



## Do and don't list in your dealings with the CSA (child support agency)

- 1. You must NOT; Give the CSA work number instead furnish them with your mobile:.** You could find yourself needing written evidence of any correspondence between yourself and the CSA. The CSA are well known for making threatening calls to folk, you do NOT need this at work
- 2. You must; ask for advice before you fill in any forms or correspondence;** you need to be completely aware of your rights, include any documents the CSA may ask you to provide only after advice. You would be surprised at the amount of documents the CSA lose, you may not be able to get replacements
- 3. You must; keep all copies of correspondence received and sent by the CSA to yourself or visa-versa make sure everything you send is signed for, this is very important:** the CSA are now notorious for shall we say misplacing correspondence, many of the problems brought to our attention regarding the CSA claiming they have failed to receive documents or important information
- 4. You must; make your employer aware that child support may contact them:** Ask your employer to notify Personnel and Wage departments that under no circumstances should your details be given out over the telephone, and that a request for information must be put in writing. Your employer should then be told to inform you before any information is given after written request.
- 5. You must NEVER; pay the PWC direct without receipts, if using standing order mark the order child support:** it has been drawn to our attention that a small number of resident parents are denying payments have been made. If your payments are not marked child support, the CSA can and do deem them to be gifts
- 6. You must; Use the services of your MP we have had very good feedback thus far, remember MP's voted for the CSA:** your M.P can deal with the CSA much quicker than you can. You have to insist that your M.P telephones CSA Management on a special phone line only they can use, this can get your problems sorted quickly the CSA are not fans of MP interventions. Don't waste time and energy trying to ring the CSA yourself, and never depend on them calling you back
- 7. You must; try and get your partner to move from the CSA if at all possible, private agreements are better for all involved including your children:** the new rules state that if you

claim income support or any other benefits you can withdraw from the CSA and have a private agreement with your ex-partner. This rule takes effect the 27<sup>th</sup> October 2008

**8. You should; Take a little time out to read through this site, and other likewise sites. Most will be added to our useful links lists. Be proactive and help us to help you lobby your MP join in our discussions:** if you do nothing, the CSA System could get worse and our children are the parents of the future, and they could end up paying more in years to come.

#### Other things worth remembering;

Offer to pay by standing order~ the CSA will try and talk you into paying by direct debit, standing order is an accepted payment method, the CSA DONT like it simply because you are in charge. With direct debit they are in charge and can change the amount they claim at anytime.

You are a client of the CSA ~ therefore you are entitled to respect, you do not have to put up with rude and unhelpful caseworkers, if this happens simply remind them you a client , take their name, hang up and email a complaint giving the name of the caseworker/ time of call etc. Keep a receipt from your email.

Child poverty is measured by the amount per person per day a household is left with, if your household is left with less than £10per person per day, and there is a child in the household then CSA are officially causing/creating child poverty~ what can you do about it. Notify child poverty action groups i.e. unicef and barnado's also make it clear to your local MP. Government clearly has targets to rid the country of child poverty it would be a contradiction to leave ANY family in this position.