



Court Presentation - Magistrates Court

Court presenting officers (CPOs) are responsible for attending court, serving summonses and arranging legal representation if needed. The Specialist Services Support Team (SSST) check cases, book court dates, pay for centralised court bookings and administer case records on behalf of the CPOs.

CPOs present the following in magistrates' courts:

- Applications for liability orders
- Applications for sanctions against a paying parent - commitment to prison or disqualification from holding or obtaining a driving licence
- Default commitment/disqualification (show cause) applications
- Paying parent/Child Maintenance Group (CMG) appeals against court outcomes - section 20 and section 27 appeals
- Appeals against deduction of earnings order (DEO)
- Appeals against bailiff action

Court Summons received from HMCTS against CMG

A paying parent or receiving parent can apply to HMCTS to appeal a decision made by CMG. This may result in a court summons being received from HMCTS requesting CMG to attend court. The summons requesting CMG attendance at court will show 'summons' in the subject title and provide details of court, appellant and date/time of hearing.

For example when a paying parent appeals against a DEO the appeal is made directly to HMCTS and costs the paying parent £130.00. If a DEO appeal is made, HMCTS will send a court summons for CMG to attend a hearing. For further guidance on DEO Appeals please refer to the Law, Policy and Decision Making Guidance. 

When any court summons from HMCTS is received requesting CMG attendance in court, as soon as the document is viewed by the caseworker a call must immediately be made to Special Services Support Team (SSST) advising them of:

- Appellants name and address
- Date of hearing
- Court address
- Case/SCIN numbers.

SSST can be contacted on **01752 886 380**. Following the call an email must be sent to **CM 2012 SCHEME South West Specialist Services Support Team** providing the above details.

 On contact with SSST no further action is required to be taken by the owning team caseworker. On receipt of the call, SSST will update **Notes** and contact the CPO to arrange court representation.

 A liability order is subject to an enforcement charge of £300.00. This charge will have been applied by the enforcement case manager before referring the case to the CPO.

Although the charge is applied at the beginning of the enforcement process it may be reversed in certain circumstances:

- When a liability order is not granted
- If the paying parent wins an appeal
- Where a DEO, DER, RDO or LSDO is discharged as a result of maladministration by CMG.

If a charge needs to be reversed the action will be carried out by the enforcement case manager once the CPO has returned the court report and file.

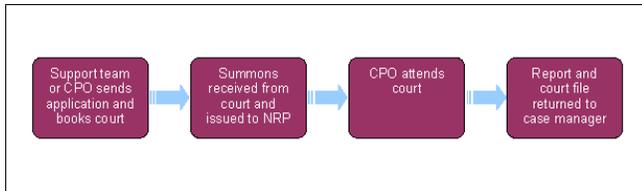
This procedure describes the role of SSST and the court presenting officer in the progress of a completed application file through the court process to its outcome. It covers applications for liability orders and commitment to prison/removal of driving licence (referred to as commitment/RODL).

Throughout the process, the enforcement case manager retains ownership of the case and will deal with all aspects outside the court presentation process.

Third parties, solicitors, legal advisors will not have access to the system. However they will be able to contact case managers for necessary documents or information.

 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: [Court presentation](#)

The procedure covers all system actions to record decisions and outcomes. As much of the work of CPOs and their support team is done offline, always use the procedure in conjunction with 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.

Specialist Services Support Team (SSST) or CPO sends application and makes court booking



Currently, court presenting officers (CPO) and the court presentation team (CPT) aren't being given access to the CMS scheme system, for actions that the CPO and CPT needs to follow to allow the case to be updated on CMS scheme, refer to **Procedural Exceptions, Court Presentation for Commitments** and **Court Presentation for Liability Orders**.

