



First Release

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Coverage: Great Britain

Theme: Social and Welfare

CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

Introduction

The Child Maintenance and Enforcement Commission was established in July 2008 and took over responsibility of the Child Support Agency functions, staff and estates on 1st November 2008.

The CSA is responsible for tracing non-resident parents, working out how much maintenance they should pay and collecting and enforcing payments.

The figures presented include cases managed off system.

Main Findings

- At the end of December 2011, the CSA live and assessed caseload stood at 1.14 million.

DWP Department for Work and Pensions

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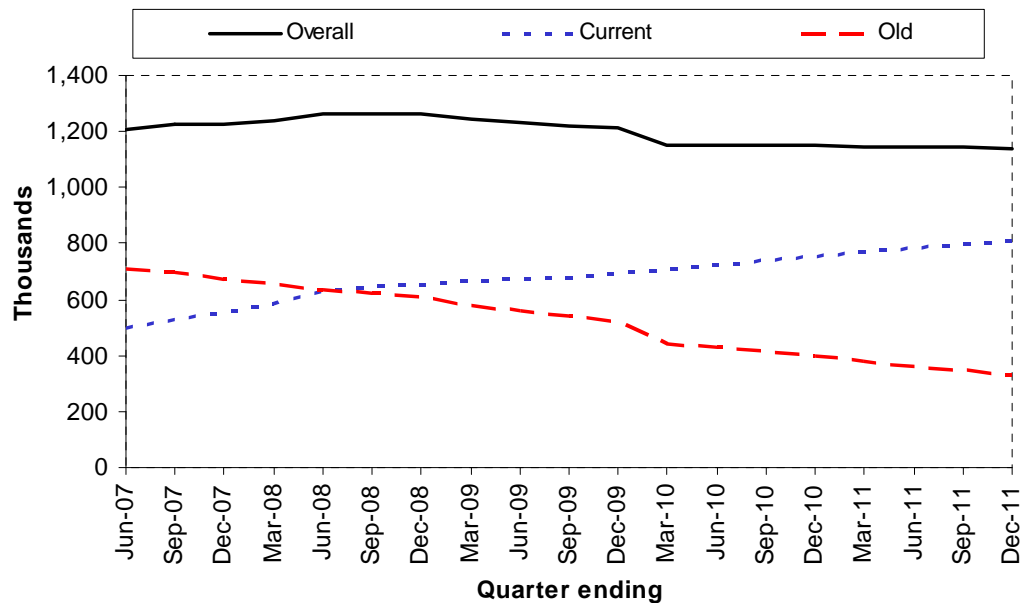
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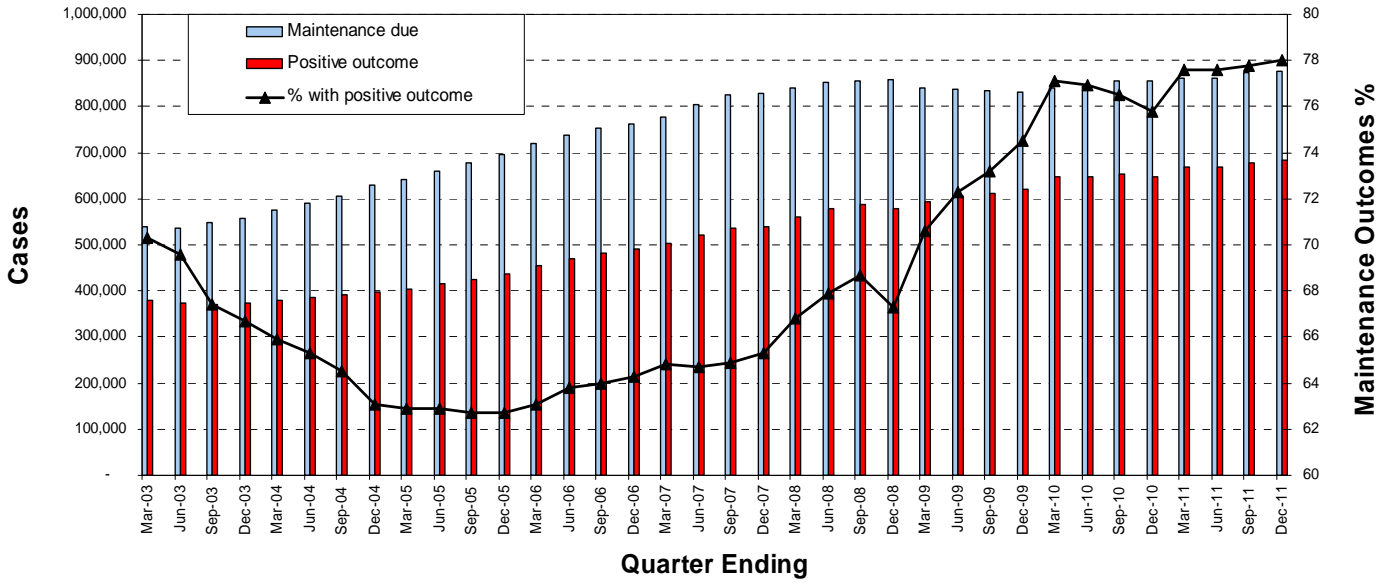
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Overall Caseload by Scheme



