



Department  
for Work &  
Pensions



# Survey of Child Support Agency Case Closure Outcomes

---

December 2016

Research Report No. 935

A report of research carried out by National Centre for Social Research (NatCen) on behalf of the Department for Work and Pensions

© Crown copyright 2016.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This document/publication is also available on our website at:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/research#research-publications>

If you would like to know more about DWP research, please email:  
[Socialresearch@dwp.gsi.gov.uk](mailto:Socialresearch@dwp.gsi.gov.uk)

First published December 2016.

ISBN 978 1 911003 58 8

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

# Summary

This is a summary of findings from a study about the child maintenance outcomes of separated parents who previously had cases with the Child Support Agency (CSA). The Department for Work and Pensions (DWP) commissioned NatCen Social Research (NatCen) to carry out the research between late 2014 and 2016.

# Contents

Acknowledgements .....	21
The Authors .....	22
List of abbreviations.....	23
Glossary of terms .....	24
Executive summary .....	28
1 Introduction.....	38
1.1 Child Maintenance Reforms .....	38
1.2 Aims of the research .....	40
1.3 Design of the research .....	41
1.3.1 Overall design of the surveys.....	41
1.3.2 Sampling .....	41
1.3.3 Conducting the survey .....	42
1.3.4 Response rates.....	44
1.3.5 Overall design of qualitative study .....	45
1.3.6 Qualitative sampling and recruitment.....	45
1.3.7 Qualitative fieldwork .....	47
1.4 Interpreting results in the report .....	47
1.5 Overview of the report.....	48
2 Parents whose Child Support Agency cases have been closed.....	49
2.1 Background characteristics of Receiving Parents .....	49
2.2 Separation characteristics .....	52
2.2.1 Former relationship status with Paying Parent .....	52
2.2.2 Current relationship with the Paying Parent and contact with children...	54
2.2.3 Separation types .....	54
2.2.4 Analysis of separation types .....	56
2.2.5 Summary of separation characteristics.....	57

## Survey of Child Support Agency Case Closure Outcomes

2.3	Chapter summary .....	57
3	Child maintenance outcomes .....	59
3.1	Child maintenance outcomes at three months .....	59
3.1.1	Proportion of parents with arrangements .....	59
3.1.2	Number of children benefiting from child maintenance arrangements ...	62
3.1.3	Type of child maintenance arrangements .....	62
3.1.4	Number of children benefiting from different arrangement types .....	66
3.1.5	How long arrangements have been in place and whether they were set up before or after the CSA arrangement ended .....	67
3.2	Child maintenance outcomes at 12 months .....	68
3.2.1	Proportion of parents with any type of arrangement .....	68
3.2.2	Number of children benefiting from child maintenance arrangements ...	70
3.2.3	Type of child maintenance arrangement .....	70
3.2.4	Number of children benefiting from each type of child maintenance arrangement .....	72
3.3	Chapter summary .....	72
4	Effectiveness of child maintenance arrangements .....	74
4.1	Nature of child maintenance arrangements at three months .....	74
4.1.1	Effectiveness of arrangements .....	74
4.1.2	Amount of maintenance received and frequency of payments .....	77
4.1.3	Comparison of current arrangement to CSA arrangement .....	78
4.1.4	Paying Parent views on effectiveness of arrangements at three months .....	79
4.2	Nature of child maintenance arrangements at 12 months .....	80
4.2.1	Effectiveness of arrangements .....	80
4.3	Chapter summary .....	82
5	Deciding new child maintenance arrangements .....	84
5.1	Paying Parents' experiences of CSA case closure .....	84
5.1.1	Communication of case closure and awareness of next steps .....	84
5.1.2	Administration of case closure .....	85

## Survey of Child Support Agency Case Closure Outcomes

5.2	The decision making process.....	87
5.2.1	Who decided the type of arrangement.....	87
5.2.2	How happy Receiving Parents were with the decision .....	87
5.3	Deciding to have a CMS arrangement.....	88
5.3.1	Who paid the £20 application fee and how affordable it was.....	88
5.3.2	Reasons why parents decided to use the CMS over making a family-based arrangement.....	88
5.3.3	Reasons for using Direct Pay .....	89
5.3.4	Reasons for choosing Direct Pay – Paying Parents’ perspectives .....	90
5.3.5	Deciding to use Collect and Pay .....	93
5.3.6	Paying Parent views on Collect and Pay .....	94
5.4	Deciding to have a family-based arrangement .....	96
5.4.1	Reasons why Receiving Parents chose a family-based arrangement over Direct Pay .....	96
5.4.2	Influence of CMS charges on decision to choose a family-based arrangement.....	97
5.4.3	Paying Parent views on reasons for having a family-based arrangement .....	98
5.5	No maintenance arrangement at three months.....	105
5.5.1	Whether parents with no arrangement had tried to make a child maintenance arrangement since case closure .....	105
5.5.2	Reasons parents had not tried to make an arrangement .....	105
5.5.3	Reasons why arrangements had not been successful .....	106
5.5.4	Influence of CMS charges on decision to not have a maintenance arrangement .....	107
5.5.5	Paying Parents’ reasons for having no arrangement in place .....	107
5.6	Chapter summary.....	109
5.6.1	Paying Parent views on the transition to the CMS.....	109
5.6.2	Deciding to have a CMS arrangement.....	109
5.6.3	Choosing Direct Pay .....	109
5.6.4	Choosing Collect and Pay.....	110

## Survey of Child Support Agency Case Closure Outcomes

5.6.5	Choosing a FBA over Direct Pay .....	110
5.6.6	No maintenance arrangement in place .....	111
6	Longer term changes in maintenance arrangements .....	112
6.1	Proportion with arrangement in place 12 months after case closure .....	112
6.2	Sustained arrangements .....	113
6.2.1	Types of arrangement that were sustained.....	113
6.2.2	Reasons why sustained.....	113
6.3	Newer arrangements.....	114
6.4	Longer term no arrangements – Reasons why no arrangement.....	114
6.5	Chapter summary.....	115
7	Conclusions.....	116
7.1	Policy reforms and aims of the research .....	116
7.2	Child maintenance outcomes at three and 12 months after CSA case closure .....	117
7.2.1	Were new arrangements set up?.....	117
7.2.2	Types of arrangements set up .....	118
7.2.3	When arrangements were set up.....	119
7.2.4	Amount of maintenance received .....	119
7.2.5	Effectiveness of arrangements .....	119
7.3	Decision-making processes behind setting up a new child maintenance arrangement.....	120
7.3.1	The influence of charges on decision making.....	120
7.3.2	Using the CMS instead of making a FBA.....	121
7.3.3	Choosing Direct Pay over Collect and Pay .....	121
7.3.4	Choosing Collect and Pay over Direct Pay .....	122
7.3.5	Choosing a FBA over Direct Pay .....	122
7.4	Main reasons why new arrangements fail or are not set up.....	122
7.5	Conclusions.....	123

## Survey of Child Support Agency Case Closure Outcomes

Appendix A	Additional tables.....	125
Appendix B	Additional detail on survey methodology.....	200
Appendix C	Questionnaires.....	214
Appendix D	Topic Guide.....	312
References	.....	323

## List of Figures

Figure 1	Child maintenance status at three months.....	32
Figure 2	Child maintenance status at three months, nil-assessed and non-compliant segments.....	33
Figure 3	Child maintenance status at 12 months, nil-assessed and non-compliant segments.....	33
Figure 1.1	Communications from the CSA to parents about the case closure process.....	40
Figure 2.1	Gross annual household income of Receiving Parents.....	50
Figure 2.2	Receiving Parents' background characteristics: differences between segments.....	52
Figure 2.3	Previous relationship status by CSA case closure segment.....	53
Figure 2.4	Receiving Parent separation characteristics: differences between separation types.....	57
Figure 3.1	Maintenance arrangement by income status.....	61
Figure 3.2	Income status by maintenance arrangement.....	62
Figure 3.3	FBA type by low income status.....	66
Figure 4.1	Overall effectiveness (among those with an arrangement) by CSA case closure segment.....	75
Figure 4.2	Amount of maintenance received per month by arrangement type.....	78
Figure 4.3	Reasons why current arrangement is not working well.....	82
Figure 5.1	Reasons why parents decided to use a CMS arrangement over a FBA.....	89
Figure 5.2	Reasons why parents decided to make a Direct Pay arrangement over Collect and Pay.....	90
Figure 5.3	Reasons why parents decided to use a FBA over Direct Pay.....	97



## Survey of Child Support Agency Case Closure Outcomes

Figure 5.4	Reasons Receiving Parents had not tried to set up a maintenance arrangement .....	106
Figure 5.5	Reasons why arrangement was not successful .....	107
Figure 6.1	Reasons why arrangements could be sustained for over nine months.....	113
Figure 6.2	Reasons for not having a maintenance arrangement in place 12 months after case closure .....	115
Figure B.1	CSA fieldwork timetable .....	201

