

# **Child Support Agency National Statistics**

A consultation on future plans

A National Statistics consultation paper

Child Maintenance and Enforcement Commission

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## **Child Support Agency National Statistics – a consultation on proposals for a revised Quarterly Summary of Statistics (QSS)**

The CSA QSS has been published in its current format since 2006. Since development of the tables in their current format changes have resulted in some tables being suspended or incomplete. In line with National Statistics good practice, a consultation exercise is now being conducted to review the accessibility and focus of the data. The consultation exercise is focused on a proposal for a revised QSS.

The consultation relates only to data published in respect of the existing statutory schemes administered by the Child Support Agency. The Commission will, in due course, be publishing information separately on overall performance, once a full evaluation and measurement programme has been developed and implemented.

This paper marks the beginning of a twelve week consultation period. During this time, the publication of quarterly statistics will continue. Consultation replies will be gathered by the Child Maintenance and Enforcement Commission and a response will be released in Autumn 2009.

The contact point for further information and comments is:

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Alternatively, comments can be faxed to: 0191 216 8908

## Section 1 Introduction

The Child Support Agency Quarterly Summary of Statistics (QSS) is the National Statistics publication about the Agency's work administering the statutory maintenance schemes. It has been published in its current format since 2006. The latest issue can be found at [www.childmaintenance.org/publications/statistics.html](http://www.childmaintenance.org/publications/statistics.html) and past issues can be found at [www.dwp.gov.uk/asd/csa.asp](http://www.dwp.gov.uk/asd/csa.asp)

For more information on National Statistics and associated protocols, see: <http://www.statisticsauthority.gov.uk>

The current QSS contains a large number of tables, broken down by month, containing very detailed data. The amount of data presented, which includes large numbers of technical notes and footnotes, and the need to use combinations of tables in order to obtain standard information, are known issues affecting accessibility of data. In addition due to the amount of change since the last review in 2006 a number of tables have been suspended and others contain data that is incomplete.

In order to aid consideration of how data could be better presented and made more appropriate and meaningful this consultation exercise is centred on a proposal for a revised QSS.

The proposal for a revised QSS makes greater use of graphs and key facts in addition to tables and also presents data on a quarterly rather than monthly basis. Tables that are potentially misleading or not meaningful have been removed and the presentation focused on the cycle of statutory child maintenance activity from application through to enforcement. The revised QSS can be viewed alongside the current QSS to assist consideration.

The revised QSS proposal is attached at the bottom of this consultation document.

## **Section 2      Consultation**

In response to this consultation, the Commission invites comments on any area of CSA statistics.

In particular comments are sought on the proposal for a revised QSS:

- Is the revised QSS easier to use and better focused?
- Is the revised format and presentation helpful and accessible?
- What frequency of publication would be most meaningful and appropriate?

Please feel free to comment on other aspects of the CSA QSS as well.

## Section 3      Next Steps

The CSA National Statistics consultation will run for 12 weeks, until 28 August 2009. The Child Maintenance and Enforcement Commission will collate all the replies to the consultation and issue a response in Autumn 2009. Depending on the scale and nature of the comments it is hoped that changes will be reflected in the Autumn 2009 QSS.

This consultation is open to everyone – CSA clients, current users of the statistics, members of the public, MPs, academics and any other interested parties. We want to develop these statistics according to the views and needs of users.

The contact point for further information and comments is:

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Alternatively, comments can be faxed to: **0191 216 8908**, or can be made using the contact form on the Commission's website which can be found at: [Contact Form](#)

Please indicate the name or type of organisation for which you work.

If you wish your comments to be treated as confidential, please indicate this in your reply.

# **Proposed Child Support Agency National Statistics**

**March 2009**



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## Overview

This National Statistics publication is released on xxxxx according to arrangements approved by the [UK Statistics Authority](#).

The Child Maintenance and Enforcement Commission, established as a non-departmental public body under the Child Maintenance and Other Payments Act 2008, is responsible for the child maintenance system in Great Britain.

Its main statutory objective is to:

- maximise the number of those children who live apart from one or both of their parents, for whom effective maintenance arrangements are in place.

Its main objective is supported by the following subsidiary objectives:

- to encourage and support the making and keeping by parents of appropriate voluntary maintenance arrangements for their children;
- to support the making of applications for child support maintenance under the Child Support Act 1991 (c. 48) and to secure compliance when appropriate with parental obligations under that Act.

This latter objective is carried out by the Child Support Agency (CSA). The Commission assumed responsibility for the CSA from the Department for Work and Pensions (DWP) on 1 November 2008.

This publication, produced by the DWP Information Directorate on behalf of the Child Maintenance and Enforcement Commission, contains the most up-to-date tables and breakdowns on the CSA's two existing statutory child maintenance schemes.

The data covers the period both before and after the Commission assumed responsibility for the CSA on 1 November 2008. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on October 27th 2008, affects around 400,000 CSA clients who can now choose to make private maintenance arrangements with the non-resident parent. Previous Quarterly Summary of Statistics can be found on the [DWP site](#).

Read the [Child Support Agency Quarterly Summary Statistics first release](#).

## Key facts at March 2009:

- The Agency was dealing with 1,287,600 cases. 651,400 cases were on the Current scheme and 576,600 cases on the Old Scheme. 60,000 have been progressed clerically.
- 593,100 cases are paying maintenance out of 841,200 cases with a child maintenance liability. This represents a maintenance outcome rate of 70.5%. This is an increase from 66.8% in March 2008.
- 779,800 children are benefiting from maintenance. This is up from 749,300 in March 2008.
- £1,132m maintenance was collected or arranged in the 12 months to March 2009 of which £158m was arrears. This is an increase from £1,010m in March 2008 of which £126m was arrears.
- 82% of cases received in December 2008 were cleared within 12 weeks.
- 49,200 current scheme applications remain uncleared along with 6,800 old scheme applications.
- Non resident parents owed a total of £3.828bn.
- The Commission/Agency employed 9,200 full time equivalent staff. Net administration costs in 2007/08 were £563.2m
- 11.1 days were lost due to sickness per each full time equivalent in the 12 months to October 2008
- 2,220 complaints were received in month while 2,400 complaints were closed. This leaves 4,210 complaints unresolved. In the last 12 months, 97% of complaints were either resolved or had a resolution plan in place within 15 days.
- 660 Appeals were received in month and 640 appeals were withdrawn, had a decision revised or referred to The Appeals Service, leaving 1,570 appeals outstanding. It took on average, 9 weeks to clear appeals through the first stage of the appeals process and 4 days for the Agency to revise maintenance calculations following a decision from The Appeals Service.
- 5,333,000 telephone calls were received in the year to March 2009, with the calls answered from the queue in an average of 13 seconds.
- In the last 12 months 84% of maintenance decisions under the current scheme and 91% of cases under the old scheme were accurate to the nearest penny.