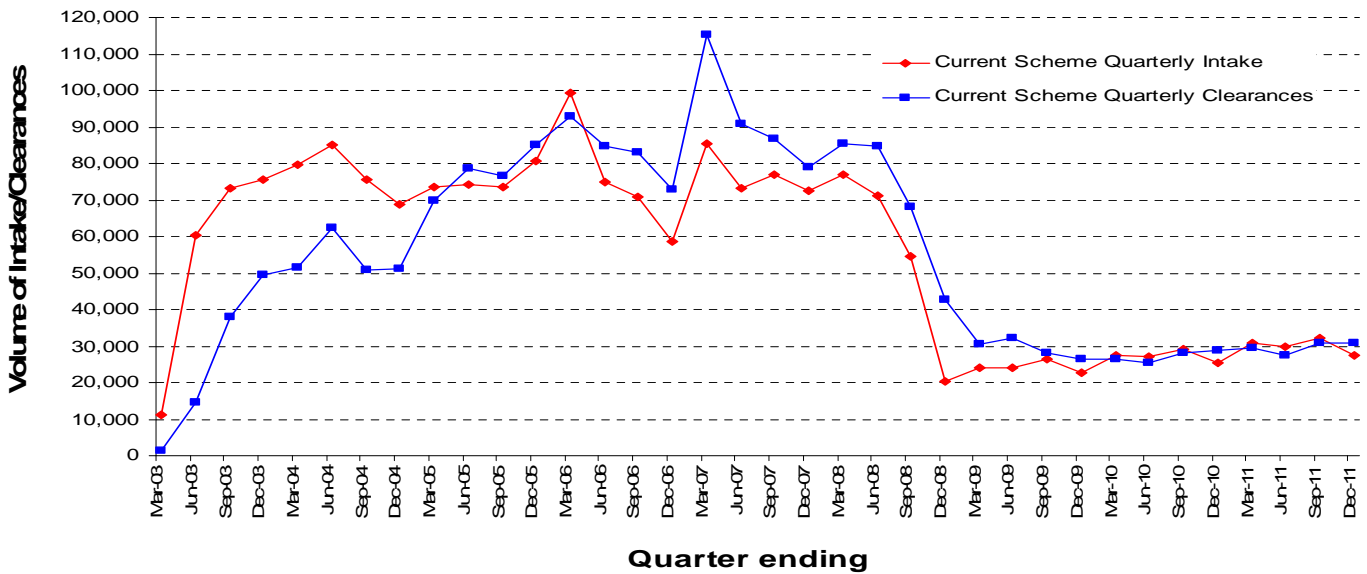
- In the quarter ending December 2011, 78.0% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the three months to December 2011, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 882,600 children.
- In the quarter to December 2011, the CSA collected or arranged £296.9m in child maintenance (regular and arrears), of which £29.0m was arrears. In the year to December 2011, the CSA collected or arranged £1,180.1m in child maintenance (regular and arrears), of which £121.1m was arrears.

Cases Benefiting from Maintenance



- 89.4% of intake received in September 2011 was cleared within 12 weeks. 94.0% of intake received in July 2011 was cleared within 18 weeks.
- Uncleared work has decreased by 3,700 to 13,300. This represents a decrease of 21.8%

Current Scheme Intake/Clearances - March 2003 to December 2011



- Outstanding child maintenance arrears have increased from £3.789bn in September 2011 to £3.792bn in December 2011¹.
- At the end of December 2011, the average maintenance calculation was £22.90 per week (including zero calculations).
- In December 2011, the Agency answered 96.2% of the telephone calls they received within 60 seconds.
- In December 2011, there were 7,800 full time equivalent people working for the Child Maintenance and Enforcement Commission.

¹Figures for 10/11 have yet to be audited and finalised. Following publication of the 2008/09 and 2009/10 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes: <http://www.childmaintenance.org/en/publications/index.html> Adjustments have also been made from 2010/11 onwards which are yet to be agreed with National Audit Office.

- **Notes to Editors**

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

The Commission assumed responsibility for the Child Support Agency (CSA) from the Department for Work and Pensions (DWP) on 1st November 2008.

This publication, produced in conjunction with DWP Information, Governance and Security Directorate, 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 1st November 2008. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming income based benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on 27th October 2008, affects CSA clients who can now choose to make private maintenance arrangements with the non resident parent.

After this date, some parents with care have opted to end their child support claim with CSA. This can be seen as a fall in overall caseload after October 2008.

Changes in this QSS

There were no planned changes for this QSS.

Changes in the Next QSS

*There are planned changes in the next QSS publication with **Additional Tables and Breakdowns***

In order to increase understanding of the CSA's collections and arrears, it is planned to add further tables to the QSS.

The data within these additional tables will be sourced from the same systems as currently used within the QSS. These tables will provide extra information on Liabilities and Arrears and further breakdowns of the Caseload. We intend to publish these as experimental tables in the March 2012 QSS.