



HMRC - Locate Paying Parent Employer Records

The purpose of this procedure is to explain the action required to locate a paying parent through their employer via Her Majesty's Revenue & Customs (HMRC). Once a paying parent's employment details have been returned by HMRC, caseworkers will be required to use these details to contact the paying parent (or the paying parent's employer) and establish the paying parent's residential address.

This action should be used as a last resort for locating a paying parent after exhausting all other possible avenues, such as:

- Customer Information System (CIS)
- Credit Reference Agency (CRA)
- Contact with the receiving parent
- Use of internet directories
- Local authorities

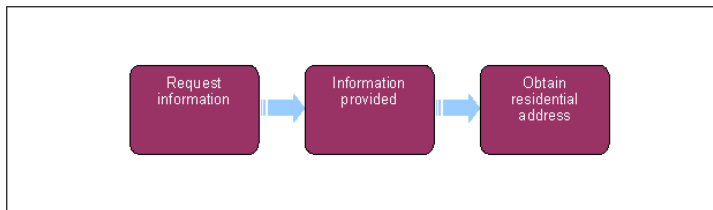
If the paying parent's residential address details cannot initially be established, caseworkers can use the employment address returned by HMRC as the paying parent's correspondence address providing it has been confirmed as accurate by the employer or the paying parent.

The HMRC locate function cannot be used to locate a receiving parent as we have no current agreement with HMRC to use it for this purpose.

This action can be undertaken throughout the lifecycle of a case and used by all caseworkers where appropriate.

For more information refer to [Confirm Current Location](#).

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.

This action should be used as a last resort for locating a paying parent after exhausting all other possible avenues, such as:

- Customer Information System (CIS)
- Credit Reference Agency (CRA)
- Contact with the receiving parent
- Use of internet directories
- Local authorities

Request information

1. Complete the **Confirm Current Location** function. For more information refer to [Confirm Current Location](#).

Information provided

2. Where a match has been found, Her Majesty's Revenue & Customs (HMRC) will send through the following information:
 - Start/end dates (if held by HMRC) of current and the latest previous employment
 - Employer names and address'
 - Employer telephone number
3. The details will initially be stored as unconfirmed within the **NRP employer information** screen.

Obtain residential address

4. Complete the **Confirm Current Location** function. For more information refer to to [Confirm Current Location](#).



If the paying parent's residential address details cannot initially be established, caseworkers can use the employment address returned by HMRC as the paying parent's correspondence address providing it has been confirmed as accurate by the employer or the paying parent.

[Change - Address Details](#)

[Change - Contact Details](#)

[Confirm Current Location](#)