### List of Tables

Table 1.1	CSA case closure segments and timings .....	39
Table 1.2	Overview of issued sample .....	42
Table 1.3	Response rate for the three-month survey .....	44
Table 1.4	Response rate for the 12-month survey (longitudinal sample).....	45
Table 1.5	Response rate for the 12-month survey (cross sectional sample).....	45
Table 1.6	Overview of achieved sample for qualitative interviews.....	46
Table 2.1	Age groups, by CSA case closures segment.....	50
Table 2.2	Age of children in the household, by CSA case closures segment .....	51
Table 2.3	Concerns of being unsafe or at risk of harm when with the Paying Parent, by CSA case closures segment.....	54
Table 2.4	Separation types .....	55
Table 3.1	Maintenance arrangement at three months .....	59
Table 3.2	Maintenance arrangement, by CSA case closures segment .....	60
Table 3.3	Maintenance arrangement, by separation type .....	61
Table 3.4	Type of child maintenance arrangement.....	63
Table 3.5	Maintenance arrangement type, by CSA case closures segment.....	64
Table 3.6	Maintenance arrangement, by separation type .....	64
Table 3.7	When Receiving Parents maintenance arrangement started.....	67
Table 3.8	Maintenance arrangement, three versus 12 months.....	68
Table 3.9	Maintenance arrangement, by separation type at 12 months .....	69
Table 3.10	Maintenance arrangement, by separation type among nil-assessed and non-compliant segments at three months .....	69
Table 3.11	Type of child maintenance arrangement, three and 12 months .....	70
Table 3.12	Maintenance arrangement, by separation type at 12 months .....	71

## Survey of Child Support Agency Case Closure Outcomes

Table 4.1	How effective arrangement is (of all those with an arrangement) .....	75
Table 4.2	Timeliness of payments, by CSA case closures segment.....	76
Table 4.3	Reasons why current arrangement is not working well, by CSA case closures segment .....	77
Table 4.4	Amount of maintenance received per month .....	77
Table 4.5	How effective arrangement is, three versus 12 months .....	81
Table 5.1	Affordability of £20 CMS application fee, by CSA case closures segment.....	88
Table 5.2	Reasons why parents decided to use Collect and Pay over Direct Pay, three months .....	94
Table 6.1	Proportion of Receiving Parents with a maintenance arrangement, 12 months after CSA case closure .....	112
Table A.1	Gender .....	125
Table A.2	CSA case closures segment .....	126
Table A.3	Age .....	126
Table A.4	Age groups, by CSA case closures segment.....	126
Table A.5	Number of children in the household .....	127
Table A.6	Age of children in the household.....	127
Table A.7	Number of children, by CSA case closures segment .....	127
Table A.8	Whether there is a 0-5 year old in the household, by CSA case closures segment.....	128
Table A.9	Whether there is a 12-15 year old in the household, by CSA case closures segment .....	128
Table A.10	Whether there is a 16-19 year old in the household, by CSA case closures segment.....	128
Table A.11	Number of eligible children in the household .....	129
Table A.12	Whether there is an eligible 0-5 year old in the household .....	129
Table A.13	Whether there is an eligible 0-5 year old in the household, by CSA case closures segment .....	129
Table A.14	Whether there is an eligible 6-11 year old in the household, by CSA case closures segment .....	130
Table A.15	Whether there is an eligible 12-15 year old in the household, by CSA case closures segment .....	130
Table A.16	Whether there is an eligible 16-19 year old in the household, by CSA case closures segment .....	131

## Survey of Child Support Agency Case Closure Outcomes

Table A.17	Ethnicity .....	131
Table A.18	Ethnicity, by CSA case closures segment .....	132
Table A.19	Partner status .....	132
Table A.20	Currently in paid work .....	133
Table A.21	Whether currently in paid work, by CSA case closures segment .....	133
Table A.22	Whether spouse or partner is currently in paid work .....	133
Table A.24	Whether Paying Parent is currently in paid work, by CSA case closures segment .....	134
Table A.25	Gross annual household income .....	134
Table A.26	Gross annual household income, by CSA case closures segment .....	135
Table A.27	Income group .....	135
Table A.28	Previous relationship status with Paying Parent .....	135
Table A.29	Previous relationship status with Paying Parent, by CSA case closures segment .....	136
Table A.30	Length of relationship with Paying Parent (at end of relationship) .....	136
Table A.31	Length of former relationship with Paying Parent, by CSA case closures segment .....	136
Table A.32	Length of separation from Paying Parent (at time of interview) .....	137
Table A.33	Length of separation from Paying Parent, by CSA case closures segment ...	137
Table A.34	Nature of the relationship break-up .....	137
Table A.35	Concerns of being unsafe or at risk of harm when with the Paying Parent....	138
Table A.36	Frequency of contact with Paying Parent in last year .....	138
Table A.37	Nature of current relationship with Paying Parent.....	138
Table A.38	Frequency of face-to-face contact between child and Paying Parent in the last year.....	138
Table A.39	Frequency of contact between child and Paying Parent, by CSA case closures segment .....	139
Table A.40	Age, by separation type .....	139
Table A.41	Number of children in the household, by separation type .....	140
Table A.42	Whether there is a 0-5 year old in the household, by separation type .....	140

## Survey of Child Support Agency Case Closure Outcomes

Table A.43	Whether there is a 6-11 year old in the household, by separation type .....	140
Table A.44	Whether there is a 12-15 year old in the household, by separation type .....	141
Table A.45	Whether there is a 16-19 year old in the household, by separation type .....	141
Table A.46	Number of eligible children in the household, by separation type .....	141
Table A.47	Whether has an eligible 0-5 year old in the household, by separation type .....	142
Table A.48	Whether has an eligible 6-11 year old in the household, by separation type .....	142
Table A.49	Whether has an eligible 12-15 year old in the household, by separation type .....	142
Table A.50	Whether has an eligible 16-19 year old in the household, by separation type .....	143
Table A.51	Ethnicity, by separation type.....	143
Table A.52	Partner status of respondents, by separation type.....	144
Table A.53	Whether currently in paid work, by separation type .....	144
Table A.54	Gross annual household income, by separation type .....	144
Table A.55	Income group, by separation type .....	145
Table A.56	Gender at 12 months .....	145
Table A.57	CSA case closures segment at 12 months .....	145
Table A.58	Age at 12 months .....	146
Table A.59	Age by case closures segment at 12 months .....	146
Table A.60	Number of children in the household at 12 months.....	146
Table A.61	Age of children in the household.....	147
Table A.62	Whether there is a 17+ year old in the household, by CSA case closures segment at 12 months.....	147
Table A.63	Number of eligible children in the household at 12 months .....	147
Table A.64	Whether there is an eligible 0-5 year old in the household at 12 months .....	148
Table A.65	Whether there is an eligible 6-11 year old in the household at 12 months.....	148
Table A.66	Whether there is an eligible 12-15 year old in the household at 12 months ..	148
Table A.67	Whether there is an eligible 16-19 year old in the household at 12 months ..	148

## Survey of Child Support Agency Case Closure Outcomes

Table A.68	Whether there is an eligible 6-11 year old in the household, by CSA case closures segment at 12 months .....	149
Table A.69	Ethnicity at 12 months .....	149
Table A.70	Partner status at 12 months .....	150
Table A.71	Currently in paid work at 12 months.....	150
Table A.72	Whether spouse or partner is currently in paid work at 12 months .....	150
Table A.73	Whether Paying Parent is currently in paid work at 12 months.....	150
Table A.74	Employment status of Paying Parent, by CSA case closures segment at 12 months .....	151
Table A.75	Gross annual household income at 12 months .....	151
Table A.76	Income group at 12 months .....	151
Table A.77	Previous relationship status with Paying Parent at 12 months .....	152
Table A.78	Length of relationship with Paying Parent (at end of relationship) at 12 months .....	152
Table A.79	Length of separation from Paying Parent (at time of interview) at 12 months .....	152
Table A.80	Nature of the relationship break-up at 12 months .....	153
Table A.81	Concerns of being unsafe or at risk of harm when with the Paying Parent at 12 months .....	153
Table A.82	Frequency of contact with Paying Parent in last year at 12 months .....	153
Table A.83	Current contact Paying Parent, by CSA case closures segment at 12 months .....	154
Table A.84	Nature of current relationship with Paying Parent at 12 months .....	154
Table A.85	Frequency of face-to-face contact between child and Paying Parent in the last year.....	154
Table A.86	Frequency of contact between child and Paying Parent, by CSA case closures at 12 months .....	155
Table A.87	Separation type at 12 months .....	155
Table A.88	Gender, by separation type at 12 months .....	155
Table A.89	Age, by separation type at 12 months .....	156
Table A.90	Number of children in the household, by separation type .....	156

## Survey of Child Support Agency Case Closure Outcomes

Table A.91	Whether there is a 0-5 year old in the household, by separation type at 13 months .....	156
Table A.92	Whether there is a 6-11 year old in the household, by separation type at 12 months .....	157
Table A.93	Whether there is a 12-16 year old in the household, by separation type at 12 months .....	157
Table A.94	Whether there is a 17+ year old in the household, by separation type at 12 months .....	157
Table A.95	Number of eligible children in the household, by separation type at 12 months .....	158
Table A.96	Whether has an eligible under 6 in the household, by separation type at 12 months .....	158
Table A.97	Whether has an eligible 6-11 year old in the household, by separation type at 12 months.....	158
Table A.98	Whether has an eligible 12-16 year old in the household, by separation type at 12 months.....	159
Table A.99	Whether has an eligible 17+ year old in the household, by separation type at 12 months.....	159
Table A.100	Partner status of respondents, by separation type at 12 months.....	159
Table A.101	Employment status of Paying Parent, by separation type at 12 months.....	160
Table A.102	Maintenance arrangement at three plus months.....	160
Table A.103	Maintenance arrangement, by CSA case closures segment .....	160
Table A.104	Maintenance arrangement, by separation type .....	161
Table A.105	Maintenance arrangement, by low income status .....	161
Table A.106	Number of eligible children, by maintenance arrangement .....	162
Table A.107	Number of eligible children, by maintenance arrangement type at three plus months.....	162
Table A.108	Type of maintenance arrangement .....	162
Table A.109	Type of child maintenance arrangement .....	163
Table A.110	Maintenance arrangement type, by CSA case closures segment.....	163
Table A.111	Maintenance arrangement, by separation type .....	163
Table A.112	Maintenance arrangement, by separation type .....	164