## Summary of Key Measures

The table below accurately reflects the performance of clerical and non-clerical cases that are held by the Agency. Clerical cases are defined as cases which, due to technical issues, cannot be processed on the computer system. Figures in the rest of the publication include the majority of the cases that have been (or are being) progressed as clerical cases, but only reflect the position at the point the case became clerical.

Key Measures			
	March 2007	March 2008	March 2009
<b>Uncleared current scheme applications</b>	153,300	107,000	49,200
<b>Maintenance Outcomes</b> % of cases with a current liability receiving maintenance in the Quarter	65%	67%	71%
<b>Positive Outcomes</b> Cases with a positive maintenance outcome	504,400	561,400	593,100
<b>Positive Liabilities</b> Cases in which maintenance due	778,200	840,100	841,200
<b>Number of children benefiting Quarter ending 31 March <sup>1</sup></b>	683,300	749,300	779,800
<b>Maintenance collected or arranged</b> (12 month rolling figure)	£898m (of which £91m arrears)	£1,010m (of which £126m arrears)	£1,132m (of which £158m arrears)
<b>Throughput</b>			
12 weeks (Dec intake)	61%	77%	82%
18 weeks (Oct intake)	64%	83%	81%
26 weeks (Sep intake)	79%	89%	90%

1. This measure is against the statutory maintenance service only.

## Caseload

- Over half of the Agency's caseload is now administered under current scheme rules.

### Quarterly Caseload by Scheme – March 2003 to March 2009

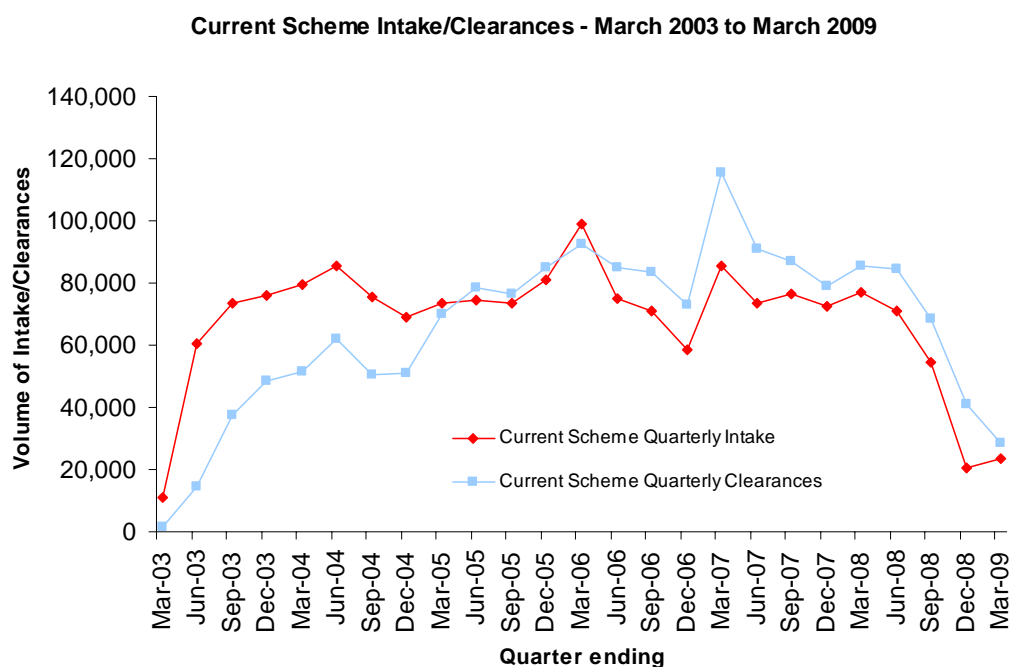
Quarter ending:	Overall Agency*	Current Scheme	Old Scheme	Clerical (Both Schemes)
Mar-03	1,255,000	18,000	1,238,000	-
Jun-03	1,270,000	68,000	1,202,000	-
Sep-03	1,286,000	124,000	1,162,000	-
Dec-03	1,277,000	177,000	1,100,000	-
Mar-04	1,287,000	232,000	1,055,000	-
Jun-04	1,294,000	278,000	1,016,000	-
Sep-04	1,314,000	326,000	988,000	-
Dec-04	1,338,000	369,000	969,000	-
Mar-05	1,346,000	401,000	946,000	10,000
Jun-05	1,350,000	426,000	925,000	13,000
Sep-05	1,356,000	452,000	903,000	14,000
Dec-05	1,364,000	481,000	883,000	16,000
Mar-06	1,389,000	525,000	864,000	19,000
Jun-06	1,401,000	551,000	850,000	21,000
Sep-06	1,400,000	570,000	831,000	23,000
Dec-06	1,388,000	574,000	787,000	25,000
Mar-07	1,362,000	584,000	749,000	28,000
Jun-07	1,363,000	601,000	730,000	32,000
Sep-07	1,368,000	624,000	712,000	33,000
Dec-07	1,363,000	646,000	684,000	33,000
Mar-08	1,364,000	664,000	663,000	37,000
Jun-08	1,360,000	677,000	644,000	39,000
Sep-08	1,346,000	673,000	629,000	44,000
Dec-08	1,320,000	658,000	613,000	49,000
Mar-09	1,288,000	651,000	577,000	60,000

Note: \* - Overall Agency figures include some clerical cases.

: - Figures for clerical represent cases that are being progressed clerically.

## Intake, Clearances and Uncleared work

- New applications to the Agency rose to **23,700** in the quarter to March 2009. This is down from **76,900** in the same quarter in 2008. Applications received from Jobcentre Plus ceased from October 2008 following the repeal of Section 6, the legal requirement which previously compelled parents with care on means tested benefits to use the services of the Child Support Agency.
- There were **28,500** clearances in the quarter with the total number of uncleared applications across all schemes reducing to **56,000**. This compares to **41,100** clearances in the quarter to December 2008 at which time uncleared applications stood at **70,200**.



Notes: A current scheme clearance is defined under the following circumstances; If a maintenance calculation has been carried out and a payment is in place; a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; the application is identified as being a change of circumstances on an existing case; or the application has been closed.