SSST - case worker action

- When an application pack has been assembled by an enforcement case manager and that task is marked as complete, a **Court Presentation** service request (SR) is created.
- Change the **Status** of the SR to **In Progress**. The CMS system will generate an activity plan at this point.
 - When updating enforcement activity plans always update the **Outcome** field of each activity plan line rather than the **Status** field. Failure to do so may result in a technical error.
- Check that the paying parent's address on court papers matches that on the **Contact Details Panel** on the SR.
- Navigate to the **Enforce Forms** tab and update the **Referral Status** field to **File Accepted**.
- Use the [Government Office Region Tool](#) (GOR) to identify the correct centralised court.
- If the paying parent requests a local court, identify the appropriate court using Her Majesty's Court and Tribunal Service (HMCTS) online court finder, which can be accessed by the following link: [HMCTS court finder](#). If already booked, contact the centralised court to withdraw the booking for that case. If no administrative costs have already been incurred by the court, request that the fee paid be credited against a future booking.
- Select the relevant magistrates court using **3rd Party Account** within **SR Information**.
- select **Update Form/Document** to access the **Enforce form**, and update the following fields:
 - Court Name
 - Court Type - High court will not be on this list, see info point below.
 - Type of Referral
- Select the correct **Court Type** and assign a pre booked centralised court date from the bookings calendar, ensuring that the summons can be forwarded to the paying parent in time to comply with the statutory 14 day period of notice (28 days if the paying parent is abroad). Update the **Hearing Records** tab.
 - Updating the **Hearing Records** tab at this stage ensures the letter content generated at **steps 10-11** contains the correct information.
- Print off the CMEL7298 summons and associated forms contained in the application pack. Send these to the centralised court by secure post/courier in a batch, with a schedule of cases detailing the paying parent, debt amount and period.
 - CMEL7298 is an off system letter. Refer to the procedure for [Letters \(Outbound\) - Off system](#) for further guidance.
- Issue letter CMEL7280 or CMEL9183 to the paying parent explaining that we are taking court action against them.
- Make payment to the court. The fee for each liability order to be heard is £40.00. The fee for a commitment/disqualification from driving application is £240.00. Payment should be made directly to the relevant court over the telephone using a government procurement card (GPC). Use of this card is limited to £2,000.00 per single transaction and an overall limit of £5,000.00 per calendar month.
- When making payment to the court certain processes should be followed. For more information refer to [Admin Account - Add To](#). If the paying parent has not requested local court go to **step 28**.

Paying parent requests a local court

14. If the paying parent has requested a local court, you will receive an email from the referring team. The enforcement case manager will have identified the court and written to the paying parent. The court contact details can be found using Her Majesty's Courts and Tribunals Service (HMCTS) online court finder, which can be accessed by following this link; [Online court finder](#)
15. Forward the file to the appropriate CPO who will make the application and book the court.
16. In the **Court Presentation** SR, record the paying parent's request using the drop down menu. If a summons has already been issued, use the drop down to record reissue and type in the reconvened hearing date.



To confirm the local court location or to advise we are unable to change the location of the hearing, issue letter CMEL7276 to the paying parent.

17. If a centralised court booking has been or is being made, access the appropriate court schedule containing the case to be withdrawn. If payment has been taken, arrange with the court for the amount to be credited against a future booking.



If a local court booking is withdrawn, contact the court to arrange either a credit or a refund.

SSST - team leader action

18. Ensure that the court bookings calendar for centralised magistrates' courts has dates set aside for CMG cases at least six weeks into the future at any time. Book dates in blocks, two or three months ahead, each time the six week mark is neared.

Local magistrates' court bookings

CPO action

19. Review the file prior to booking a hearing date. If you feel that you need more information navigate to the **Enforce form** via the **Update form/document** tab and update the **Referral status** field to **File incomplete**. Call the enforcement case manager to let them know why you have rejected the case and manually close the SR.
20. Contact the court administration office to book a date, allowing for the summons to be validated by the court and returned in time to give the paying parent 14 days notice of the hearing. Forward the application pack including the summons to the selected court. Make payment by GPC (up to a limit of £600.00). Inform the referring enforcement team once a hearing date is set. For more information refer to [Admin Account - Add To](#).



The cost of a liability order hearing is £40.00. The fee for a commitment/RODL application is £240.00.

Commitment/RODL cases

SSST - case manager action

21. Identify the appropriate magistrates' court and CPO by the paying parent's post code.
22. Send the completed commitment/RODL file (previously checked by enforcement team leader), in a batch if possible, to the CPO manager by courier.
23. Update the activity plan to show that you've sent the court file to the CPO.

CPO action

24. When the file arrives, check that it contains the following:
 - A copy of the liability order
 - A nulla bona certificate from the CMG's bailiffs
 - A copy of any charging order or an explanation of why this was not attempted
 - A copy of any third party debt order (TPDO) or an explanation of why this was not attempted
 - A copy of the summons CMEL7211

if you feel that you need more information navigate to the Enforce form via the Update form/document tab and update the Referral status field to File incomplete. Call the enforcement case manager to let them know why you have rejected the case and manually close the SR.