## Survey of Child Support Agency Case Closure Outcomes

Table A.113	Whether Receiving Parent has made an arrangement through the CMS.....	164
Table A.114	Whether Receiving Parent has made a Direct Pay or Collect and Pay arrangement.....	164
Table A.115	Type of FBA.....	164
Table A.116	FBA type, by CSA case closures segment.....	165
Table A.117	FBA type, by low income status .....	165
Table A.118	FBA type, by partner status.....	165
Table A.119	How long the arrangement had been in place at time of interview .....	166
Table A.120	Whether arrangements started before or after case closure.....	166
Table A.121	Whether arrangements started before or after six month letter .....	166
Table A.122	Whether arrangements started before or after one month letter.....	166
Table A.123	How long arrangement started after case closure (excluding those set up before case closed).....	167
Table A.124	Length of time arrangement has been in place, by CSA case closures segment .....	167
Table A.125	Whether arrangements started before or after 6 month letter, by CSA case closures segment .....	168
Table A.126	Whether arrangements started before or after 1 month letter, by CSA case closures segment .....	168
Table A.127	How long arrangement started after CSA arrangement ended (excluding those set up before case closed), by CSA case closures segment .....	169
Table A.128	Number of eligible children, by maintenance arrangement at 3 months.....	169
Table A.129	Type of child maintenance arrangement.....	169
Table A.130	Maintenance arrangement type, by low income status at 12 months .....	170
Table A.131	Number of eligible children, by maintenance arrangement at three months .....	170
Table A.132	Type of FBA at 12 months.....	170
Table A.133	Whether has made arrangement through the CMS at 12 months .....	170
Table A.134	Type of CMS arrangement at 12 months .....	171
Table A.135	How long the arrangement had been in place at time of interview at 12 months .....	171

## Survey of Child Support Agency Case Closure Outcomes

Table A.136	Whether arrangements started before or after case closure at 12 months....	171
Table A.137	Whether arrangements started before or after six month letter at 12 months .....	171
Table A.138	Whether arrangements started before or after one month letter at 12 months .....	172
Table A.139	Whether arrangements started before or after at case closure at 12 months .....	172
Table A.140	Timing of new arrangements at 12 months .....	172
Table A.141	Maintenance arrangement, by separation type at three months (nil-assessed and non-compliant) .....	173
Table A.142	How effective arrangement is.....	173
Table A.143	How effective arrangement is (of all those being paid) .....	173
Table A.144	How effective FBA is .....	174
Table A.145	How effective FBA is (of all those being paid).....	174
Table A.146	How effective the FBA is, by type of FBA.....	174
Table A.147	Overall effectiveness, by CSA case closures segment .....	174
Table A.148	Overall effectiveness (of those with an arrangement), by CSA case closures segment .....	175
Table A.149	Overall effectiveness, by separation type.....	175
Table A.150	Overall effectiveness (of those with an arrangement), by separation type.....	175
Table A.151	Overall effectiveness, by low income status .....	176
Table A.152	Overall effectiveness, by type of maintenance arrangement .....	176
Table A.153	Overall effectiveness of FBA, by CSA case closures segment .....	176
Table A.154	Proportion of maintenance received .....	177
Table A.155	Proportion of maintenance received, by CSA case closures segment.....	177
Table A.156	Timeliness of maintenance payments .....	177
Table A.157	How well arrangement is working .....	178
Table A.158	How well arrangement is working, by CSA case closures segment.....	178
Table A.159	Reasons why current arrangement is not working well, by CSA case closures segment .....	179
Table A.160	Monthly amount of maintenance received per month .....	179



## Survey of Child Support Agency Case Closure Outcomes

Table A.161	Monthly amount received, by CSA case closures segment .....	180
Table A.162	Amount of maintenance received per month, by type of child maintenance arrangement .....	180
Table A.163	Whether Receiving Parent receives more or less money with their current arrangement, compared to previous arrangement.....	181
Table A.164	Whether Receiving Parent thinks the current arrangement works better or worse than previous maintenance arrangement.....	181
Table A.165	Whether Paying Parent receives more or less under their current arrangement compared to previous CSA arrangement, by CSA case closures segment .....	181
Table A.166	Whether Receiving Parent receives more or less under the current arrangement, compared to previous arrangement, by type of maintenance arrangement.....	182
Table A.167	Whether current arrangement works better or worse than previous CSA arrangement, by CSA case closures segment.....	182
Table A.168	Whether the current arrangement works better or worse than the previous CSA arrangement, by type of child maintenance arrangement .....	183
Table A.169	How effective arrangement is at 12 months.....	183
Table A.170	How effective FBA is at 12 months.....	183
Table A.171	Overall effectiveness, by CSA case closures segment at 12 months .....	184
Table A.172	How effective FBA is at 12 months.....	184
Table A.173	Proportion of maintenance received at 12 months.....	184
Table A.174	Timeliness of maintenance payments at 12 months .....	185
Table A.175	Timeliness of payments received, by CSA case closures segment at 12 months .....	185
Table A.176	How well arrangement is working .....	185
Table A.177	Who decided which type of arrangement to have .....	186
Table A.178	Who decided which type of arrangement to have, by CSA case closures segment .....	186
Table A.179	Who decided which type of arrangement to have, by type of child maintenance arrangement .....	187
Table A.180	Happiness with decision to set up arrangement .....	187
Table A.181	Happiness with decision to set up arrangement, by type of child maintenance arrangement .....	187

## Survey of Child Support Agency Case Closure Outcomes

Table A.182	Who paid the £20 application fee to use the Child Maintenance Service .....	188
Table A.183	How easy or difficult was for Receiving Parents to afford the £20 application fee to use the Child Maintenance Service .....	188
Table A.184	Reasons why parents decided to make a Direct Pay arrangement over Collect and Pay, by CSA case closures segment.....	189
Table A.185	Impact of additional charges on decision to use Collect and Pay .....	189
Table A.186	Whether Receiving Parent would prefer to have a Collect and Pay arrangement.....	190
Table A.187	How easy or difficult it is for the Receiving Parent to afford the ongoing four per cent charge for using Collect and Pay .....	190
Table A.188	Reasons why the Receiving Parent and Paying Parent decided to make a FBA over a Direct Pay arrangement .....	190
Table A.189	Reasons why parents chose a FBA over Direct Pay, by CSA case closures segment .....	191
Table A.190	Effect of £20 application fee on the decision to have a FBA.....	192
Table A.191	Effect of Collect and Pay charges on decision to make a FBA instead of Collect and Pay .....	192
Table A.192	Whether the Receiving Parent has tried to make other maintenance arrangements since receiving the letters about CSA case closure .....	192
Table A.193	Whether the Receiving Parent has tried to make other maintenance arrangements since receiving the letters about CSA case closure, by CSA case closures segment .....	193
Table A.194	Reasons why Receiving Parent has not tried to make an arrangement, by CSA case closures segment .....	193
Table A.195	Extent the decision not to have a child maintenance arrangement influenced by the £20 application fee .....	194
Table A.196	Extent the decision not to have an arrangement was influenced by the Collect and Pay charges .....	194
Table A.197	Extent the decision not to have an arrangement was influenced by the Collect and Pay charges, by CSA case closures segment .....	194
Table A.198	Types of longer term child maintenance outcome.....	195
Table A.199	Sustained arrangement, by arrangement type at 12 months .....	195
Table A.200	Why arrangements were sustainable in the long term by type of arrangement type at 12 months .....	196

## Survey of Child Support Agency Case Closure Outcomes

Table A.201	Newer arrangement, by arrangement type at 12 months.....	196
Table A.202	Newer arrangement at three months, by arrangement type at 12 months.....	197
Table A.203	Reasons why you don't have a child maintenance arrangement with Paying Parent: you are planning to set up an arrangement but have not done it yet.....	197
Table A.204	Reasons why you don't have a child maintenance arrangement with Paying Parent: he/she just won't pay .....	197
Table A.205	Reasons why you don't have a child maintenance arrangement with Paying Parent: he/she cannot not afford to pay .....	197
Table A.206	Reasons why you don't have a child maintenance arrangement with Paying Parent: he/she is paying for children in his/her new family .....	198
Table A.207	Reasons why you don't have a child maintenance arrangement with Paying Parent: you don't want to have contact with him/her.....	198
Table A.208	Reasons why you don't have a child maintenance arrangement with Paying Parent: you don't know how to contact him/her .....	198
Table A.209	Reasons why you don't have a child maintenance arrangement with Paying Parent: you have disagreements about contact with your child/children .....	198
Table A.210	Reasons why you don't have a child maintenance arrangement with Paying Parent: you prefer not to receive maintenance .....	199
Table A.211	Reasons why you don't have a child maintenance arrangement with Paying Parent: you got back together .....	199
Table A.212	Reasons why you don't have a child maintenance arrangement with Paying Parent: there is a domestic violence issue.....	199
Table B.1	Latent class models and goodness of fit statistics, separation type models – three-month survey.....	204
Table B.2	Latent class models and goodness of fit statistics, separation type models – 12-month survey .....	204
Table B.3	Variables in latent class analysis, by separation type – three-month survey.....	205
Table B.4	Variables in latent class analysis, by separation type – 12-month survey.....	206
Table B.5	Three-month survey: weight for use with longitudinal respondents, three-month survey .....	209
Table B.6	Weight for use with all three-month survey respondents (three-month survey).....	210

## Survey of Child Support Agency Case Closure Outcomes

Table B.7	Weight for use in longitudinal analysis of respondents taking part in both the three and 12-month survey .....	211
Table B.8	Population figures, unweighted estimates and weighted estimates for variables used in the calibration.....	213

# Acknowledgements

Natcen would like to thank the many parents who gave up their time to participate in the research.