## Intake/Clearances and Uncleared work

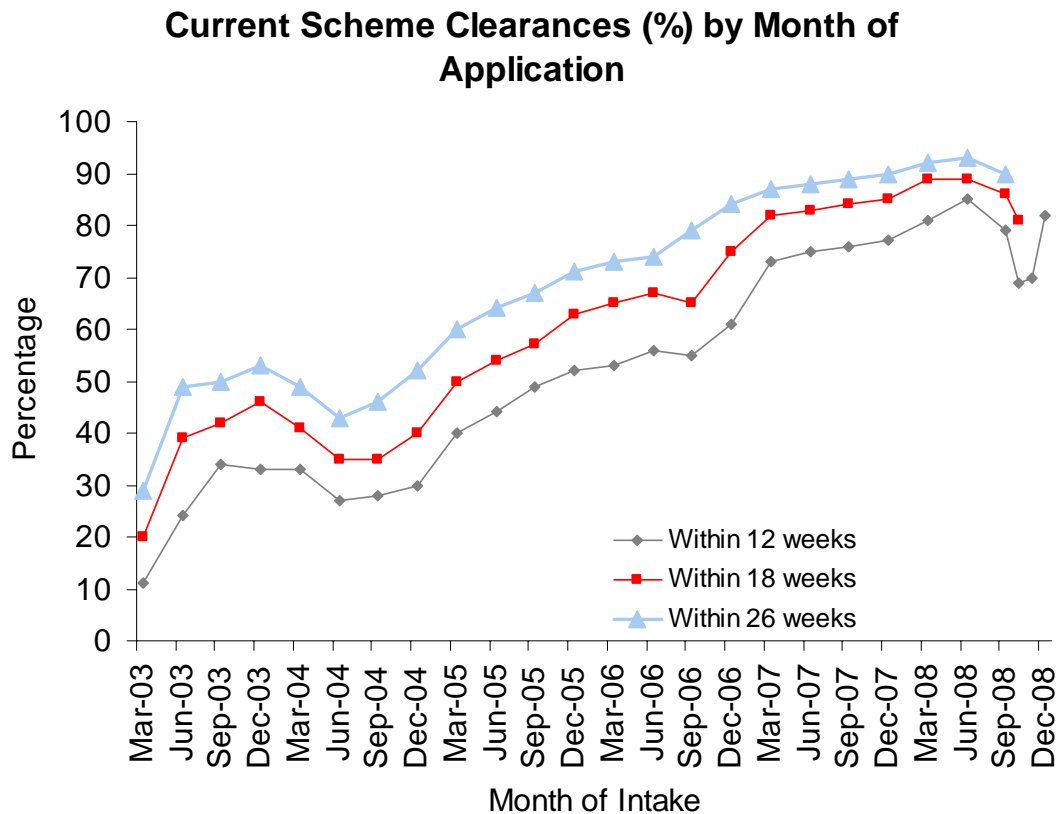
Quarter ending:	Current Scheme		Uncleared Current Scheme Applications	Uncleared Old Scheme Applications
	Quarterly Intake	Quarterly Clearances		
Mar-03	11,000	1,000	18,000	242,000
Jun-03	61,000	14,000	64,000	216,000
Sep-03	74,000	37,000	100,000	195,000
Dec-03	76,000	49,000	127,000	164,000
Mar-04	80,000	51,000	156,000	143,000
Jun-04	85,000	62,000	179,000	121,000
Sep-04	76,000	51,000	204,000	106,000
Dec-04	69,000	51,000	222,000	99,000
Mar-05	74,000	70,000	226,000	88,000
Jun-05	74,000	79,000	221,000	78,000
Sep-05	73,000	77,000	218,000	70,000
Dec-05	81,000	85,000	214,000	65,000
Mar-06	99,000	93,000	221,000	62,000
Jun-06	75,000	85,000	211,000	60,000
Sep-06	71,000	83,000	199,000	53,000
Dec-06	59,000	73,000	183,000	50,000
Mar-07	86,000	116,000	153,000	39,000
Jun-07	73,000	91,000	136,000	33,000
Sep-07	77,000	87,000	125,000	28,000
Dec-07	72,000	79,000	117,000	25,000
Mar-08	77,000	86,000	107,000	23,000
Jun-08	71,000	85,000	92,000	21,000
Sep-08	55,000	68,000	77,000	18,000
Dec-08	20,000	41,000	56,000	15,000
Mar-09	24,000	29,000	49,000	7,000

## Closures

- The number of current case closures prior to calculation and schedule set up fell by **46%** in the quarter to March from **24,440** in the quarter to December to **11,300** in the quarter to March 2009. The drop in intake is reflected in the reduced level of closures following the repeal of Section 6.
- In the quarter to March 2009 **2,400** applications were not pursued by the applicant and in **500** cases the application was not eligible or no longer valid.
- A more detailed breakdown of clearances is included in Annex A.

## Time to clear applications

- **82%** of intake received in December 2008 was **cleared within 12 weeks** against a target of clearing 80% of March 2009 intake within 12 weeks. This is an increase from 77% 12 months earlier.
- **81%** of intake received in October 2008 was **cleared within 18 weeks** against a target of clearing 85% of March 2009 intake within 18 weeks. This is a decrease from 83% 12 months earlier.
- **90%** of intake received in September 2008 was **cleared within 26 weeks**. This is an increase from 89% 12 months earlier.



## Time to clear applications

<b>Month of Intake</b>	<b>Within 12 weeks (%)</b>	<b>Within 18 weeks (%)</b>	<b>Within 26 weeks (%)</b>
<b>Mar-03</b>	11	20	29
<b>Jun-03</b>	24	39	49
<b>Sep-03</b>	34	42	50
<b>Dec-03</b>	33	46	53
<b>Mar-04</b>	33	41	49
<b>Jun-04</b>	27	35	43
<b>Sep-04</b>	28	35	46
<b>Dec-04</b>	30	40	52
<b>Mar-05</b>	40	50	60
<b>Jun-05</b>	44	54	64
<b>Sep-05</b>	49	57	67
<b>Dec-05</b>	52	63	71
<b>Mar-06</b>	53	65	73
<b>Jun-06</b>	56	67	74
<b>Sep-06</b>	55	65	79
<b>Dec-06</b>	61	75	84
<b>Mar-07</b>	73	82	87
<b>Jun-07</b>	75	83	88
<b>Sep-07</b>	76	84	89
<b>Dec-07</b>	77	85	90
<b>Mar-08</b>	81	89	92
<b>Jun-08</b>	85	89	93
<b>Sep-08</b>	79	86	90
<b>Oct-08</b>	69	81	
<b>Nov-08</b>	70		
<b>Dec-08</b>	82		

Notes: A current scheme clearance is defined under the following circumstances; If a maintenance calculation has been carried out and a payment is in place; a parent with care has been identified as claiming Good Cause or is subject to a Reduced Benefit Decision; the application is identified as being a change of circumstances on an existing case; or the application has been closed.



## Caseload Status

- The overall live and assessed caseload continues to increase and now stands at 1,227,800.
- The average weekly maintenance liability (including nil liability) stands at £20, excluding nil liability the average is £34.
- A breakdown by scheme is included in Annex A.

