



## RDO - Authorise

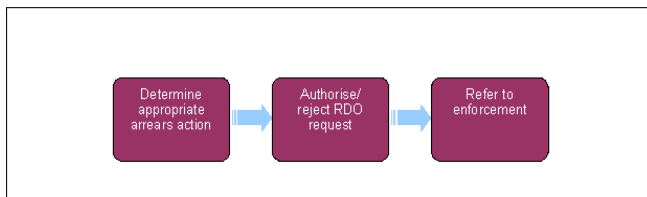
This procedure covers the maintenance service team leader process for authorising the referral to enforcement with a recommendation for regular deduction order (RDO) action.

A RDO enables the Child Maintenance Group (CMG) to instruct a deposit taker (usually a bank or building society) to deduct amounts from a paying parent's account on a regular basis.

Where there have been unsuccessful attempts to secure payment from the paying parent, caseworkers in the maintenance service will use asset information (bank or building society information) to make a referral for disclosure. Where disclosure is successful and indicates that the paying parent has an account suitable for a deduction order, team leaders in the maintenance service will authorise referral to enforcement with a recommendation for RDO action. The enforcement case manager will then consider whether deduction order action is the most appropriate action to take.

A paying parent is subjected to a fixed enforcement charge or £50.00 when CMG take RDO action. The charge is applied by the specialist team case manager rather than the referring officer. This avoids the need to reverse a charge if the action is found to be not appropriate. The enforcement charge is separate from any fee imposed by the courts to cover costs associated with enforcement action. For more information refer to [Enforcement Charge - Apply](#) and [Apply Costs](#).

For more information 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.


### Determine appropriate arrears action

#### Caseworker action

- The authorise regular deduction order (RDO) process is initiated by caseworkers in the maintenance service as part of the Arrears Review service request (SR). When disclosure is successful and a caseworker has selected **RDO Appropriate** in the **Arrears Review** SR, the caseworker will create the **Authorise RDO** SR by selecting the following from the create SR drop down lists:
  - **Process = Arrears**
  - **Area = Arrears Management**
  - **Sub Area = RDO**
- Locate the Authorise RDO SR and email your Team Leader to have the SR manually allocated to their queue.
- Update the **Status** to **In Progress**. An activity plan will generate.

### Authorise/reject RDO Request

#### Team Leader Action

- Review the details of all actions completed previously, the arrears amount and the caseworker notes on why the relevant action was taken. Select the **Goto Contact** button to view the **Contact Summary** to locate all the previous actions for the paying parent.
- Consider all the information you have reviewed at step 4, and use the information to make your decision on whether the RDO action is appropriate. There is a £50.00 enforcement charge associated with this action, follow local guidance for minimum enforceable amounts. For more information on whether the RDO is appropriate refer to the Policy, Law and Decision Making Guidance 
  - If RDO action is appropriate, update the **Notes** field with your comments. Select **Appropriate** in the activity plan **Outcome** field and go to **step 7**.
  - If RDO action is not appropriate, update the **Notes** field with your comments on the reason why it is not appropriate and include your recommendations for the appropriate arrears decision. Go to **step 6**.
- Select **Not Appropriate** in the activity plan **Outcome** field and update the **Resolution code** to **RDO Inappropriate**. Go to **step 9** to manually close the SR.

7. If you are approving the action, select **Appropriate** in the activity plan **Outcome** field and update the **Resolution code** to **RDO Authorised**, then refer the case back to the originating caseworker. Team leader action is now complete.



At this point you are authorising the referral of the case to enforcement with a recommendation for RDO action.

### Caseworker action

8. Depending upon your line manager's decision return to the **Action approved** or **Action not approved** section of the **Arrears - Consider Action** procedure.
9. If your manager has not authorised the RDO action, manually close the RDO SR by updating the **Status** to **Closed** and the **Sub Status** to **Completed**.

[Apply Costs](#)

[Arrears - Consider Action](#)

[Arrears Overview](#)

[Civil Enforcement Overview](#)

[Disclosure For Deduction Order Action](#)

[Enforcement Charge - Apply](#)

[Missed Payment - Maintenance](#)

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

[Terminology Changes](#)

[What does the term "asset information" mean?](#)

The term "asset information" refers to any details on bank/building society accounts, stocks, shares, land, property, etc. we hold on the paying parent's assets screen.