At the Department for Work and Pensions (DWP) we would like to thank Yvonne Smith, Sarah Metcalf and members of the steering group.

Eleanor Ireland, freelance researcher, was an integral member of the research team. She designed the research tools, led on writing the analysis plan and supported management of the survey.

Within NatCen, several colleagues worked on the surveys including: Pablo Cabrera Alvarez, statistician; Migle Aleksejunaite, data manager; Alessio Fiacco in project computing; Leticia Rushaija and Sonia Shirvington and all the telephone interviewers in the Telephone Unit; Claire Jones, Elaine James, Bryan Mason and other members of the operations and data team. In addition, we would like to extend our thanks to Emily Tanner for her comments and help to finalise the report and to Martin Wood for his contributions during the early stages of the project.

# The Authors

**Rakhee Patel**, Research Director, NatCen Social Research

**Julia Griggs**, Research Director, NatCen Social Research

**Allison Dunatchik**, Researcher (Analyst), NatCen Social Research

**Meg Callanan**, Senior Researcher, NatCen Social Research

**Hannah Jones**, Senior Researcher, NatCen Social Research

**Loraine Bussard**, Researcher, NatCen Social Research

**Ruth Hudson**, Researcher, NatCen Social Research

# List of abbreviations

<b>AIC</b>	Akaike's Information Criterion
<b>BIC</b>	Bayesian Information Criterion
<b>CATI</b>	Computer Assisted Telephone Interviewing
<b>CM</b>	Child Maintenance
<b>CMS</b>	Child Maintenance Service
<b>CSA</b>	Child Support Agency
<b>DWP</b>	Department for Work and Pensions
<b>FBA</b>	Family-based arrangement
<b>HMRC</b>	Her Majesty's Revenue and Customs
<b>LCA</b>	Latent Class Analysis
<b>MI</b>	Management Information
<b>NatCen</b>	NatCen Social Research

# Glossary of terms

<b>Child maintenance</b>	Financial or other support that the non-resident parent gives to the person with care generally, but not always the other parent, for the care of the children.
<b>Child maintenance arrangement</b>	The agreed amount and way in which a Paying Parent pays the Receiving Parent child maintenance money.
<b>Child Maintenance Options ('CM Options')</b>	An information and support service for separated parents that acts as the gateway to the Child Maintenance Service and supports family-based arrangements. All parents who want to use the Child Maintenance Service to make maintenance arrangements must first talk with CM Options on the phone before being permitted to access the Child Maintenance Service.
<b>Child Maintenance Service (CMS)</b>	New statutory agency established in 2012, which, alongside the Child Support Agency, is responsible for managing the government's child maintenance scheme.
<b>Child Maintenance Service application fee</b>	A £20 application fee payable by parents using the Child Maintenance Service. Parents who are under 18 or who report domestic violence are exempt from this fee.
<b>Child Support Agency (CSA)</b>	A government agency responsible for administering the statutory child maintenance scheme. The Child Support Agency is being closed over a three-year period between December 2014 and September 2017. Over this period, the Child Support Agency will not accept new cases but will continue to be responsible for previous cases.
<b>Collect and Pay</b>	A legally binding child maintenance arrangement set up by the CMS. The CMS calculates the amount of maintenance, then collects the payment from the Paying Parent and pays it to the Receiving Parent.
<b>Collect and Pay collection charges</b>	On-going collection charges for use of the Collect and Pay service, payable by both the Paying Parent (20 per cent on top of the maintenance amount), and the Receiving Parent (4 per cent taken out of the amount of maintenance).



## Survey of Child Support Agency Case Closure Outcomes

<b>Collection Service</b>	A legally binding child maintenance arrangement set up by the Child Support Agency, in which the Child Support Agency collects payments from the Paying Parent and passes them on to the Receiving Parent, based on when the paying parent is paid their wages, pension or benefits. There were no fees associated with using the Collection Service. The Collection Service has been replaced by Collect and Pay under the new Child Maintenance Service.
<b>Compliance</b>	The extent to which a Paying Parent adheres to a child maintenance arrangement.
<b>Compliant (admin) cases</b>	For the purposes of case closure, Child Support Agency cases have been categorised into five segments. Compliant (admin) are cases which are handled manually, rather than on the CSA's IT systems. This could be for a number of reasons including the complexity of the case or technical IT issues. All cases in this segment are compliant (i.e. making some payment) and do not have any enforcement action in place.
<b>Compliant (system) cases</b>	For the purposes of case closure, Child Support Agency cases have been categorised into five segments. Compliant (system) cases are one of these segments and are handled by the CSA's IT systems, where some payment is being made and where no enforcement action is in place.
<b>Court Order</b>	Where the Receiving Parent privately takes a case against the Paying Parent to a family court to set and enforce the payment of child maintenance.
<b>Direct Pay</b>	A legally binding child maintenance arrangement set up by the Child Maintenance Service, where the Child Maintenance Service calculates the amount of maintenance that should be paid and parents make their own arrangements for payments. A £20 application fees is charged for this service.
<b>Domestic violence</b>	For the purposes of this report respondents were asked a number of questions which had domestic violence as part of a multiple coded response. Answers were recorded according to respondent's reporting of domestic violence which may not be comparable with the cross government definition.

## Survey of Child Support Agency Case Closure Outcomes

### **Enforcement cases**

For the purposes of case closure, Child Support Agency cases have been categorised into five segments. Enforcement cases are one of these segments and are cases where the method of payment is by Deduction for Earnings Order/Deduction from Earnings Request/Regular Deduction Order; and where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders), lump sum deduction orders, freezing orders, setting aside of disposition orders and their Scottish equivalents.

### **Family-based arrangement (FBA)**

A child maintenance arrangement which is made between the two parents without any involvement of the Child Support Agency or the Child Maintenance Service. FBAs may sometimes be known as private or voluntary arrangements. A FBA could involve regular financial payments, or could be other support for the child such as buying clothes, paying school fees etc. A FBA could be completely informal, or could be a written agreement.

### **Maintenance Direct**

A legally binding child maintenance arrangement set up by the Child Support Agency, where the Child Support Agency calculates the amount of maintenance that should be paid and parents make their own arrangements for payments. Maintenance Direct has been replaced with Direct Pay under the new statutory scheme administered by the CMS and parents must now pay a £20 application fee to use Direct Pay.

### **Nil-assessed cases**

For the purposes of case closure, Child Support Agency cases have been categorised into five segments. Nil-assessed cases are one of these segments and are cases where the Paying Parent has a liability for maintenance, but the amount of liability was £0. This could be because the Paying Parent was a student, in prison or in a care home or shares the care of a qualifying child for at least 52 nights a year and they are in receipt of a specified benefit or pension at the time of the assessment.

### **Non-compliant cases**

For the purposes of case closure, Child Support Agency cases have been categorised into five segments. Non-compliant cases are one of these segments and are cases where the Paying Parent has a liability for maintenance and the amount payable is greater than £0, but where no payments have been made in the last three months. This segment excludes cases where payment is enforced by the CSA.

## Survey of Child Support Agency Case Closure Outcomes

### **Bank accounts with generic sort codes**

A way of receiving a payment that does not involve revealing your address, such as a bank account with a generic or national sort code or money transfer service like PayPal. There might be various reasons for people using such methods, but one typical reason is that they do not want their ex-partner to know where they live.

### **'Paying Parent'**

A separated parent who does not provide day-to-day care for his/her children, and therefore has a responsibility to pay child maintenance, (regardless of whether they are actually making payments). Sometimes these parents are known as non-resident parent or supporting parent. The Paying Parent is often but not always the father. Under the old system, these parents were called 'non-resident parents'.

### **'Receiving Parent'**

A separated parent who provides main day-to-day care for his/her children and therefore has a right to receive payments from the Paying Parent (regardless of whether they are actually receiving payments). Sometimes these parents are known as parent with care or resident parent. Under the old CSA system these parents were called 'Parents with Care'. The Receiving Parent is often but not always the mother.

### **Standing order**

An instruction a bank account holder gives to his/her bank to pay a fixed amount at regular intervals to another's account.

# Executive summary

This is a summary of findings from a study about the child maintenance outcomes of separated parents who previously had cases with the Child Support Agency (CSA). The Department for Work and Pensions (DWP) commissioned NatCen Social Research (NatCen) to carry out the research between late 2014 and 2016.

## Child Maintenance Reforms

In 2012, the Government set out its vision for a new child maintenance landscape, where collaborative family-based arrangements (FBAs) between separated parents would be encouraged wherever possible (DWP, 2012a).

As part of these reforms, all CSA cases are being closed (commencing in 2014 and completing in 2017) and a new statutory Child Maintenance Service (CMS) has been introduced.

The reforms aim to encourage parents to consider a FBA before making an application to the CMS. There are various support tools available to encourage more collaborative arrangements. Together with Child Maintenance Options – the ‘gateway’ to the CMS – the aim is to support parents to set up FBAs wherever possible. Where FBAs are not possible, parents can apply to the new statutory CMS service. Key features of the new service are:

- A £20 application fee payable by the parent who applies to the CMS (except in extenuating circumstances).
- Two types of maintenance arrangement are available via the CMS:
  - Direct Pay – the CMS calculates the amount payable and parents make the payments directly between themselves.
  - Collect and Pay – where the CMS calculates the amount payable, collects payments from the Paying Parent and pays them to the Receiving Parent. To incentivise parents to use Direct Pay or make their own private arrangements, an additional ongoing charge of 20 per cent to the Paying Parent and 4 per cent to the Receiving Parent has been introduced for Collect and Pay.