25. Contact the court and arrange a hearing date. Send the summons CMEL7211 to the court for validation and make payment by GPC. For more information refer to [Admin Account - Add To](#).



Ensure CMEL7211 is saved in Rich Text Format before issuing to court; failure to do this will result in content within the form being lost.

26. Liaise with the support team officer acting as single point of contact (SPOC) for committals to keep their records up to date.
27. Inform the referring enforcement team once a hearing date is set.

Summons received from court and issued to paying parent

SSST action – centralised magistrates' courts

28. When booking confirmation is received from the court, scan the completed and validated summons and associate it with the case on the system.
29.  If a case is withdrawn before the summons is issued, record this on the drop down menu in the Court Presentation SR and go to **steps 50-52**.
30. Forward the signed summons to the CPO to issue to the paying parent.
31. Record this task as **Complete** on the SR. The system will automatically assign the case to the appropriate CPO and allow the CPO access to the SR.

Court presenting officer action – centralised magistrates' courts

32.  Complete a CMEL9180 to accompany the summons along with a certificate of service. Issue the summons to the paying parent, being sure to retain the certificate of service and proof of posting.
33. Place the summons in a sealed first class pre paid envelope.
34. Ensure that the certificate of posting is initialled by the postman on collection and retained in the case file. If the summons is sent from a post office, have the certificate of posting initialled and stamped with the date of posting.
35.  Complete the certificate of service and submit this with a copy of the summons and a CMEL9180 to the court. Some courts may wish to receive a copy of the certificate of posting.
36. If a summons is returned undelivered and you are confident of the paying parent's address, ask the CPO manager to arrange for the summons to be personally served by the CMG's contracted bailiffs, court bailiffs or other process server.
37.  Complete a CMEL7288 to request personal service and send this to the bailiffs.
38. Contact the referring enforcement case manager to request from the receiving parent a description/photo of the paying parent and any other information that may assist the process server.
39. If the summons cannot be served in time, request another hearing date. Do not attempt to personally serve the summons yourself. If an adjournment is required, proceed to **Step 49**.

Court presenting officer action – local magistrates' court

40. If the paying parent has requested a local court for a liability order hearing, or the application is for commitment or disqualification from holding or obtaining a driving licence (commonly referred to as removal of driving licence or RODL), refer to **steps 14, 16, 17 and 22**.
41. If legal representation is required, ask the CPO team leader for permission to arrange this with one of the CMG's approved solicitors. Select the **Update Form/Document** to access the **Enforce form**, and update the **Legal Rep. Engaged** field to **Yes**.

Legal representation will be required if:

- The paying parent indicates an intention to be represented in court
- The paying parent or paying parent's partner is legally qualified
- The case is high profile or unusually complex
- The case cites the Human Rights Act



If the paying parent is represented in court and has not informed the CMG, request an adjournment if you feel legal representation is needed.

42.  For commitment/RODL cases, forward a complete copy of the file to the CMG's legal representative.
43. For default commitment (show cause) cases, in addition to the commitment pack you will receive from the enforcement case manager, complete CMEL7226 failure to comply with a suspended warrant.
44. On the last available day before the hearing, check with the enforcement case manager that there has been no payment or other significant contact from the paying parent.
45. In the **Court Presentation** SR, record any **Comments** and mark the checking task **Complete**.
46. If full payment clears prior to the hearing, withdraw the application from court and record this in the **Enforce form** by selecting the **Update form/document** tab.
47. Issue letter CMEL9198 to the CMG solicitor instructing them to withdraw the application.
48. If the summons is returned undelivered, ask the enforcement case officer to check the address. If a new address is found, ask the court to serve the documents at the new address. If a new address is not found, you should continue with the application using the paying parent's last known confident address.



It may be necessary to adjourn a hearing while the paying parent's address is being investigated.

