



Mr M Kaye  
3 St. Peters Close  
Knapton  
NORTH WALSHAM  
Norfolk  
NR28 0TW

Phone number: 0800 171 2345  
Website: [www.gov.uk/child-maintenance](http://www.gov.uk/child-maintenance)  
Date: 24 August 2025  
  
Your reference number: 121055327033  
Our reference: 92442958

## Annual review of child maintenance

### We have worked out your payments for the next 12 months

Dear Mr Kaye

We have now completed the annual review of your child maintenance.

We have worked out the amount you must pay each week for the next 12 months from 24 August 2025 until your next annual review.

From 1 October 2025  
Your payment is £30.42 monthly  
Until this date please continue to make your usual payments.  
Any change to future payments will be shown in your payment plan.

#### What this means for you

According to our records, you receive state benefits.

We work out child maintenance as a weekly amount and we call this your weekly liability. From 24 August 2025 your weekly liability is £7.00 per week to support the following child:

Charlotte, born on 5 December 2016

We use your weekly liability to work out your payment plan. Payments could be weekly or monthly depending on your method of payment.

You make child maintenance payments using our Direct Pay service. Failure to maintain payments in full and on time could lead to us changing your case to Collect and pay which would include additional charges.

#### You must make payments in full and on time.

Please note that any arrears payments you may owe are not included in the weekly liability, although they are included in your payment plan. If you have not yet made an arrears agreement please contact us.

**You need to make the following payment(s) from your existing payment plan:**

Payment amount	Collection date	Payment method
£30.42	1 September 2025	Direct Pay

**Your new payment plan for 24 August 2025 to 1 September 2026 for**

You must make the following payments directly to Mrs Kaye

Frequency	Amount	No of payments	From	To	Method
Monthly on the 1st	£30.42	12	1 October 2025	1 September 2026	Direct Pay

Your payment is worked out by converting your weekly liability into a daily rate, rounded to the nearest pence. This is then multiplied by the number of days in the year, to work out your annual liability figure. This annual liability figure is then divided by the number of payments shown in the payment plan. Any arrears, charges or costs are added to this figure to provide the monthly amount.

If you use our self-service website, you can sign in to make or check your payments at any time. If you have not used the service and would like more information, visit [childmaintenanceservice.direct.gov.uk/client](http://childmaintenanceservice.direct.gov.uk/client)

### **Your annual child maintenance summary**

Total regular child maintenance up to your next annual review	£365.00
Total collection fees up to your next annual review	£0.00
Total unpaid child maintenance to date	£30.38
Total unpaid collection fees to date	£0.00
Total unpaid enforcement charges to date	£0.00
Total unpaid costs to date	£0.00

Each payment includes £30.42 of ongoing child maintenance.

### **If you need support and advice with money**

If you need help managing your money, go to [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) or call the Money Helper service on 0800 138 7777.

They offer free independent advice about how to make the best of your money, including budgeting, savings and dealing with debt.

## **How we worked out your child maintenance**

In most cases, we follow 5 steps to work out your weekly child maintenance.

### **Step 1 - Income**

Our records show you receive state benefits.

### **Step 2 – Factors that affect income**

There are no variations that could affect the information given in Step 1 above.

### **Step 3 – Child maintenance rate**

Because you (or your partner if applicable) receive certain state benefits, or your gross weekly income is between £7.00 a week and £100.00 a week this means you qualify for the Flat rate of child maintenance.

### **Step 4 – Children we take into account**

You must pay child maintenance for 1 child:

Charlotte, born on 5 December 2016

We use the information from steps 1 to 4 to work out the weekly amount of child maintenance you must pay.

### **Step 5 – Shared care**

The amount of child maintenance you must pay is not adjusted for shared care.

### **The total you must pay**

After all steps are completed your total weekly liability is: £7.00.

The total amount to pay for regular maintenance up to the date of your next Annual Review is: £365.00.

Because you use Direct Pay to pay child maintenance, you do not have to pay any collection fees on top of your weekly amount of child maintenance.

### **What happens if payments are missed**

If you use Direct Pay and do not pay in full and on time, we can switch the case to Collect and Pay. This means we would collect child maintenance from you and pass the payments on to the receiving parent with whom you have a Direct Pay arrangement.

If we switch the case to Collect and Pay you will be charged a 20% collection fee on top of your weekly liability.