Cases have been divided into five segments for the case closure process:

- 1 Nil-assessed: These are cases where the Paying Parent has a liability for maintenance, but the amount of liability was £0. This could be because the Paying Parent was a student, in prison or in a care home or shares the care of a qualifying child for at least 52 nights a year and they are in receipt of a specified benefit or pension at the time of the assessment.
- 2 Non-compliant: the Paying Parent is liable for child maintenance but no payments have been made in the last three months.
- 3 Compliant (admin): These are cases which are handled manually, rather than on the CSA's IT systems. This could be because of the complexity of the case or technical IT issues. All cases in this segment are compliant and do not have any enforcement action in place.

## Survey of Child Support Agency Case Closure Outcomes

- 4 Compliant (system): These are cases handled by the CSA's IT systems. All cases in this segment are compliant and do not have any enforcement action in place.
- 5 Enforcement: These are cases where the method of payment is by Deduction for Earnings Order/Deduction from Earnings Request/Regular Deduction Order; and where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders), lump sum deduction orders, freezing orders, setting aside of disposition orders and their Scottish equivalents.

The aim of this research is to assess outcomes for parents in all segments apart from 'enforcement', approximately three and 12 months after the CSA's liability for their case ends. It seeks to understand if new maintenance arrangements have been established, the types of arrangements set up and parents' decision-making processes.

## Methodology

The study included two telephone surveys of Receiving Parents. The first survey included interviews with parents in four of the five case closure segments: nil-assessed; non-compliant; compliant (admin); and compliant (system). It took place approximately three months after the CSA's liability for their child maintenance arrangement ended. The second survey took place at around 12 months after the end of the CSA's liability for the arrangement. It only included parents in the nil-assessed and non-compliant segments. The sample for the 12-month survey included:

- 1 parents who had taken part in the three-month survey; and
- 2 parents whose case had been closed 12 months earlier, but who had not taken part in the earlier survey. This was a boost sample.

For the purposes of this report, we use the end of the CSA's liability for the case as a proxy for closure of the CSA case, although technically the case remains open until all arrears are settled.

Receiving Parents were selected on the basis of their case closure date only; interaction with the CMS or CM Options during the case closure process was not taken into account.

Fieldwork took place on a rolling basis between June 2015 and September 2016. A total of 2,814 interviews were completed for the three-month survey and 1,001 interviews for the 12-month survey. In addition, 30 depth interviews with Paying Parents were conducted.

## Background characteristics of Receiving Parents

The majority of Receiving Parents:

- were single mothers of white British ethnic origin (87 per cent);
- were under the age of 40 (65 per cent);
- had two or fewer children (60 per cent); and
- were in paid work (66 per cent).

## Survey of Child Support Agency Case Closure Outcomes

Although the majority of Receiving Parents were in paid work this is a relatively low income group compared with the rest of the UK population. Almost two in five (39 per cent) reported a gross annual household income of less than £15,600 per year.

Most had been married to or cohabitated with the Paying Parent (75 per cent). Receiving Parents tended to have neutral perceptions of their current relationship with the Paying Parent and had no or very little contact with the Paying Parent.

In order to understand some of the differences between Receiving Parents, latent class analysis was used to group parents who had similar separation characteristics (such as the bitterness and length of separation and the quality and level of contact between ex-partners). The analysis produced five discrete types of parents:

- The 'domestic violence, no contact' group.
- The 'longer relationship, regular contact, friendly' group.
- The 'domestic violence, frequent contact, unfriendly' group.
- The 'cohabitated, short relationship, friendly' group.
- The 'not married, short relationship, no contact' group.

Not all parents designated to a separation type demonstrated the same characteristics but were more likely to demonstrate them.

## Child maintenance outcomes

Approximately three months after case closure over half of Receiving Parents did not have a maintenance arrangement in place (56 per cent). A minority had a new arrangement (36 per cent), which included Direct Pay, Collect and Pay, a FBA or a court arrangement. A small proportion reported that they were in the process of setting up an arrangement (less than one in 10).

Those most likely to have an arrangement three months after CSA case closure tended to:

- be in the compliant segments (70 per cent in the compliant (admin) segment and 52 per cent in compliant (system));
- report a better quality relationship with the Paying Parent and more regular contact (57 per cent of those in the 'longer relationship, regular contact, friendly relationship' group); and
- report higher annual household incomes<sup>1</sup> (39 per cent of those with an income of £26,000 or more).

At 12 months, the proportion of Receiving Parents in the nil-assessed and non-compliant segments who did not have a maintenance arrangement in place remained the same as at three months (68 per cent). At both time points, around a quarter of parents in these segments had an arrangement. A slightly smaller proportion of parents reported being in the process of setting up an arrangement at 12 months.

---

<sup>1</sup> Respondents were asked to include income from all sources before deductions for tax or National Insurance. This means child maintenance payments are included in the calculation of household income.

## Survey of Child Support Agency Case Closure Outcomes

At 12 months, the 'longer relationship, regular contact, friendly' separation type were more likely to have a maintenance arrangement than other separation types. This suggests that the separation type (quality of relationship, nature of break up and levels of contact) plays an important role in whether a maintenance arrangement can be sustained over time.

In terms of the types of arrangement that were established by parents, at three months:

- half of Receiving Parents with an arrangement had a CMS arrangement (50 per cent), of which a greater proportion of parents had a Direct Pay arrangement (31 per cent) than a Collect and Pay arrangement (19 per cent);
- half had a FBA (50 per cent).

There was an association between the type of maintenance arrangement in place at three months and segment group and separation type:

- Those in the compliant groups were more likely to have a Direct Pay arrangement than other sample groups: 44 per cent in the compliant (admin) group and 31 per cent in the compliant (system) group had a CMS arrangement compared with 26 per cent in the nil-assessed group and 24 per cent in the non-compliant group.
- Those in the 'longer relationship, regular contact, friendly' separation type were more likely than those in other separation types to have a FBA (89 per cent compared with 23 to 67 per cent in the other types).
- Those in a relationship where there was no contact with the Paying Parent were more likely to have a CMS arrangement than those where the current relationship was friendly. For example, two-thirds of those in the 'domestic violence, no contact' group (66 per cent) and three-quarters of the 'not married, short relationship, no contact' group (77 per cent) had a CMS arrangement, compared with one in ten in the 'longer relationship, regular contact, friendly' group (11 per cent) and 33 per cent in the 'cohabitated, short relationship, friendly group'.

For those in the nil-assessed and non-compliant segments, the situation changed slightly over time. At 12 months, of those with an arrangement:

- a higher proportion had a Direct Pay arrangement (34 per cent) than at three months (26 per cent);
- a lower proportion had a Collect and Pay arrangement than at three months (19 per cent at 12 months compared with 25 per cent at three months); and
- a slightly lower proportion also had a FBA (45 per cent at 12 months compared with 49 per cent at three months).

## Effectiveness of arrangements

Effective CMS arrangements were defined as those where payments were being made on time, in full and the Receiving Parent perceived the arrangement to be working well. Effective FBAs were defined as:

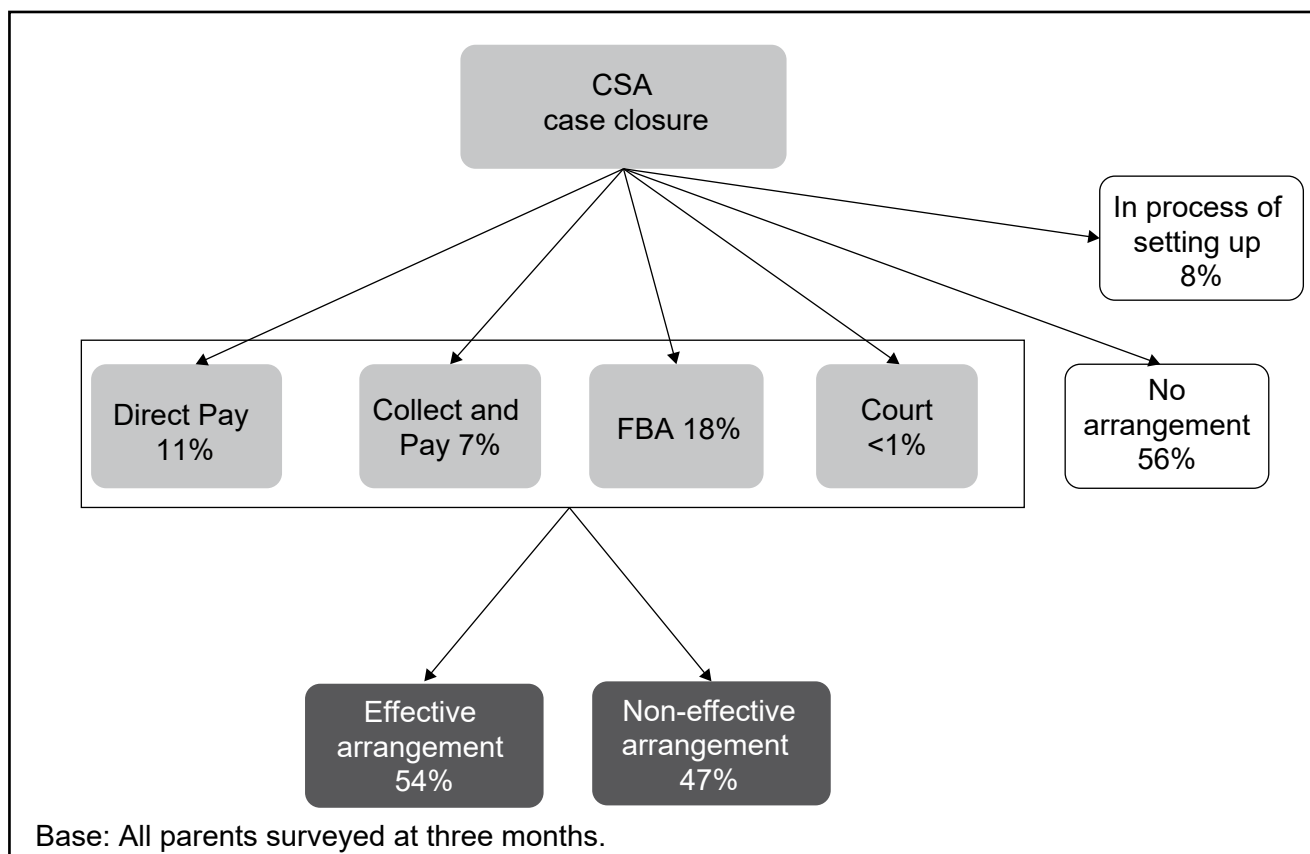
- a regular financial arrangement where at least some of the agreed amount is always/ usually received on time and the parent considers the arrangement to be working very/ fairly well;