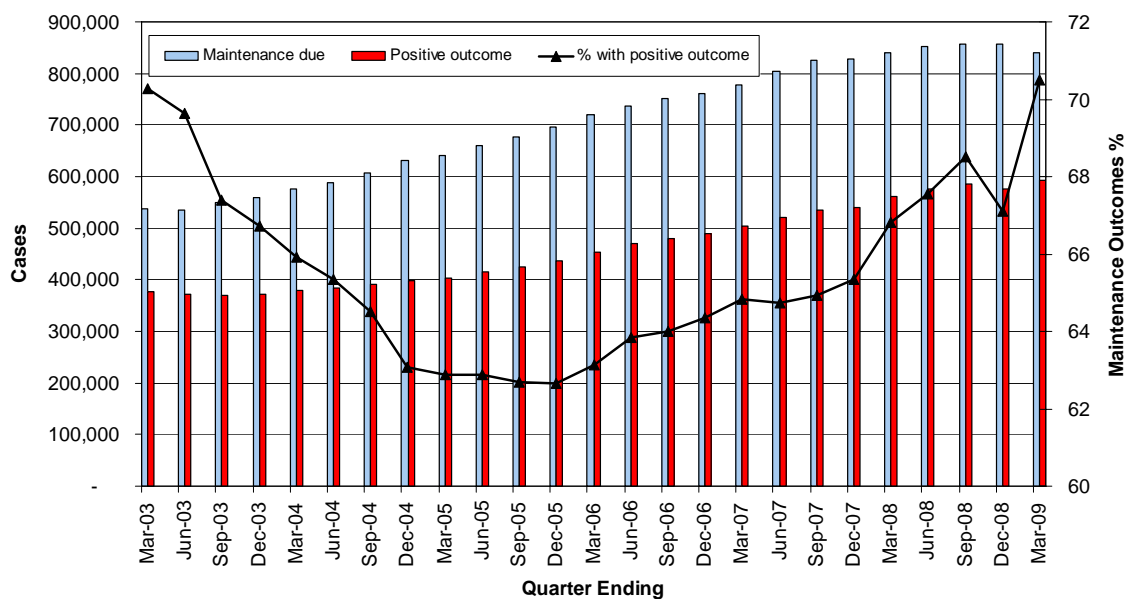
Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct
<b>Mar 2003</b>	995,000	457,000	54,000	107,000	285,000	92,000
<b>Jun 2003</b>	992,000	458,000	63,000	104,000	277,000	91,000
<b>Sep 2003</b>	1,000,000	452,000	79,000	107,000	273,000	89,000
<b>Dec 2003</b>	1,001,000	444,000	80,000	113,000	277,000	87,000
<b>Mar 2004</b>	1,008,000	434,000	84,000	120,000	284,000	86,000
<b>Jun 2004</b>	1,017,000	429,000	83,000	128,000	291,000	86,000
<b>Sep 2004</b>	1,027,000	423,000	85,000	136,000	297,000	87,000
<b>Dec 2004</b>	1,038,000	409,000	102,000	138,000	299,000	91,000
<b>Mar 2005</b>	1,054,000	414,000	105,000	141,000	300,000	94,000
<b>Jun 2005</b>	1,074,000	417,000	115,000	140,000	305,000	98,000
<b>Sep 2005</b>	1,091,000	417,000	120,000	143,000	310,000	102,000
<b>Dec 2005</b>	1,110,000	417,000	124,000	147,000	316,000	107,000
<b>Mar 2006</b>	1,133,000	418,000	134,000	143,000	326,000	113,000
<b>Jun 2006</b>	1,153,000	421,000	138,000	140,000	335,000	119,000
<b>Sep 2006</b>	1,168,000	421,000	138,000	144,000	340,000	125,000
<b>Dec 2006</b>	1,166,000	420,000	122,000	156,000	340,000	128,000
<b>Mar 2007</b>	1,181,000	421,000	119,000	165,000	345,000	132,000
<b>Jun 2007</b>	1,205,000	421,000	122,000	171,000	352,000	139,000
<b>Sep 2007</b>	1,225,000	423,000	126,000	173,000	359,000	145,000
<b>Dec 2007</b>	1,226,000	425,000	117,000	179,000	356,000	149,000
<b>Mar 2008</b>	1,237,000	424,000	114,000	175,000	370,000	154,000
<b>Jun 2008</b>	1,247,000	423,000	114,000	174,000	378,000	158,000
<b>Sep 2008</b>	1,248,000	423,000	113,000	172,000	382,000	159,000
<b>Dec 2008</b>	1,247,000	419,000	115,000	183,000	370,000	160,000
<b>Mar 2009</b>	1,228,000	418,000	103,000	165,000	381,000	161,000

Notes: Based on all cases with an assessment or calculation.

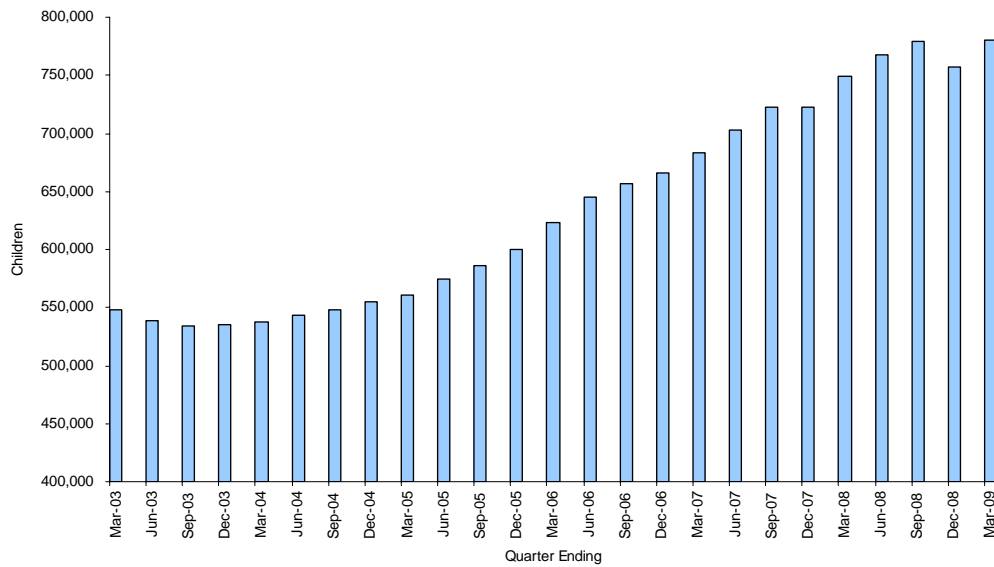
## Cases/Children Benefiting from Maintenance

- The percentage of parents paying child maintenance has risen to 71%, compared to 67% in December 2008.
- The number of cases with a positive liability has decreased from 857,400 in December 2008 to 841,200 in March 2009. The number with a positive outcome has risen from 575,300 to 593,100 over the same period.
- The number of children benefiting on these positive outcome cases has risen from 757,300 in December 2008 to 779,800 in March 2009.
- A breakdown by scheme (excluding clerical performance) is included in Annex A
- Section 6 has removed the compulsion for parents with care on means tested benefits to pursue a claim for child support through the CSA. This reduced intake will reduce the flow of cases on which children could potentially benefit from maintenance.