We can also take enforcement action to recover missed payments. There are three things we can do to get unpaid child maintenance from a paying parent:

- take the money direct from their earnings
- take the money from their bank or building society account
- take action through the courts.

To find out how to avoid collection fees see How we work out child maintenance included with this letter.

### What happens next

If you stop receiving benefits, we will be automatically notified. We will write to you with more information if this happens.

### More information

Visit [www.gov.uk/child-maintenance](http://www.gov.uk/child-maintenance) for more information. If you have any questions you can contact us by going to [childmaintenanceservice.direct.gov.uk/client](http://childmaintenanceservice.direct.gov.uk/client) and signing in to your Child Maintenance Case online or call us using the number at the top of this letter.

Yours sincerely



Client Services Manager Child Maintenance Service

### We have many different ways we can communicate with you

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

### What to do if you think this decision is wrong

Please see the enclosed factsheet for information about your legal rights if you disagree with the decision this letter refers to or want us to look at it again. You should read this factsheet because it forms part of our official notice and is important legal information.

If the factsheet is not in the envelope with this letter then please contact us by signing in to your My Child Maintenance Case or call us on 0800 171 2345.

If you wish to speak to us in Welsh please ring 0800 232 1979.

### Changes you must tell us about straight away

If either parent's circumstances change, it can mean that we need to change the amount of child maintenance that must be paid. You should tell us about a change in income, a change of employer, a change of address, or the details of any new family that includes children.

### If you are a parent who pays child maintenance (often called a paying parent and referred to in legislation as the non-resident parent), you must tell us if:

- your address changes (you must tell us about this within seven days of the date that your address changes);
- you pay child maintenance through a deduction from earnings order and you leave your job. You must tell us:
  - the name and address of your new employer (if this applies to you)
  - how much you expect to earn
  - your payroll number (if you are given one)

If you are a paying parent and the income figure we use to work out your child maintenance was given to us by you, your accountant or your employer you must also tell us within seven working days if your income increases by 25 per cent or more.

Under child support law it is a criminal offence if anyone required to provide certain information:

- fails to provide such information without reasonable excuse, or

- provides information, or knowingly causes or allows information to be provided, that they know to be false.

If a court finds them guilty of the criminal offence outlined above, they can be fined up to £1,000.

**If you are a parent who receives child maintenance (often called a receiving parent and referred to in legislation as the parent with care), or any other person with the main day-to-day care of a child, you must tell us if there is a change to:**

- the number of children living with you that the paying parent must pay child maintenance for
- the number of nights a child regularly stays overnight with the paying parent.

**You must also tell us if you think child maintenance should no longer be paid for any reason.** For example, if:

- anyone involved in the case goes to live abroad - this could be the paying parent, the receiving parent, or any child included in the calculation
- a different person becomes the main day-to-day carer of any child included in the calculation
- child benefit stops being paid for any child included in the calculation
- any child included in the calculation leaves full-time non-advanced education or approved training, or gets married, or forms a civil partnership
- anyone involved in the case passes away

If you are not sure whether or not to tell us about a change, please contact us and ask. You can do this by signing in to your My Child Maintenance Case or by calling us. If you wish to speak to us in Welsh please ring 0800 232 1979. We will bring your case up to date with any relevant changes that you tell us about.

### **Why DWP needs personal information and how we treat it**

We treat personal information carefully. We may use it for any of our purposes. To learn about information rights and how we use information, please see our DWP Personal Information Charter at [www.gov.uk](http://www.gov.uk)

### **Manage your child maintenance case online**

My Child Maintenance Case is our online service which you can use to manage your child maintenance case.

You can use it to access your account 24 hours a day, 7 days a week at a time that works for you.

My Child Maintenance Case allows you to:

- contact Child Maintenance Service at a time convenient to you
- report a change in circumstances
- get an update on your case and find out how long it will take for changes to happen by using the 'Track your changes' link
- report a missing payment, or make a new payment
- reset or change your PIN number

To register for an online account, or to sign in to your existing account go to [childmaintenanceservice.direct.gov.uk/client](http://childmaintenanceservice.direct.gov.uk/client)

### **Treating people fairly**

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality Act' on [www.gov.uk](http://www.gov.uk)

### **Call charges**

Calls to 0800 numbers are free from personal mobiles and landlines.