Adjournment or withdrawal

49. If the hearing has been adjourned pending resolution of issues raised by the paying parent and the referring team are unable to resolve them, withdraw the application.
50. If it is necessary to adjourn a case, contact the court by telephone to explain the reason for the adjournment. If you are confident of the length of time required, request another hearing date.
51. Select the **Update form/document** tab and complete the **CPO Adjournment Details** field. Using the drop down menus, select the reason for the adjournment and by whom it was instigated.
52. In the same panel, enter the next hearing date, the stage at which the hearing was adjourned and any warrant that may be outstanding.
53. If it is necessary to withdraw the case, navigate to the **Enforce form/document** and within the **Outcome Details Panel** update the following fields:
 - **W/draw before Summ Issd** (complete this field if required)
 - **W/draw before next hearing** (complete this field if required)
 - **Reason Withdrawn** (pick reason from list)



Send a CMEL7035 to inform the court that that the application is being withdrawn and you will not be attending.



54. Send a CMEL9185 to inform the paying parent of the withdrawal.

Court presenting officer attends court

55. Attend court at the scheduled time and present the case in accordance with the relevant law and policy. For more information on legal enforcement refer to the Policy, Law and Decision Making Guidance 
56. Ensure that you have the following:
 - Enforcement file
 - Copy certificates of service
 - Prepared summary of the case
 - Contact details of referring team
 - Authority to Act (Magistrates' courts)
 - A copy of Child Support: The Legislation by Jacobs and Douglas, which contains the Child Support Act 1991, associated regulations and subsequent amendments with a comprehensive commentary.
57. On arrival, report to the court usher and check whether any paying parents have attended. If the paying parent has not attended a court hearing for an RODL or commitment hearing, proceed to **Step 76** to complete a Warrant for Arrest referral.
58. Make contact with the court clerk and discuss anything that may affect the smooth running of the court.
59. Meet the CMG's legal representative, if present, to discuss any issues likely to arise in the hearing.
60. If a paying parent has attended, explain the proceedings before the hearing and any subsequent actions the CMG may take.
61. Negotiate with the paying parent in accordance with the debt steer. Always check with the enforcement case manager that this will not undermine any existing arrangement or parallel action. For more information on CMG's debt steer refer to the Policy, Law and Decision Making Guidance 
62. If the paying parent pays in full, request an adjournment while payment clears. If the payment is made in cash, by debit or credit card or by banker's draft, withdraw the application. Do not accept cash from a paying parent, cash payments should be made over the counter at a convenient bank. Debit or credit card payments can be taken by telephoning the enforcement case manager who will process and confirm the payment. Once payment clears, withdraw the case.
 -  Any payment made at a bank will need to carry the unique 12 digit reference number of the relevant liability order to ensure correct allocation of funds.
63. Once called into the court, you may be required to swear an oath, which negates the requirement for physical evidence.
64. Assure the magistrate/s that any paying parents who have not attended have been served with a summons and that no change of address has been notified. Ask the court to proceed in the paying parent's absence except in commitment/RODL cases. The paying parent must attend or letter CMEL9196 will be issued with a warrant of arrest with or without bail.
65. Present the case using a prepared summary if necessary. Remember, under section 33 of the Child Support Act 1991 magistrates are not permitted to question a maintenance assessment. They cannot reject a liability order on assessment grounds.
66. If a liability order is granted, pass three copies of the order to the clerk to be signed by the magistrates.
 -  The date field of the order will be blank - please add the date prior to passing the orders to the clerk.
67. One signed copy of the order is retained by the court. Give one copy and a CMEL7003 to the paying parent, if in court, and the final original copy is kept for our records (see **step 70**). Record this in the **Court Presentation SR**.

68. Remember to request costs. The CMG is entitled to request costs in any case. Most magistrates' courts only add costs on request.
69. If a liability order application is dismissed, you must inform the magistrates at the hearing that the CMG will appeal. This will be recorded in the court's minutes. Ask for a written explanation of the magistrates' decision and instigate the appeal process immediately. For more information refer to **CMG Appeals** in related items.
70. The original copy of the LO (our copy) will now need to be sent for storage, the CPO should:
- Send original LO to **Mitcheldean Xerox** for long term storage by secure post/courier in an orange polylope (one or more LO's can be sent in the same polylope), within 24 hours of the court hearing, where possible. Xerox will scan the LO on to the case and place the document into storage. Once the information has transferred to the CMS system via the interface, the LO can be viewed within the Correspondence tab showing the paper document Status as Storage.
 - Send any correspondence received from the paying parent at court to **Mitcheldean Xerox** by secure post/courier, in an orange polylope, within 24 hours of the court hearing, where possible.
 - Locally scan the Outcome Report (CMSF5576) and then send an e-mail to ECM and SSST to inform them of the outcome, including CMSF5576, if needed, as well as the date that the LO was sent to Xerox.