Cases Benefiting from Maintenance



### Number of Children Benefiting



### Cases/Children benefiting from Maintenance

Quarter ending:	Overall Agency Cases - in which:			
	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar 2003	538,000	378,000	70	548,000
Jun 2003	535,000	373,000	70	539,000
Sep 2003	549,000	370,000	67	534,000
Dec 2003	558,000	372,000	67	535,000
Mar 2004	575,000	379,000	66	538,000
Jun 2004	589,000	385,000	65	543,000
Sep 2004	606,000	391,000	64	548,000
Dec 2004	631,000	398,000	63	555,000
Mar 2005	642,000	404,000	63	561,000
Jun 2005	660,000	415,000	63	575,000
Sep 2005	678,000	425,000	63	586,000
Dec 2005	697,000	437,000	63	600,000
Mar 2006	720,000	454,000	63	623,000
Jun 2006	737,000	470,000	64	645,000
Sep 2006	752,000	481,000	64	657,000
Dec 2006	762,000	490,000	64	666,000
Mar 2007	778,000	504,000	65	683,000
Jun 2007	805,000	521,000	65	703,000
Sep 2007	825,000	536,000	65	723,000
Dec 2007	827,000	541,000	65	722,000
Mar 2008	840,000	561,000	67	749,000
Jun 2008	852,000	576,000	68	768,000
Sep 2008	856,000	586,000	69	779,000
Dec 2008	857,000	575,000	67	757,000
Mar 2009	841,000	593,000	71	780,000

Notes: Case are counted as having a positive maintenance outcome if they have received a payment via the collection service or have a maintenance direct agreement in place, since we assume that NRPs in maintenance direct cases are making payments. Cases are classed as maintenance direct if this is their status at the end of the quarter.

Children benefit are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place. An average of 1.35 children per case has been used for compliant cases progressed clerically

## Annual Cases/Children Benefiting from Maintenance

- The percentage of parents paying child maintenance in the last 12 months has risen to 76%, compared to 75% in the 12 months to December 2008.
- The number of cases with a positive liability at any point in the last 12 months has decreased from 925,000 in December 2008 to 924,000 in March 2009. The number with a positive outcome has fallen from 691,000 to 702,000 over the same period.
- The number of children benefiting on these positive outcome cases has fallen from 922,000 in December 2008 to 932,000 in March 2009.

Year ending:	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar 2004	706,000	492,000	70	712,000
Jun 2004	707,000	493,000	70	711,000
Sep 2004	709,000	495,000	70	712,000
Dec 2004	714,000	500,000	70	713,000
Mar 2005	722,000	505,000	70	715,000
Jun 2005	738,000	515,000	70	726,000
Sep 2005	757,000	527,000	70	738,000
Dec 2005	772,000	539,000	70	755,000
Mar 2006	796,000	558,000	70	778,000
Jun 2006	815,000	575,000	71	801,000
Sep 2006	828,000	586,000	71	813,000
Dec 2006	840,000	598,000	71	827,000
Mar 2007	867,000	614,000	71	846,000
Jun 2007	894,000	632,000	71	868,000
Sep 2007	912,000	647,000	71	882,000
Dec 2007	908,000	656,000	72	891,000
Mar 2008	921,000	674,000	73	913,000
Jun 2008	934,000	687,000	74	927,000
Sep 2008	933,000	693,000	74	928,000
Dec 2008	925,000	691,000	75	922,000
Mar 2009	924,000	702,000	76	932,000

Note: The figures provided in this table do not have National Statistics status.

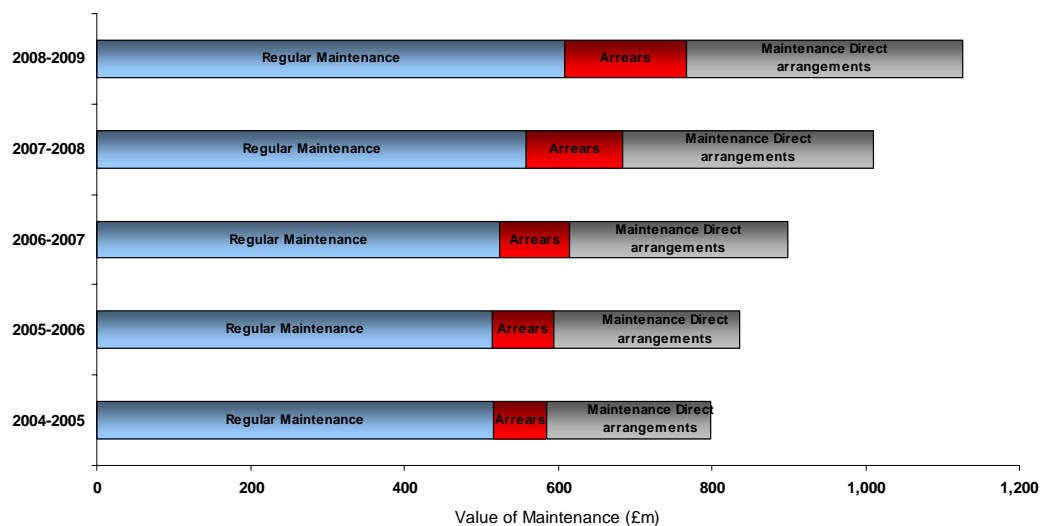
## Maintenance collected and arranged

- **Maintenance Collected or Arranged** on a rolling 12 month basis increased to **£1,131.8m**. Arrears collected on a rolling 12 month basis increased to **£158.1m**. This is compared to a March 2008 figure of £1,010.0m, of which £126.4m was arrears.
- In the quarter to March 2009, **£284.3m** was collected or arranged, of which **£38.3m** was arrears. This is up from £282.1m collected or arranged in the same time period to December, of which £39.4m was arrears.

Headline collection figures are:

- **Year to Date:** **£1,131.8m** of which **£158.1m** was arrears
- **Rolling 12 months:** **£1,131.8m** of which **£158.1m** was arrears
- **Rolling Quarter:** **£284.3m** of which **£38.3m** was arrears