## Survey of Child Support Agency Case Closure Outcomes

- or an ad hoc arrangement which includes a financial element (or transaction in kind e.g. school uniform) and where the parent considers the arrangement to be working very/fairly well.

The research found that at three months, of the minority of Receiving Parents with a new arrangement, over half had an effective arrangement (54 per cent at three months).

**Figure 1 Child maintenance status at three months**



At three months, those appearing to face the greatest barriers to having an effective maintenance arrangement were those:

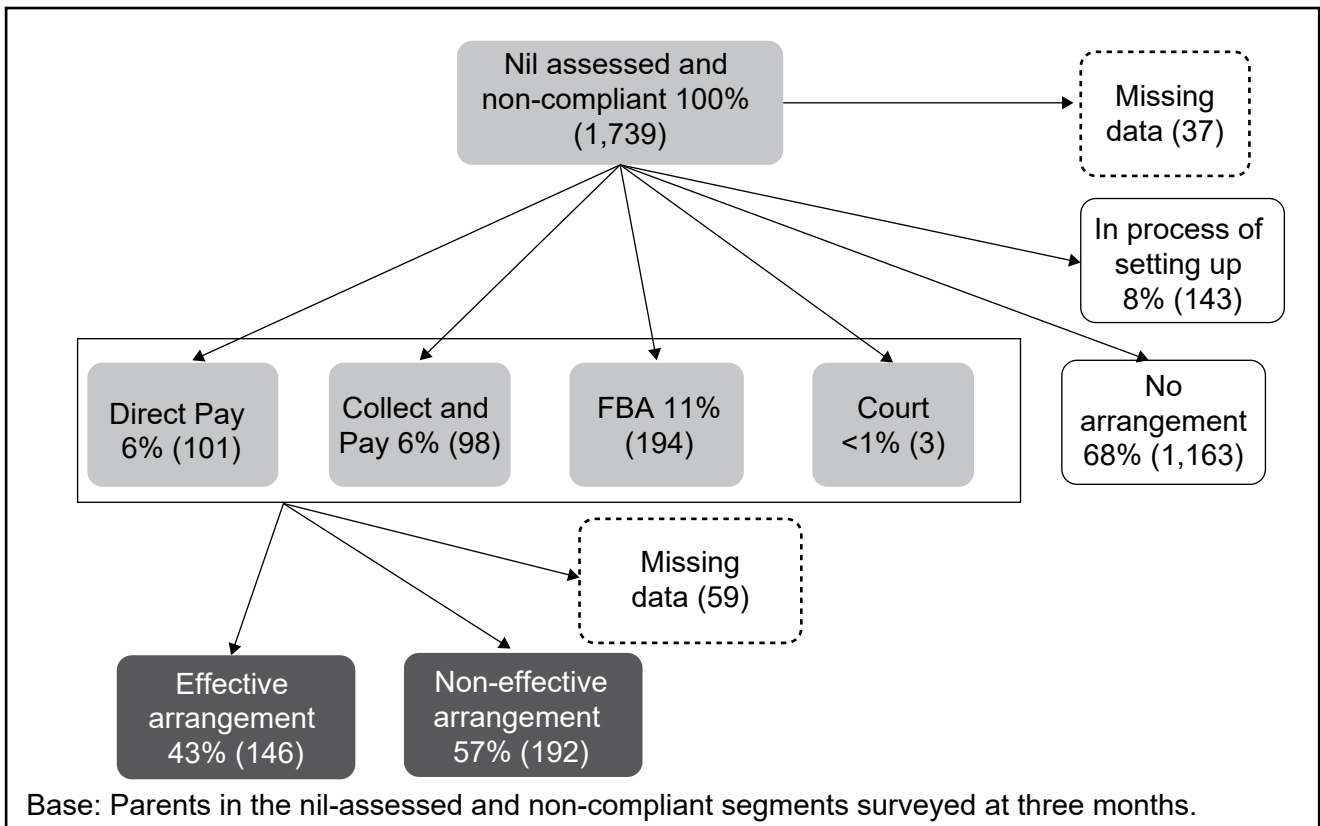
- in the non-compliant CSA segment;
- with a CMS arrangement; or
- in the 'not married, shorter relationship, no contact' separation type.

Twelve months after case closure, one in ten parents in the nil-assessed and non-compliant segments had an effective arrangement in place (10 per cent). This was very similar to the proportion of parents in these segments with an effective arrangement at three months (nine per cent). This equates to 43 per cent of those with an arrangement at three months and 45 per cent at 12 months who had an effective arrangement.

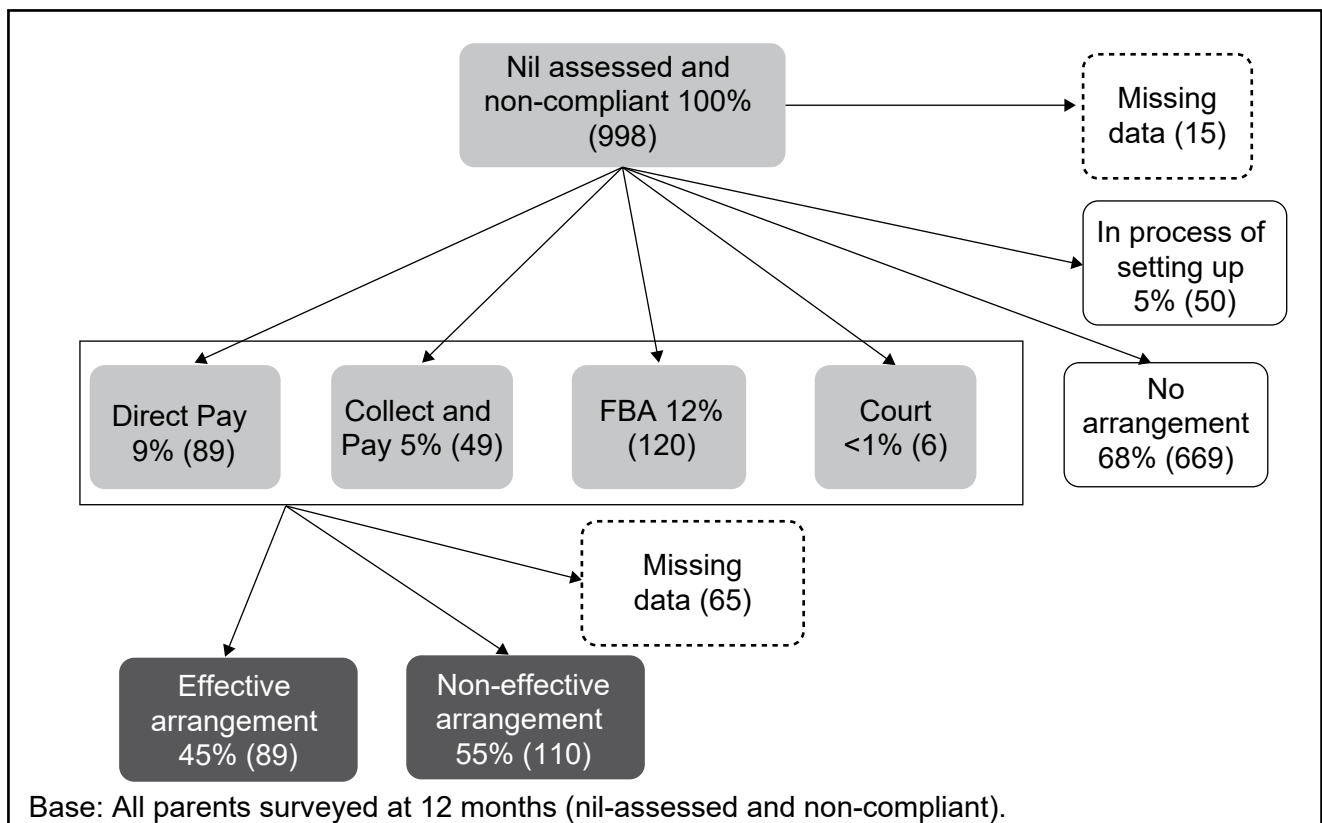


## Survey of Child Support Agency Case Closure Outcomes

**Figure 2 Child maintenance status at three months, nil-assessed and non-compliant segments**



**Figure 3 Child maintenance status at 12 months, nil-assessed and non-compliant segments**



## Survey of Child Support Agency Case Closure Outcomes

Receiving Parents with arrangements that were not fully effective identified a range of barriers, including: the Paying Parent not wanting to pay (68 per cent) and a difficult relationship with the Paying Parent (47 per cent). For their part, Paying Parents described barriers related to:

- affordability of maintenance payments (particularly among those with fluctuating incomes or periods of ill health);
- incorrect or out of date Direct Pay calculations (based on previous income data);
- difficulties accessing payment details for Receiving Parents; and
- perceived inaccuracies of the maintenance calculations, and insufficient consideration of current circumstances.