Liability order - SSST action

71. Record CPO attendance at the court on the **Court Presentation SR**.
72. Select the **Update form/document** tab and complete the **CPO Outcome Details** in **Enforce Forms**. Update **Outcome Type** and **Outcome Date**. The following fields only need to be updated in certain circumstances:
- **Length of Sentence** - use when outcome type is **G/I Committal Sentence** or **G/I Holding** or **Obt. a Licence**
 - **Reason Withdrawn** - use when outcome type is **Withdrawn** or **Dismissed**
 - **Reason Not Granted** - use when outcome type is **Rejected**



G/I means Granted/Immediate. G/S means Granted/Suspended.

Commitment/RODL

73. Record the outcome of the hearing by updating **CPO Outcome Details** in **Enforce Forms**. Refer to **step 72** for more information.
74. Unless adjourned, return to the referring case manager by secure post/courier the full case file containing:
- The signed warrant for commitment/removal of driving licence
 - Your report on the hearing - CMEL9194/9195
 - The CMG's barrister's report and notes
 - Certificates of posting/service
 - Copy of the signed summons
 - A clear statement of any order to pay made by magistrates
 - Any signed direct debit mandate or receipt for payment
 - CMEL9186: Statistical return – commitment/disqualification from holding or obtaining a driving licence

Default (show cause) cases

75. Select the **Update form/document** tab and complete the **CPO outcome details** in the enforce form. Type the number of days in the **Length of sentence** field.

Warrant for Arrest Referral

76. The paying parent must attend court for a RODL or commitment hearing. If they fail to do so complete form CMEL9196 (Warrant for Arrest referral form). This is an off system letter and you will need to add the following details:
- Paying parent's personal details (NINO, date of birth, description)
 - Paying parent's home and work addresses
 - Paying parent's occupation
 - Risk of Paying parent or other residents at addresses being potentially violent
 - Liability order reference numbers
 - Description of paying parent



Print a copy of the warrant to send as the original will be kept by the CMG.

77. Send the copy of the completed CMEL9196 to the contracted supplier (the Bailiff) who will execute the Warrant for Arrest.

Court Summons received from HMCTS against CMG

SSST - Caseworker action

78. On receipt of any court summons from HMCTS against CMG, on viewing the document, the owning team caseworker will immediately call SSST advising of:

- Appellants name and address
- Date of hearing
- Court address
- Case/SCIN numbers

Following the call an email will be received from the caseworker providing the above details. On initial receipt of the call the SSST caseworker will locate the scanned version of the court summons and contact the relevant CPO to make them aware of the court hearing date and provide them with any further information they require. SSST caseworker will then update the case notes at person level to advise of on going action.

Manual Process - Court Presentation for Commitments

Court Presentation for Commitments

Court Presenting officers won't have access to the 2012 Scheme system, in scenarios where the Child Maintenance Group (CMG) is seeking action, complete the actions detailed below, the Specialist Service Support Team (SSST) will update the service request.

This process only replaces action needed on the system, the steps in this procedure detailing action to take when at the hearing should still be followed.



When contacting SSST, include the client's SCIN so they can locate the case.

Book a hearing

1. Your manager will assign a casefile to you, review the file and determine whether legal representation is required. Where legal representation is required discuss this with your team leader so it can be required.
2. Create a statement of evidence for the case and then use the [Government Office Region Tool \(GOR\)](#) to identify the correct centralised court. Book a hearing date and use the government procurement card (GPC) to pay for the hearing. If at this stage it has been indicated that the paying parent has requested a court close to them, book that court.
3. Set up the clerical file to manage the case and update SSST with your name and the date of the hearing.
4. SSST will generate the cover letter and complete the CMEL7298 court summons document with the correct letter, these will be in the portable document format (PDF) form and will be saved in a WinZip folder and placed in the shared folder.
5. Print the cover letter, CMEL7298 and other attachments and send to the court.