Total Amount Collected and Arranged - Rolling 12 Months



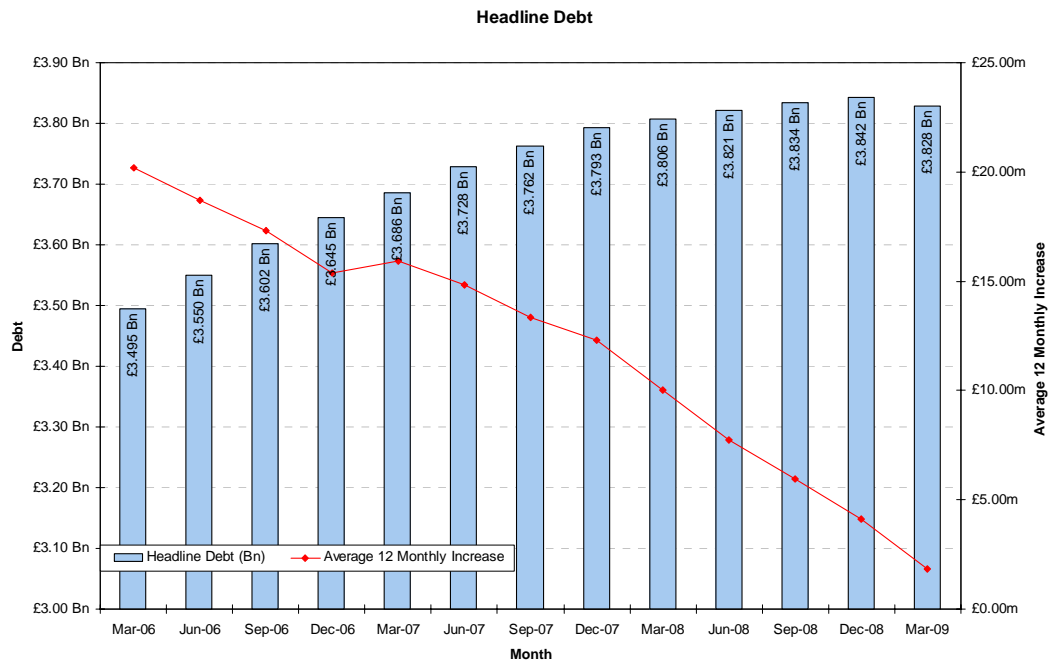
## Maintenance collected and arranged

Quarter Ending	Maintenance Collected £m	Of which, arrears collected £m	Estimated value of Maintenance Direct arrangements in place £m	Total amount collected/arranged £m
Jun-03	146.2	15.6	55.8	202.0
Sep-03	145.3	16.0	54.5	199.8
Dec-03	142.0	15.8	53.7	195.7
Mar-04	146.7	16.4	52.8	199.5
Jun-04	144.4	16.7	52.6	197.0
Sep-04	144.0	16.8	52.7	196.7
Dec-04	143.5	17.2	53.3	196.8
Mar-05	152.8	17.5	54.9	207.7
Jun-05	148.7	19.4	56.9	205.6
Sep-05	146.5	20.5	59.0	205.5
Dec-05	149.2	20.3	61.2	210.4
Mar-06	150.3	20.6	63.8	214.1
Jun-06	150.6	21.5	67.0	217.5
Sep-06	153.9	21.1	70.6	224.5
Dec-06	150.6	22.8	72.7	223.4
Mar-07	159.0	25.1	73.8	232.8
Jun-07	158.6	27.6	76.9	235.5
Sep-07	169.5	30.4	80.4	249.9
Dec-07	174.0	32.6	82.9	256.8
Mar-08	182.2	35.8	85.3	267.5
Jun-08	187.6	38.8	88.4	276.0
Sep-08	197.9	41.7	90.1	288.0
Dec-08	190.1	39.4	90.5	280.6
Mar-09	191.5	38.3	90.8	282.3

Notes: The amount of maintenance received is that collected via the CSA Collection Service and this includes both clerical and system payments.

## Outstanding Maintenance Arrears.

- Headline debt has decreased from £3,842 million in December 2008 to **£3,828 million** in March 2009.



## Enforcement

	Financial year				Previous year	Year to date
	Apr 2004 - Mar 2005	Apr 2005 - Mar 2006	Apr 2006 - Mar 2007	Apr 2007 - Mar 2008	Feb 2007 - Jan 2008	Feb 2008 - Jan 2009
<b>Total processes undertaken</b>	<b>17,025</b>	<b>103,200</b>	<b>100,150</b>	<b>114,275</b>	<b>113,750</b>	<b>120,970</b>
<b>England &amp; Wales</b>						
Liability orders granted	7,300	10,465	12,635	16,580	16,060	22,845
Distress actions	4,765	9,225	13,625	14,765	14,795	18,035
County Court Judgement orders	1,315	2,330	1,920	1,390	1,620	630
3rd Party Debt orders	1,235	1,710	2,090	1,790	1,855	2,435
Charging orders	845	1,335	1,850	1,735	1,780	2,490
<b>Scotland</b>						
Liability orders granted	460	780	875	1,175	1,175	2,245
Attachments	120	125	275	235	200	285
Arrestments	475	450	610	485	445	860
Bills of Inhibition	250	575	860	1,045	885	1,760
<b>England &amp; Wales and Scotland</b>						
Deduction from Earnings Orders/Requests requested	n/a	75,760	64,915 <sup>(9)</sup>	74,550	74,350 <sup>(9)</sup>	68,805
Suspended committal sentences	225	390	420	480	525	510
Committal Sentences	5	15	40	25	35	30
Suspended driving licence disqualification sentences	25	35	30	15	20	30
Driving licence disqualification sentences	5	5	5	5	5	5

### Notes:

1. A liability order is a document obtained from the court showing that they legally recognise that the debt is owing. This is the same in both England & Wales and Scotland. This is required before the Agency can use litigation powers (Diligence in Scotland).

2. Distress actions refers to bailiff actions in England & Wales. This is where, once the debt has been legally recognised, the Agency has passed the debt to a bailiff company for collection (or equivalent).

3. County Court Judgement orders apply only to England & Wales. Registers the person with a County Court Judgement Order, which remains on their credit record for six years.

4. Third Party Debt orders in England & Wales instruct a third party to pay any funds owed to, or held on behalf of, the non-resident parent to the Agency instead. In practice this is typically used for banks and building societies.

5. Charging orders in England & Wales are where a County Court Order for the legally recognised debt is attached to the equity in the non-resident parent's property. They are then unable to re-mortgage or sell the property without satisfying the debt. If they satisfy the debt by other means the charge is removed.

6. Attachments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to attach certain goods and remove for auction if the debt is not settled.

7. Arrestments refer to actions taken by Sheriff Officers in Scotland on the Agency's instruction to serve an arrestment on a third party holding funds owed to, or held on behalf of, the non-resident parent to pay to the Agency instead. In practice this is typically used for banks and building societies.

8. Bills of Inhibition in Scotland do not attach directly to the non-resident parent's property, but are a personal prohibition preventing heritable property being transferred, alienated or disposed of by the non-resident parent.

