



Enforcement Charge - Reversal

A paying parent is subject to a fixed charge if the Child Maintenance Group (CMG) take any of the following enforcement actions:

- Deduction from earnings order (DEO) - £50.00
- Deduction from earnings request (DER) - £50.00
- Regular deduction order (RDO) - £50.00
- Lump sum deduction order (LSDO) - £200.00
- Liability order (LO) application is made to the court £300.00

The charge when applied may be reversed in certain circumstances. For example:

- When the paying parent makes a successful appeal against an enforcement action
- When the action is lapsed or discharged due to maladministration by the CMG
- If an LO is not granted by the courts. This can include where the maintenance arrears of the proposed LO are cleared in full at any time prior to the LO hearing in court.
- Where you need to remove a charge applied by the system for a top up Liability order
- When a paying parent clears their arrears or reaches an agreement to do so within the seven days stipulated in an LO warning letter (prior to an LO application being made against them)

Court costs are added in addition to enforcement charges.

This process will guide you through the steps to take to reverse an enforcement charge.

This action will be completed by enforcement case managers in all areas.



When speaking to clients always use the new terminology - for more information refer to [Terminology changes](#).

Identify charge to be reversed

Case manager action

1. Create a new service request using the following options.

- **Process - Payments**
- **Area - Payment exceptions**
- **Sub-area - Charge reversal**

Add the paying parent details to the SR, and update the **Status** to **In Progress**

2. From **More Tabs**, select the **Charges** tab to view existing charges on the case

3. The **Existing charge** field will be populated with **Yes** as the CSM will recognise that a charge has been applied in the past.

4. Select the **Charge reference** field and **Charge type**. The CSM will present a list of all charges of the selected type.

5. Select the specific charge that you wish to reverse, and add a **Reason** from the following options:

- LO rejected by court
- DEO/DER appeal granted

- DER failed/NRP active duty
 - RDO appeal granted
 - LSDO appeal granted
 - Commission error
 - Other (use this option when reversing a top up Liability Order Charge, or when a paying parent clears their arrears or reaches an agreement to do so within the seven days stipulated in an LO warning letter)
6. If required, also add a note in **SR notes**, explaining why the SR has been raised
 7. Add an **Internal account number** followed by **Save**.
 8. Within the **Charges** tab update the **Resolution Code** to **Reverse Charges Accepted**.
 9. Select **Ctrl + S**, this will update SR **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**.
 10. This action will cause the SR to be forwarded to your line manager.




Approval of Reversal

Team leader action

11. Access the work item by going to your Inbox and selecting **Inbox Items List**, then select **Payment Charge - Reversal** and review the details.
12. Review the details of the case and of the charge to be reversed.
13. Navigate to your **My Approvals** inbox and update the **Action Button** with either **Approved** or **Rejected** and save the record. The **Sub Status** will now be automatically updated and the SR will route back to the originating case manager for further action.

Complete reversal action

Case manager Action

14. Check the **Resolution Code** that has been returned. You will need to return to the charges screen once authorisation has been given to accept the reversal in the resolution code. If your line manager has rejected the charge reversal, take any action they have suggested prior to re-submitting it for approval, or select a **Status** of **Closed** and **Sub status** of **Cancelled** to cancel the action.
 -  If the resolution code has not been updated, update it at this point to reflect your line manager's decision.
15. Once your line manager has approved update the **Resolution code** to **Reverse charge accepted** and the **Reverse Charge** button in the **Charges** view will be enabled.
16. Once you have selected **Reverse Charge** the CMS will automatically remove the charge in BaNCS.
 -  Ensure the above steps are completed in the Charges Tab of the Charge Reversal SR.
17. If the paying parent has already paid the charge, access the original enforcement action SR (e.g. paying parent Appeal, Liability Order or Lump sum Deduction Order) and send a letter CMEL9271 to the paying parent, advising that the enforcement charge associated with this action has been removed. Be careful to include all the necessary information within this letter so that the paying parent understands it. It is completely freetext and therefore, needs team leader approval before you issue it.
 -  If the original enforcement SR (e.g. Liability Order or charging Order) is still open the letter may be issued from there. However if that SR has been closed and the charge reversal is as a result of a successful paying parent appeal the letter should be issued from within the **NRP Appeal** SR.
18. If any arrears remain on the case, the balance will have changed as a result of the Charge reversal. Consider sending a new liability schedule to the paying parent. For more information refer to [Arrears Negotiation and Missed Payments](#).
19. If any re-imbusement to the paying parent is required refer to [Payment - Non standard](#)
20. Update the **Notes** field with any explanatory notes for your action.
21. Manually complete the action by updating the SR **Status** to **Closed** and the **Sub status** to **Completed**.

CMEL9271

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Content Editor

[Arrears Negotiation and Missed Payments](#)

[Enforcement charge - Apply](#)

[Payment - Non standard](#)

[Terminology changes](#)