CMEL7298 returned from the court

6. The Enforcement Case Manager (ECM) will have received the CMEL7298 from the court and forwarded it on to you. Email the SSST and ask them to generate the cover letter to send to the paying parent.
7. SSST will create the cover letter and save it in the corresponding shared folder. Send the CMEL7298 and covering letter to the paying parent, file the Certificate of Service and update SSST with confirmation that the CMEL7298 has been issued. SSST will then update the system.

48 hours before hearing

8. 48 hours before the hearing, email SSST (CM 2012 SCHEME South West Specialist Services Support Team) and ask for a potentially violent (PV) check against the 2012 scheme system. Check the 1993/2003 scheme and Customer Information System (CIS) for any PV marking.

Day of the hearing

9. Before the hearing is about to begin contact the Visiting Service Allocation Team (VSAT) to advise that the hearing is about to commence.
10. Complete the action as described in Details under the heading **Court presenting officer attends court.**
11. After the hearing has ended contact VSAT to advise the hearing has concluded.

Update SSST of the hearing outcome

12. Complete the outcome report template and email it along with the casefile to SSST.
13. Once the casefile has been received by ECM and SSST, delete the shared folder relating to the case.

Manual Process - Court Presentation for Liability Orders

Court Presentation for Liability Orders (LO)

Court Presenting officers (CPO) won't have access to the 2012 Scheme system, in scenarios where the Child Maintenance Group (CMG) is seeking action, complete the actions detailed below, the Specialist Service Support Team (SSST) will update the service request.

This process only replaces action needed on the system, the steps in this procedure detailing action to take when at the hearing should still be followed.

Court Presentation Team (CPT) provide hearing date

1. SSST will contact CPT to obtain a hearing date and the name of the CPO who will be presenting the LO, once SSST have this information they will produce a WinZip folder in the main shared folder which will contain:
 - CMEL7298 court summons
 - Liability Order Application
 - SSST Referral Template
 - Details of a full potentially violent (PV) check
2. Set up a clerical casefile containing the cover sheets and case information (eg Screen Prints).
3. Populate a mixed schedule (1993/2003 scheme arrears (if any) and 2012 scheme)
4. Email the schedule to the court and the CPO, then send a 'hard' copy to the court with a cover letter and include a return envelope so that the court can return documents straight back to CPT.
5. Contact the court and pay for the hearing using the government procurement card (GPC).

Court returns CMEL7298 to CPT

6. Scan and email the returned CMEL7298 to our third party postal contractor to allow them to add the CMEL7298 on to the 2012 scheme system. Use the service request (SR) number as the reference.
7. File the original CMEL7298 in the casefile.
8. Email SSST and request a cover letter to the paying parent, in the email subject field, use the hearing date.
9. SSST will produce the cover letter as a portable document format (PDF) and save it in the Shared Folder in a WinZip folder along with the CMEL7298. Issue the cover letter and CMEL7298 on the same day as the date included on the cover letter.
10. Update the casefile with a copy of the CMEL7298 and the certificate of service. Scan and email the certificate to the third party postal contractor using the SR number as the reference. Email SSST to advise the CMEL7298 has been issued to the paying parent.
11. Issue the casefile, CMEL7298 and certificate to the CPO. This needs to be issued on the same day as the date included on the cover letter

48 hours before hearing CPO action

12. 48 hours before the hearing, email SSST and ask for a potentially violent (PV) check against the 2012 scheme system and whether any payments have been received that will affect the issuing of a liability order.
13. SSST will respond by email with the information requested.
14. A decision will need to be made on whether to continue with the LO action, based on the PV and payment check, if the decision is to cancel the LO, notify the Court, CPT, SSST, enforcement case manager (ECM) and receiving parent of this.

Day of the hearing

15. Before the hearing is about to begin contact the Visiting Service Allocation Team (VSAT) to advise that the hearing is about to commence.
16. Complete the action as described in Details under the heading Court presenting officer attends court.
17. After the hearing has ended contact VSAT to advise the hearing has concluded.

Update SSST of the hearing outcome

18. Complete the outcome report template and email it along with the casefile to SSST, delete the shared folder relating to the case.

CMEL7003 The court has now granted a liability order against you

Give paying parent notice that LO action has been successful.

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

CMEL7007 Your child maintenance update – liability order granted

Tell receiving parent that have an liability order and are taking action.