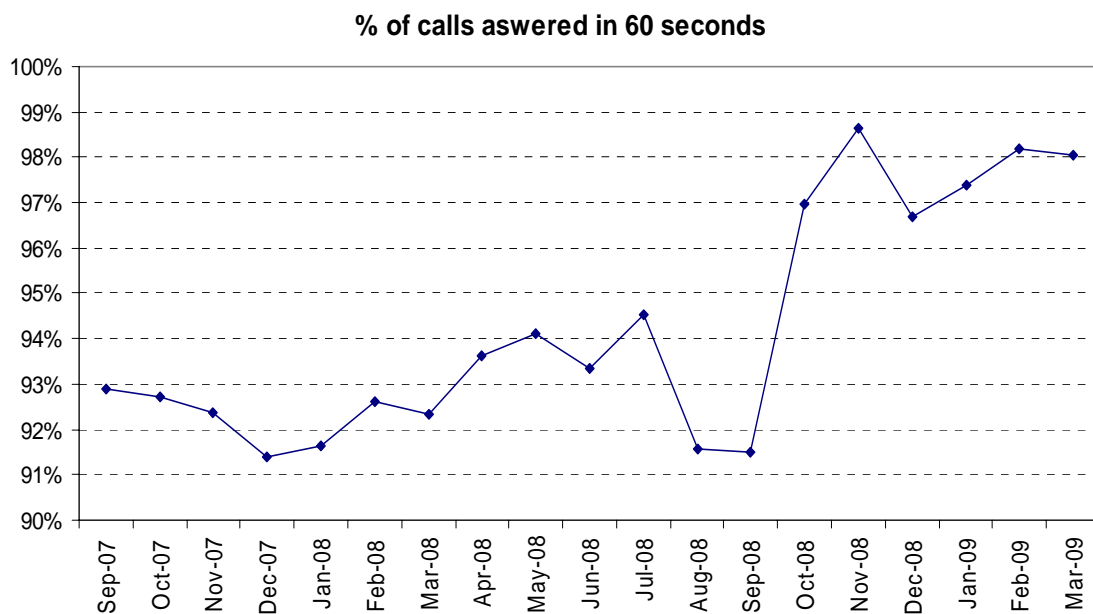
9. The number of new DEO/Rs showed a marked increase in January 2007. This was due to a fix on the CS2 system in December 2006 to suspend 8,500 ineffective DEOs on cases where employers had informed the Agency that the non-resident parent on that case was no longer in their employment. Many of these were reinstated as DEO/Rs in January 2007 resulting in a large increase that is in effect not real. In order to allow more consistent comparisons, figures for January 2007 have been removed and therefore figures for April 2006 - March 2007 and August 2006-July 2007 are underestimated by around 6,000 requests.

10. The figures included in this table do not themselves have National Statistics status, but are included in this publication in order to give a fuller picture of the Agency's performance.



## Telephony Performance

- The in month % of calls answered within 60 seconds was 98% for March 2009. This is up from 97% in December.
- The year to date performance has increased again this month, from 95.1% in February to 95.4% in March.
- A large improvement can be seen in CS2 performance since the introduction of Productivity Release 1 with a higher proportion of calls now being routed direct to the caseworker dealing with that particular case.



## Annex A.

### Clearance Types

Month	Total Clearances	Closed (1)	Nil Liability (2)	Maintenance Direct (3)	Payment(s) Made	No Payment Made
Jun-03	13,900	11,000	500	700	1,600	100
Sep-03	37,500	21,400	3,300	1,700	10,200	900
Dec-03	48,800	27,700	4,200	1,800	13,700	1,400
Mar-04	51,500	28,500	4,500	2,200	15,000	1,300
Jun-04	62,200	42,000	4,100	2,000	13,100	1,000
Sep-04	50,900	30,200	3,800	2,400	13,700	800
Dec-04	50,900	28,100	4,000	3,400	14,800	600
Mar-05	70,000	44,000	5,300	4,500	15,400	800
Jun-05	78,800	52,200	5,500	4,800	15,500	800
Sep-05	76,600	48,700	5,500	5,600	16,000	800
Dec-05	85,100	54,300	6,200	6,400	17,300	900
Mar-06	92,800	57,000	8,200	6,800	19,700	1,100
Jun-06	84,400	50,800	6,400	7,500	18,700	1,000
Sep-06	83,300	53,700	5,700	6,800	16,000	1,100
Dec-06	73,000	45,300	5,500	5,700	15,400	1,100
Mar-07	115,500	76,000	8,800	8,100	20,800	1,800
Jun-07	90,900	53,300	7,900	8,200	19,600	1,900
Sep-07	87,100	52,500	7,000	7,500	17,700	2,400
Dec-07	79,200	47,300	6,200	6,800	16,800	2,100
Mar-08	85,400	52,500	6,500	6,600	17,900	1,900
Jun-08	84,800	53,000	5,800	6,400	17,200	2,400
Sep-08	69,000	49,300	2,900	3,400	11,400	2,000
Dec-08	41,900	24,800	3,100	2,400	9,700	1,900
Mar-09	29,700	11,600	2,600	2,300	6,700	6,500

#### Notes:

- (1) Closed category includes applications closed prior to a calculation being carried out, applications where the parent with care is identified as claiming good cause or subject to a reduced benefit decision, the application is actually a change of circumstance on an existing case or where the case is closed after a calculation but prior to a first payment being made.
- (2) Nil liability includes cases where a nil liability calculation is carried out or where a nil liability calculation is carried out prior to a first payment being received.
- (3) Maintenance direct includes cases where a maintenance direct arrangement is in place or where a maintenance direct arrangement is made prior to a first payment being received.
- (4) Cases where no payment has yet been made will always be artificially high for the latest month of intake. These are cases where a collection schedule has been set up but the first payment may not yet be due.
- (5) Figures may not sum to clearance figures on page 14 due to rounding.

## Current Scheme Live and Assessed Caseload Status

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct
<b>Mar 2003</b>	0	0	0	0	0	0
<b>Jun 2003</b>	7,000	1,000	6,000	0	0	0
<b>Sep 2003</b>	34,000	3,000	21,000	3,000	6,000	1,000
<b>Dec 2003</b>	65,000	6,000	31,000	8,000	18,000	2,000
<b>Mar 2004</b>	97,000	9,000	39,000	15,000	31,000	4,000
<b>Jun 2004</b>	124,000	12,000	40,000	22,000	45,000	5,000
<b>Sep 2004</b>	147,000	15,000	37,000	31,000	57,000	7,000
<b>Dec 2004</b>	170,000	18,000	37,000	35,000	69,000	10,000
<b>Mar 2005</b>	199,000	22,000	43,000	39,000	80,000	15,000
<b>Jun 2005</b>	229,000	26,000	49,000	43,000	91,000	19,000
<b>Sep 2005</b>	260,000	31,000	53,000	50,000	102,000	25,000
<b>Dec 2005</b>	294,000	36,000	55,000	59,000	114,000	31,000
<b>Mar 2006</b>	333,000	42,000	61,000	63,000	129,000	38,000
<b>Jun 2006</b>	365,000	48,000	62,000	66,000	144,000	45,000
<b>Sep 2006</b>	393,000	53,000	62,000	72,000	154,000	52,000
<b>Dec 2006</b>	419,000	58,000	60,000	82,000	162,000	57,000
<b>Mar 2007</b>	461,000	66,000	66,000	91,000	172,000	64,000
<b>Jun 2007</b>	498,000	73,000	68,000	99,000	185,000	72,000
<b>Sep 2007</b>	530,000	80,000	71,000	105,000	195,000	78,000
<b>Dec 2007</b>	557,000	85,000	72,000	117,000	199,000	85,000
<b>Mar 2008</b>	585,000	91,000	70,000	116,000	216,000	92,000
<b>Jun 2008</b>	612,000	96,000	72,000	117,000	230,000	98,000
<b>Sep 2008</b>	624,000	100,000	70,000	117,000	238,000	100,000
<b>Dec 2008</b>	636,000	103,000	73,000	129,000	230,000	102,000
<b>Mar 2009</b>	644,000	106,000	71,000	114,000	246,000	107,000

Notes: Based on all cases with an assessment or calculation.

