

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

Our Ref: FOI2020/24454

18 June 2020

Dear Rebecca Gunner,

Thank you for your Freedom of Information (Fol) request received on 20 May. You asked:

*When is it expected that the thousands of workers from the child maintenance service will return to their roles and what is to be done about the backlog of work in chasing payments and investigating fraud?*

**DWP Response:**

I confirm we hold some information relating to your request.

It may be helpful if I start by clarifying the remit of the Freedom of Information Act (FOIA). The FOIA gives any person legal right of access to any and all recorded information which is held by a public authority. The FOIA does not oblige a public authority to create new information to answer questions.

You may find the link below useful:

<https://childmaintenanceservice.direct.gov.uk/online/revive/public/covid19-faq-pwc>

Child Maintenance Service currently has around 1300 members of staff deployed elsewhere in Department for Work and Pensions.

The planning to manage the move back to full service, is reviewed and revised on an ongoing basis hence there is no firm agreed dates at this time. Based on current estimates we will review the approach to missed payments in July.

Paying parents are still expected to pay child maintenance throughout this period. In order to ensure that receiving parents do not lose out in the long run, we will update calculations as soon as possible and collect any unpaid amounts that may have accrued, and take the necessary enforcement action.

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745