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

CMEL7035 We are withdrawing a third party debt order application

Inform Court that we've withdrawn TPDO action.

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

CMEL7211 Summons

Off system letter

Summons

CMEL7226 You have failed to comply with a suspended warrant

CPO sends paying parent notice of consequences following paying parent's failure to comply with a suspended warrant.

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

CMEL7276 Your court hearing – requested change

Inform paying parent that we have/haven't been able to change the liability order hearing location following a request to do so.

Under the sub heading 'Your court hearing – requested change' select one of the following:

- If the hearing is moved to a localised court, use paragraph 'IF hearing is moved to a localised court'
- If the hearing staying at the original location, use paragraph 'IF hearing staying at original location'

CMEL7280 We are taking court action against you – liability order

Tell paying parent that we are applying for a liability order because either paying parent still hasn't paid or paying parent has made an agreement that we believe they might not stick to.

Under the sub heading 'We are taking court action against you' select one of the following:

- If no agreement to repay the debt has been made, use paragraph 'If no agreement to repay debt'
- If an agreement has been made to repay the debt, use paragraph 'If agreement made to repay debt'

CMEL7288 Please execute personal service

Instruct Bailiff to execute personal service.

Under the sub heading 'Please execute personal service' enter what legal action we are taking in the legal action we are taking free text field and the name of the court in the name of court free text field.

Enter the date the paying parent's address was last checked in the 'NRP address last checked' free text field.

Enter any other address that the paying parent may be found in the 'any other address that the NRP might be found' free text field.

Enter any general information such as height, weight, hair colour etc, in the enter information such as general description free text field.

CMEL7298 Summons to defendant for liability order hearing

Off system

Summons for a liability hearing

CMEL9180 Important legal documents enclosed

Court document covering letter to paying parent.

Under the sub heading 'Important legal documents enclosed' enter either an interim order or a summons in the interim order or a summons free text field.

Enter the name of the court in the name of court free text field.

CMEL9183 Cover letter – application for court hearing

Generic CPO letter to accompany application for court hearing.

Enter the type of application in the add type of application free text field.

Enter the GB legal entity or court in the enter GB legal entity or court free text field.

Enter either an interim order or a summons in the interim order or a summons free text field.

Enter whether or not fee has or will be paid and how it will be done in the whether or not fee has or will be paid and how it will be done free text field.

[CMEL9185 Your court hearing has been cancelled](#)

Tell paying parent that a court hearing has been cancelled.

Under the sub heading 'Your court hearing has been cancelled' enter the name of the court in the name of court free text field and the reason why in the reason why free text field.

[CMEL9186 Statistical return – commitment/disqualification...driving licence](#)

Off system

[CMEL9187 Statistical return – liability order](#)

Off system

[CMEL9190 Action update - we have applied to court to disqualify...to prison](#)

Tell paying parent that we're applying for sanction action

Under the sub heading 'We have applied to court to disqualify you from driving or to commit you to prison' enter the name of the court the LO was granted in the name of court – D1206 - where LO granted free text field.

Enter the name of the court where the hearing is taking place in the enter name of court free text field.

[CMEL9194/9195](#)

Off system

DN: design to check if they are needed off system but are currently marked as NLR.

[CMEL9196](#)

Warrant of arrest referral form

Off system letter

[CMEL9198 Please withdraw action application](#)

Tell solicitor to withdraw action application/that we've withdrawn application.

Under the sub heading 'Action to recover child maintenance arrears' enter the enter details of action in the details of action free text field and select one of the following:

- If we would like the solicitor to withdraw, use paragraph 'If we would like the solicitor to withdraw'
- If we are withdrawing ourselves, use paragraph 'If we are withdrawing ourselves'

Enter the date the paying parent was notified in the date paying parent notified free text field.

[Admin Account - Add To](#)

[Appeals](#)

[Case Routing - Enforcement](#)

[CMG Appeals](#)

[Letters \(Outbound\) - Off system](#)

[Liability Order - Magistrates' Court](#)

[Make A Non Standard Payment](#)

[Register Liability Order In County Court \(E&W\)](#)

[Specialist Service Support Team](#)

[Terminology Changes](#)

[Variation Order](#)

If a change was reported by telephone whilst the case is with the CPO who would deal with this?

The owning caseworker should receive the call and update the CPO with the details.