These reasons for ineffective arrangements were also identified in a parallel study about parents' experiences of using Direct Pay (Research Report No. 931, DWP, 2016).

This suggests that increased communication by the CMS about being able to collect and pass on Receiving Parent contact details could help to ensure arrangements work well. In addition, reviewing data collection processes to inform the Direct Pay calculation and reviewing the formula and criteria used could be helpful.

Those who were able to set up a new arrangement, tended to report that it worked as well as or better than their previous CSA arrangement. For example:

- when considering the amount of maintenance received, the majority of Receiving Parents with an arrangement reported receiving around the same amount or more than before (56 per cent);
- most reported feeling that their current arrangement was working as well or better than their previous CSA arrangement (82 per cent).

## Decision-making processes behind setting up a new child maintenance arrangement

### The influence of charges on decision making

Around a third of Receiving Parents who paid the CMS application fee reported that the fee was difficult to afford. Furthermore, among Receiving Parents without a maintenance arrangement at three months, the £20 CMS application fee was cited as a factor in the decision by nearly a third (29 per cent). This indicates that the application fee may be acting as a barrier to some families accessing the CMS.

Of those with a Collect and Pay arrangement, the majority said the ongoing four per cent charge for Collect and Pay was very or quite easy to afford (72 per cent), but over a quarter found it difficult (28 per cent). In addition, around a quarter of Receiving Parents with no arrangement (24 per cent) said that the ongoing charges for Collect and Pay influenced their decision.

## Survey of Child Support Agency Case Closure Outcomes

Collection charges also appear to have affected parents' decision to use Direct Pay rather than Collect and Pay:

- two-fifths of Receiving Parents with a Direct Pay arrangement (42 per cent) cited a desire to avoid Collect and Pay charges as a reason for choosing Direct Pay<sup>2</sup>; and
- half said the charges were a factor in their decision (51 per cent);
- Paying Parents who were in touch with the CMS also said the charges were a strong disincentive.

This indicates that the Collect and Pay charges may be contributing to the policy objective of reducing collection costs by encouraging parents to make payments directly between themselves. However, only some Direct Pay arrangements are effective, suggesting that the charges may be disincentivising some parents from using Collect and Pay despite having an ineffective Direct Pay arrangement. This supports findings from the study about parents' experiences of using Direct Pay (Research Report No. 931, DWP, 2016).

Charges also appear to have influenced the decision to have a FBA to some extent. Of those Receiving Parents with a FBA:

- around a quarter said that their decision was influenced by the £20 CMS application fee (among those who were involved in the decision to have this type of arrangement);
- a third said that Collect and Pay charges affected their decision to have a FBA a lot, or to some extent.

This indicates that the charges introduced are contributing to the objective of encouraging some parents to have a FBA rather than a statutory arrangement to a degree. Nonetheless, some of these FBAs are not fully effective, suggesting a risk that charges may be preventing parents who might benefit from a statutory arrangement from applying for one.

### **Why parents chose to use the CMS instead of making a FBA**

The reasons why parents chose to use the CMS rather than setting up a FBA were varied. The most common reasons were that they thought:

- the Paying Parent would be more likely to pay if the CMS was involved (87 per cent); and
- the Paying Parent would not pay with a FBA (78 per cent).

Around two-thirds (67 per cent) also said that they had tried a FBA in the past and it had not worked.

---

<sup>2</sup> This compares with a third (33 per cent) of respondents who made the decision to use Direct Pay who were asked a similar question in a parallel study examining parents' experiences of Direct Pay (Research Report No. 931, DWP, 2016).

### Choosing Direct Pay over Collect and Pay

Paying Parents offered further insights into why Direct Pay is chosen, beyond collection charges. Some expressed a positive preference for Direct Pay or FBAs because of the greater autonomy and simpler administration they offered. They also felt it offered an accurate maintenance calculation, proof of maintenance payments, and an intermediary between themselves and the Receiving Parent. Again, these findings echo those of a parallel study conducted about parents' experiences of using Direct Pay (Research Report No. 931, DWP, 2016).

### Choosing Collect and Pay over Direct Pay

Receiving Parents' reasons for choosing Collect and Pay over Direct Pay were similar to those cited for choosing a CMS arrangement over a FBA:

- the vast majority (91 per cent) chose Collect and Pay because the Paying Parent had a track record of not paying in the past;
- three-quarters (75 per cent) said it was because they didn't want to have contact with the Paying Parent;
- two-thirds (67 per cent) because they and the Paying Parent could not talk about money.

Notably, around half of Receiving Parents (52 per cent) using Collect and Pay cited domestic violence as a reason for having this type of arrangement.

This indicates, unsurprisingly, that Collect and Pay is preferred by and suited to those parents where other types of arrangement have not worked and the relationship is very negative.

### Choosing a FBA over Direct Pay

Among Receiving and Paying Parents with a FBA, by far the most frequent reason given for choosing a FBA over Direct Pay was that it was easier to make a FBA and that it was more flexible than other types of arrangements. Another cluster of reasons given for choosing a FBA centred on having a positive relationship with the ex-partner.

Nearly a third of Receiving Parents said that they had a FBA because they did not know about the Direct Pay option. This could be because they had not contacted the CMS after being notified of case closure. This suggests a potential need for clearer communications from the CMS about the maintenance options available.

### Main reasons why new arrangements fail or are not set up

Overall, at three months the reason most commonly cited by Receiving Parents for not trying to set up an arrangement was that the Paying Parent would not pay (69 per cent). This was also the most common reason for why those who had tried to set up an arrangement had not been able to (81 per cent),

Almost a quarter of Receiving Parents (23 per cent) who had not tried to set up an arrangement stated that this was because there was a domestic violence issue. This suggests that there could be a greater focus on supporting this group of parents. For example, the option to use Collect and Pay if the Paying Parent is found to be unlikely to pay maintenance under Direct Pay could be promoted. There could also be a focus on understanding barriers to take up of the £20 application fee waiver.

Paying Parents' explanations for having no arrangement fell into three categories.

- Firstly, some felt that they had been treated unfairly, so were unwilling to pay maintenance (for example, in disputes about contact).
- Secondly, where circumstances had changed, some Paying Parents were no longer eligible to pay maintenance (for example, where care was now shared, or the child was no longer in full-time education).
- Thirdly, some Paying Parents reported that the Receiving Parent preferred not to receive their financial support for the children.

## Conclusions

A key aim of the Child Maintenance Reforms is to encourage and support more families to make their own collaborative FBAs. For parents unable to set up their own private arrangement, facilitating the transfer of statutory maintenance directly between parents through Direct Pay is intended to reduce the costs of administering the service.

The study showed that the majority of parents did not set up a new arrangement after their CSA case closed. Unsurprisingly, parents in the compliant (admin) and compliant (system) segments were more likely to set up a new arrangement than those in the nil-assessed and non-compliant segments (70 per cent in the compliant (admin) segment and 52 per cent in the compliant (system) segment). In cases where an arrangement was established, around half of Receiving Parents had an arrangement that was not fully effective. This indicates that aspects of the case closure process are not working as intended and that former CSA clients in the remaining case closure segments could benefit from improved support to establish new child maintenance arrangements.

Furthermore, the rates of application to the CMS have been much lower than expected. Around a fifth of parents whose CSA case had closed three months earlier had applied to the CMS. This is substantially lower than the estimates of 63 per cent of CSA clients making an application to the CMS in the Department for Work and Pensions' impact assessment of the new statutory scheme (DWP, 2012b).

Almost one in five former CSA clients were able to establish a FBA. Where FBAs are set up, they tend to work better than CMS arrangements. This is in line with the policy objective to support and encourage parents to make FBAs. However, there is some evidence to suggest that at least some parents have a FBA because they want to avoid CMS charges, rather than because a FBA is working well for them and is the most appropriate method.

This reflects the situation for cases closed up to April 2016. Case closure will end in September 2017 and further research will be required to assess the full case closure programme.

# 1 Introduction

This report presents findings from a study measuring the child maintenance outcomes of those separated parents whose cases with the Child Support Agency (CSA) were closed in the transition to the new Child Maintenance Service (CMS). The Department for Work and Pensions (DWP) commissioned NatCen Social Research (NatCen) in late 2014 to carry out the research. The main aim of the study was to measure the child maintenance outcomes for parents whose CSA case has been closed at three and 12 months after the end of the CSA's liability for the case.

The study included two telephone surveys of Receiving Parents who previously had child maintenance cases with the CSA and were due to receive maintenance payments from their ex-partners. The surveys were conducted between August 2015 and September 2016. The first telephone interview took place approximately three months after parents received a final letter from the CSA informing them that their CSA arrangement was due to end. This was approximately one week before the CSA's liability for the case ended. The second interview took place nine months later, at around 12 months after the final letter was sent to parents. In addition, in depth qualitative interviews were conducted with Paying Parents to capture their experiences of CSA case closure.

The study also collected a wide range of information on parents' decision making processes and their demographic and economic characteristics.

