDO value of funds requested free text field.

Enter the amount the paying parent asked to reduce the 'amount standing in credit' to in the Amount NRP asked to reduce the 'amount standing in credit' to free text field.

Under the sub heading 'What you need to do now' enter the amount to reduce the 'amount standing in credit' to in the free text field.

CMELHD5 You are breaking the law – deduction order

We haven't received a response regarding a deduction order notification – please contact us immediately.

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

CMELXXXX Inform paying parent of interim LSDO discharge following representation from deposit taker

(To be completed)

[Admin Account - Add To](#)

[Case Routing - Enforcement](#)

[Change - Address details](#)

[Confirm Current Location](#)

[Create Cost](#)

[Disclosure For Deduction Order Action](#)

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

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

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

[Enforcement charge apply.](#)

[Letters Outbound - Contingency Summary](#)

[Letters \(outbound\) - Send To Client](#)

[LSDO - Authorise](#)

[LSDO Final - Set Up/Amend](#)

LO/LSDO - Stamping

Manual Allocation Flag - Set Up

Payment - Manually Allocate

RDO - Set Up, Vary, Lapse/Discharge

Terminology Changes