



Department  
for Work &  
Pensions

# Experimental Statistics on 2012 Scheme administered by the Child Maintenance Service

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# Introduction

This publication contains information on cases being processed by the 2012 statutory child maintenance scheme, delivered by the Child Maintenance Service.

The data covers the months of August and September 2013 following the opening up of the 2012 statutory child maintenance scheme to new applicants with at least two qualifying children with the same two parents named in the application. Prior to August the caseload was restricted, with the low volumes of cases handled being unrepresentative of the overall child maintenance caseload.

These statistics are still in the early stages of development and assurance with some currently collated manually by accessing core systems whilst the development of automated system based reports continues. The statistics have therefore been classified as experimental, and as such, may be revised in future editions.

Further information on 2012 statutory scheme publications can be found at the following link:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/223513/2012\\_scheme\\_public\\_info\\_strategy.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/223513/2012_scheme_public_info_strategy.pdf)

# Background

The Government is reforming the child maintenance system so that it provides support to enable parents to work together after a separation, not only on child maintenance arrangements, but on the whole range of issues faced following separation. Incentives are being introduced to encourage parents to think twice about whether they could set up a family-based child maintenance arrangement without automatically turning to the statutory child maintenance scheme.

For those parents who are not able to make their own family-based arrangement, the 2012 statutory maintenance scheme will be available.

The 2012 child maintenance scheme was introduced on 10 December 2012, using a pathfinder approach to new applicants with at least four qualifying children with the same two parents named in the application. On 29 July 2013 the 2012 scheme opened to new applicants with at least two qualifying children with the same two parents named in the application. On 25 November 2013, the scheme opened up to all new applicants.

The 1993 and 2003 statutory schemes will continue to be delivered by the Child Support Agency (CSA). Once the 2012 scheme is seen to be working well, cases on the 1993 and 2003 schemes will close. This process is expected to take around 3 years.

# Methodology

## Data Sources

Intake and Caseload information for the 2012 statutory scheme is produced through interrogation of the Siebel case management system. At present, the intake volumes are collated manually by accessing the core system. The caseload volumes are produced via an automated report.

Telephony data is collated on an automated telephony system which routes callers to the correct caseworker. This system has a built in management information capability which produces detailed reports including calls received, calls answered and speed to answer for all calls.

Accuracy information is produced by sampling cases on the 2012 statutory scheme at relevant stages of the process. The sample is derived by manually accessing the core system.

Complaints information for the 2012 statutory scheme is collated clerically.

## Definitions

**Intake:** This shows the number of new applications received to the 2012 statutory scheme.

**Caseload:** This shows the number of cases with an assessment or calculation which are being managed on the 2012 statutory scheme. For the months reported in this publication the 2012 scheme was open only to new applicants with at least two qualifying children with the same two parents named in the application.

**Telephony:** This shows the percentage volume of calls answered and how many of those have been answered within 30 seconds.

**Accuracy:** This shows the performance on accuracy to within £1 or 2% of the correct calculation.

**Complaints:** This shows the number of complaints received on the 2012 scheme.

# Results

The table below covers the months of August and September 2013 following the pathfinder 2012 scheme opening to new applicants with at least two qualifying children with the same two parents named in the application. The statistics presented are therefore not representative of the full caseload.

The table shows that during September 2013:

- The Intake to the 2012 scheme was 3,970, compared to 3,370 in August 2013.
- The Caseload stood at 7,660, which is an increase of 70% from August 2013.
- 97% of calls were answered, with 94% being answered in 30 seconds.
- Accuracy stood at 97%.
- The number of complaints received to date represents less than 0.5% of the overall caseload.

	<b>Aug-13</b>	<b>Sep-13</b>
<b>Intake<sup>1</sup></b>		
Number of New Applications received (In Month)	3,370	3,970
<b>Caseload<sup>1</sup></b>		
Total Caseload	4,510	7,660
<b>Telephony<sup>2</sup></b>		
Percentage of Calls Answered (In Month)	98%	97%
Percentage of Calls Answered in 30 Seconds (In Month)	96%	94%
<b>Accuracy<sup>3</sup></b>		
Accuracy £1/2% - last assessment (In month)	98%	97%
<b>Complaints<sup>4</sup></b>		
Number of complaints received (In Month)	5	5
Total complaints received (Scheme to Date)	10	15

<sup>1</sup> Information sourced from Contingency MI

<sup>2</sup> Telephony Data sourced from OpMIS 2 system

<sup>3</sup> Accuracy Data sourced from a Small System

<sup>4</sup> Complaints Data sourced clerically. Data has been rounded to the nearest 5.

# Contacts

Contact points for further information:

Press enquiries should be directed to the Department for Work and Pensions press office:

Media Enquiries: 0203 267 5129

Out of hours: 0203 267 5144

Website: <https://www.gov.uk/>

Follow us on Twitter: [www.twitter.com/dwppressoffice](http://www.twitter.com/dwppressoffice)

Other enquiries about these statistics should be directed to:

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Other National Statistics publications, and general information about the official statistics system of the UK, are available from [www.statistics.gov.uk](http://www.statistics.gov.uk)