



Child Support Agency

Who are we?

The Child Support Agency is part of the Department for Work and Pensions. We are dedicated to helping those parents who live apart to meet their responsibility to provide financial support for their children. We employ around 11,000 people in a network of offices around Great Britain.

Our aim is to reduce child poverty and collect more money for more children.

To do this, we aim to:

- Deliver a good level of service to clients
- Make a speedy and accurate calculation of child maintenance
- Ensure that this is paid on time
- Take quick and firm action against those who fail to pay.

Agency people

We are currently delivering an Operational Improvement Plan to improve our service to clients, increase the amount of money we collect, achieve greater compliance and provide a better platform from which to implement evolving policy in the future. This requires us to be professional, helpful and courteous in all our dealings with clients. To do this we need enthusiastic people with the right skills to deliver a better client service.

We also need innovative, adaptable and self-motivated people to meet the challenge of delivering a new system of child maintenance between now and 2012.

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Part of the Department for Work and Pensions

The future of child maintenance

The Government's white paper, published in December 2006, on the future of child maintenance proposes a new system, with the creation of a non - departmental public body to run it. All employees, who are part of the Agency, will transfer to this body when it is established in 2008.

The future of child maintenance promises to be challenging and exciting. The Agency needs people willing to meet these challenges and deliver change successfully to help us get more money for more children.

Working hours and childcare vouchers

The Agency has its own standardised working hours that our people can apply to work. Job advertisements will state whether specific working patterns are required.

All Agency employees are eligible to apply for a subsidy to meet their childcare costs. We have onsite nursery facilities for Agency employees at five locations.

More information on the Child Support Agency can be found on our website: www.csa.gov.uk



INVESTOR IN PEOPLE

