

# **Independent Child Support Advice**

[enquiries@childsupportadviceandanswersuk.com](mailto:enquiries@childsupportadviceandanswersuk.com)

advice line 07775029317

## **Dealing with child support issues during the Covid-19 lockdown**

In the United Kingdom, the government child support maintenance scheme is administered by the Child Maintenance Service (CMS).

Pre 2012 cases opened under the previous scheme, as administered by the Child Support Agency (CSA), have now been transferred to CMS where there are unpaid arrears of child support deemed outstanding.

Any queries regarding child support under live or closed cases opened under these two schemes should still be directed to CMS on **0800 171 2345** or via the **CMS self-service portal**.

Both schemes are part of the Department for Work and Pensions (DWP).

Due to the rollout of new financial support schemes by the UK government, and the huge increase in claims for Universal Credit in these unprecedented times, the DWP have had to relocate and retrain almost half of their workforce to manage and administer these new and critical needs. CMS Officers continue to work at a number of UK regional offices, but call times are even longer than usual; but, I promise you, they WILL answer!

To avoid wasting time and to make sure that your call will be worthwhile when you finally get through to CMS, make sure you have details of any security passwords already agreed with CMS to hand and details such as your National Insurance number, the date of birth of the Qualifying Children and your normal method of payment if you are the Paying Parent (NRP).

If you have had a drop in your gross assessable income of 25% or more, you are legally entitled to ask for a review of child support due. **Refer Covid-19 as the reason for income drop or cease.**

PAYE employee- Total gross income on your **latest** payslips, minus any pension payments that you make. **Two monthly or five weekly payslips will be required at some point as evidence.**

Self-employed Sole Trader or Partner in a Partnership- Your **likely** total taxable profits compared to profits on your last Self Employment Tax Return, minus any private pension contributions that you make. **If you have an Accountant, ask them to write a letter confirming the income drop.**

Director or other Officer of a Limited Company, or Contractor working through a Limited Company- Sorry, this status is more complex. You can contact us as detailed above for a free chat.

**Parents with care (Receiving Parents) please contact us for free guidance.**

### **Child care arrangements orders and access to your children-**

Please look at the government guidance at this link, copy and paste into your browser:-

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

**Section 1 paragraph 3** confirms that **where parents do not live in the same household, children under 18 can be moved between their parents' homes.**

For more information on care arrangements and access, email [help@mckenzie-friend.org.uk](mailto:help@mckenzie-friend.org.uk)