## Old Scheme Live and Assessed Caseload Status

Quarter ending:	Overall	Nil Liability	Assessed not Charging	Nil Compliant	Compliant	Maintenance Direct
<b>Mar 2003</b>	995,000	457,000	54,000	107,000	285,000	92,000
<b>Jun 2003</b>	985,000	458,000	57,000	103,000	277,000	90,000
<b>Sep 2003</b>	966,000	449,000	57,000	105,000	267,000	88,000
<b>Dec 2003</b>	935,000	438,000	49,000	105,000	259,000	85,000
<b>Mar 2004</b>	910,000	425,000	45,000	105,000	253,000	83,000
<b>Jun 2004</b>	894,000	417,000	44,000	106,000	246,000	81,000
<b>Sep 2004</b>	881,000	408,000	48,000	105,000	240,000	80,000
<b>Dec 2004</b>	868,000	391,000	65,000	102,000	230,000	80,000
<b>Mar 2005</b>	856,000	392,000	62,000	102,000	220,000	79,000
<b>Jun 2005</b>	845,000	391,000	66,000	96,000	213,000	79,000
<b>Sep 2005</b>	831,000	386,000	67,000	93,000	208,000	77,000
<b>Dec 2005</b>	816,000	381,000	69,000	88,000	202,000	76,000
<b>Mar 2006</b>	800,000	376,000	73,000	80,000	197,000	75,000
<b>Jun 2006</b>	788,000	373,000	76,000	74,000	191,000	74,000
<b>Sep 2006</b>	776,000	368,000	76,000	72,000	186,000	74,000
<b>Dec 2006</b>	748,000	362,000	62,000	75,000	179,000	70,000
<b>Mar 2007</b>	720,000	354,000	53,000	73,000	172,000	68,000
<b>Jun 2007</b>	708,000	348,000	54,000	71,000	167,000	67,000
<b>Sep 2007</b>	695,000	343,000	54,000	67,000	164,000	66,000
<b>Dec 2007</b>	670,000	340,000	46,000	63,000	158,000	64,000
<b>Mar 2008</b>	652,000	333,000	45,000	59,000	153,000	62,000
<b>Jun 2008</b>	635,000	327,000	43,000	57,000	148,000	60,000
<b>Sep 2008</b>	623,000	323,000	42,000	55,000	144,000	59,000
<b>Dec 2008</b>	611,000	317,000	43,000	54,000	140,000	58,000
<b>Mar 2009</b>	584,000	311,000	32,000	51,000	135,000	54,000

Notes: Based on all cases with an assessment or calculation.

## Current Scheme Cases/Children benefiting from Maintenance

Quarter ending:	Overall Agency Cases - in which:			
	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar 2003	-	-	-	-
Jun 2003	7,000	2,000	29	3,000
Sep 2003	31,000	11,000	35	16,000
Dec 2003	60,000	25,000	43	38,000
Mar 2004	89,000	41,000	46	60,000
Jun 2004	112,000	55,000	49	81,000
Sep 2004	132,000	68,000	51	99,000
Dec 2004	152,000	84,000	55	122,000
Mar 2005	177,000	100,000	57	144,000
Jun 2005	204,000	118,000	58	169,000
Sep 2005	230,000	135,000	59	193,000
Dec 2005	259,000	153,000	59	218,000
Mar 2006	292,000	176,000	60	250,000
Jun 2006	318,000	199,000	62	282,000
Sep 2006	341,000	216,000	63	305,000
Dec 2006	362,000	228,000	63	322,000
Mar 2007	396,000	247,000	62	348,000
Jun 2007	427,000	268,000	63	376,000
Sep 2007	453,000	285,000	63	398,000
Dec 2007	474,000	295,000	62	411,000
Mar 2008	497,000	320,000	64	446,000
Jun 2008	519,000	340,000	65	472,000
Sep 2008	528,000	353,000	67	487,000
Dec 2008	537,000	347,000	65	475,000
Mar 2009	542,000	370,000	68	505,000

Notes: Case are counted as having a positive maintenance outcome if they have received a payment via the collection service or have a maintenance direct agreement in place, since we assume that NRPs in maintenance direct cases are making payments. Cases are classed as maintenance direct if this is their status at the end of the quarter.

Children benefit are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place.

## Old Scheme Cases/Children benefiting from Maintenance

Quarter ending:	Overall Agency Cases - in which:			
	Maintenance due	Positive outcome	% with positive outcome	Children benefiting from maintenance
Mar 2003	538,000	378,000	70	548,000
Jun 2003	528,000	371,000	70	536,000
Sep 2003	518,000	359,000	69	518,000
Dec 2003	499,000	347,000	70	497,000
Mar 2004	487,000	339,000	70	478,000
Jun 2004	478,000	330,000	69	462,000
Sep 2004	474,000	323,000	68	449,000
Dec 2004	479,000	314,000	66	433,000
Mar 2005	465,000	304,000	65	417,000
Jun 2005	456,000	297,000	65	406,000
Sep 2005	447,000	290,000	65	394,000
Dec 2005	438,000	284,000	65	382,000
Mar 2006	428,000	278,000	65	373,000
Jun 2006	419,000	272,000	65	363,000
Sep 2006	411,000	265,000	65	352,000
Dec 2006	390,000	255,000	65	335,000
Mar 2007	371,000	248,000	67	323,000
Jun 2007	366,000	244,000	67	315,000
Sep 2007	360,000	242,000	67	309,000
Dec 2007	339,000	235,000	69	296,000
Mar 2008	327,000	227,000	69	285,000
Jun 2008	316,000	220,000	70	274,000
Sep 2008	309,000	215,000	70	266,000
Dec 2008	303,000	210,000	69	256,000
Mar 2009	281,000	201,000	71	244,000

Notes: Case are counted as having a positive maintenance outcome if they have received a payment via the collection service or have a maintenance direct agreement in place, since we assume that NRPs in maintenance direct cases are making payments. Cases are classed as maintenance direct if this is their status at the end of the quarter.

Children benefit are counted as receiving maintenance or with a maintenance direct agreement in place if the relevant case has received a payment via the collection service in the last three months or has a maintenance direct agreement in place.

## **Further Information.**

For further details, visit:

<http://www.childmaintenance.org/publications/statistics.html>