## 1.1 Child Maintenance Reforms

In July 2006 the Government published the Henshaw Report (DWP, 2006a), which recommended a radical redesign of the child maintenance system, including the closure of the CSA and the establishment of a new organisation in its place. The Government accepted the main recommendations of the Henshaw Report (DWP, 2006b) and in 2012, set out its vision for a new child maintenance landscape, where parents would not rely on the CSA to make maintenance arrangements, but instead would make collaborative family-based arrangements (FBAs) where possible (DWP, 2012a).

A key part of this new system is the Gateway to the statutory service, Child Maintenance (CM) Options, a free, impartial information and support service for parents. All parents are expected to discuss their options with CM Options before contacting the new statutory service, the CMS. If parents are not able to make FBAs with support from CM Options, then they can apply to use the CMS.

The CMS has implemented Henshaw's recommendation of charges to use the new service and an application fee of £20 was introduced in July 2014<sup>3</sup>. This fee applies to both new clients and former CSA clients. The Paying Parent<sup>4</sup> is now able to choose between two types of arrangements available through the CMS: 'Direct Pay' and 'Collect and Pay'.

---

<sup>3</sup> Parents who are under 18 or who report domestic violence do not have to pay this charge.

<sup>4</sup> Known under the CSA as the non-resident parent.

## Survey of Child Support Agency Case Closure Outcomes

With Direct Pay, the CMS calculates the amount of maintenance due, using Her Majesty's Revenue and Customs (HMRC) data on taxable income, and payments are made directly between the two parents. The Receiving Parent<sup>5</sup> is not able to veto the right of the Paying Parent to pay through Direct Pay, unlike in the previous system. This is intended to ensure Paying Parents are given the opportunity to demonstrate compliance and avoid charges. If the Receiving Parent informs the CMS that payments have been missed, the CMS will telephone the Paying Parent to request evidence of payment, without which they will be transferred to Collect and Pay where a range of enforcement actions are available. Sixty-two per cent of CMS cases are Direct Pay<sup>6</sup>.

Collection charges have been introduced to encourage parents to consider their options before defaulting to the statutory system, or if they are in the statutory system, before defaulting to Collect and Pay rather than Direct Pay.

All CSA cases are being closed and the CSA's liability for cases is coming to an end between 2014 and 2017. Cases have been divided into five segments for the case closure process. Table 1.1 provides a description of each of the five segments and the timeframe over which cases are being closed.

**Table 1.1 CSA case closure segments and timings**

Segment name	Description of cases in segment	Case closure timetable (date from which cases are selected for closure)
Segment 1: nil-assessed cases.	These are cases where the Paying Parent has a liability for maintenance, but the amount of liability was £0. This could be because the Paying Parent was a student, in prison or in a care home or shares the care of a qualifying child for at least 52 nights a year and they are in receipt of a specified benefit or pension at the time of the assessment.	June 2014
Segment 2: non-compliant cases.	These are cases where the Paying Parent has a liability for maintenance and the amount payable is greater than £0, but where no payments have been made in the last three months. This segment excludes cases where payment is enforced by the CSA.	January 2015
Segment 3: compliant (admin).	These are cases which are handled manually, rather than on the CSA's IT systems. This could be for a number of reasons including the complexity of the case or technical IT issues. All cases in this segment are compliant (i.e. making some payment) and do not have any enforcement action in place.	May 2015
Segment 4: compliant (system) cases.	These are cases which are handled by the CSA's IT systems, where some payment is being made and where no enforcement action is in place.	May 2015
Segment 5: enforcement cases.	These are cases where the method of payment is by Deduction for Earnings Order/Deduction from Earnings Request/Regular Deduction Order; and where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders), lump sum deduction orders, freezing orders, setting aside of disposition orders and their Scottish equivalents	August 2016

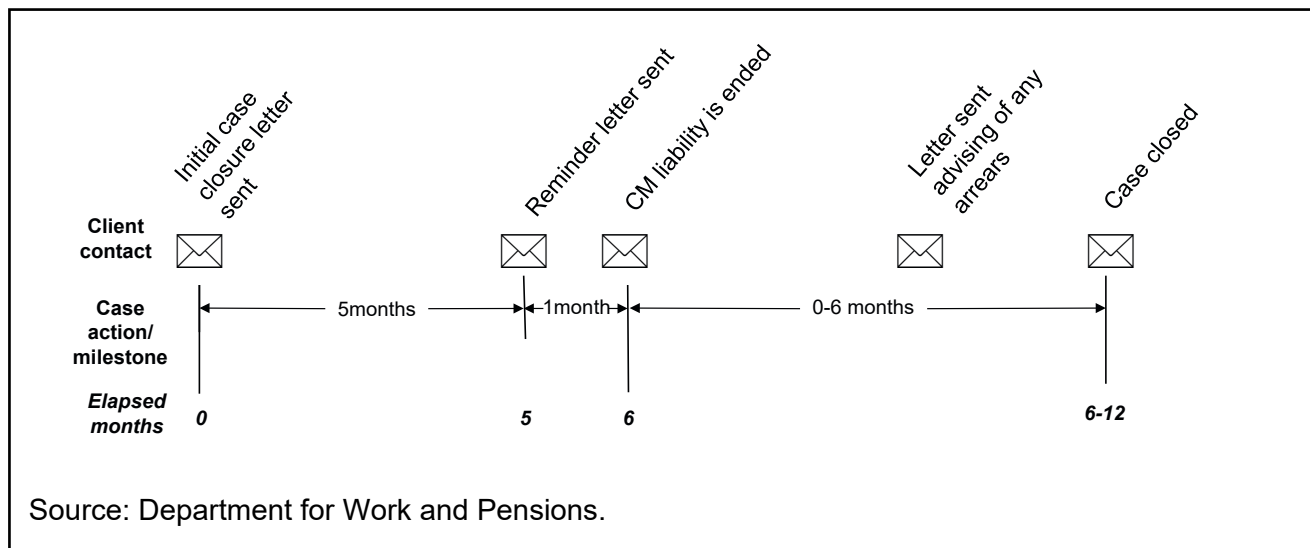
<sup>5</sup> Known under the CSA as the parent-with-care.

<sup>6</sup> 27.04.2016, 2012 statutory child maintenance scheme: August 2013 to February 2016 (experimental).

## Survey of Child Support Agency Case Closure Outcomes

Parents receive letters prior to their case being closed to explain what will happen. Parents whose CSA cases have closed are encouraged to speak to CM Options and set up FBAs where possible. Where this is not possible, they are directed to the CMS to make an application. Figure 1.1 shows the typical sequence of communications from the CSA to parents in the lead up to end of liability for a case and between the end of liability and formal closure of the case.

**Figure 1.1 Communications from the CSA to parents about the case closure process**



## 1.2 Aims of the research

The aim of the research was to measure the child maintenance outcomes for parents whose CSA case has been closed.

Separated parents received a letter from the CSA, which informed them that the CSA's liability for their previous arrangement would end in a week. This was in addition to the previous notification letters of the closure of the case, see Figure 1.1. The research assessed outcomes for parents at approximately three and 12 months after these letters were sent. Specifically, it measured the:

- proportion of parents with each type of arrangement in place (FBA, Direct Pay, Collect and Pay, a court arrangement or no arrangement);
- proportion of arrangements which were effective, meaning that payments were being made on time, in full and the Receiving Parent perceived the arrangement to be working well;
- number of children benefiting from maintenance arrangements, in that they were living with a Receiving Parent with a child maintenance arrangement.

The research also assessed:

- the decision-making process behind choosing different maintenance arrangements, or having no arrangement.



## 1.3 Design of the research

This section outlines the design of the survey of Receiving Parents and the qualitative research with Paying Parents.

### 1.3.1 Overall design of the surveys

A telephone survey of Receiving Parents was conducted approximately three months (ranging from three to six months) after the CSA's liability for their child maintenance case ended. The survey took place between 10 August 2015 and 31 July 2016 and comprised interviews with 2,814 individuals. A second telephone survey was conducted with Receiving Parents nine months later, approximately 12 months after the end of the CSA's liability for the case. One thousand and one individuals took part in the survey between 5 May 2016 and 16 September 2016. This included parents who had taken part in the previous survey and who had agreed to be re-contacted as well as parents who had not been interviewed previously.

For the purposes of this report, we use the end of the CSA's liability for the case as a proxy for closure of the CSA case, although technically the case remains open until all arrears are settled.

Receiving Parents were selected on the basis of their case closure date only; interaction with the CMS or CM Options during the case closure process was not taken into account. This section provides a brief summary of the survey methodology, including the sample and the questionnaire design.

### 1.3.2 Sampling

#### Three-month survey

The sample used in this study came from DWP Management Information data of parents who were CSA clients. For the three-month survey, a random sample of Receiving Parents was drawn in 12-monthly tranches by DWP from their client records between August 2015 and July 2016. Each tranche included parents whose CSA case had been closed approximately three months earlier, i.e. between April 2015 and April 2016.

All segments apart from segment 5 (enforcement cases) were included in the survey. Segment 5 was not included because case closure for this segment only began in August 2016.

Nil-assessed and compliant (admin) cases were oversampled to ensure there were sufficient numbers in each group to allow sub-group analysis. During the weighting process the final sample was adjusted to account for these differences so that the overall sample was representative of clients whose CSA cases were closed over the time period of the survey. Table 1.2 shows the numbers and proportion of each segment in the population compared with the issued sample.

## Survey of Child Support Agency Case Closure Outcomes

**Table 1.2 Overview of issued sample**

Segment	Population		Issued sample	
	No. cases	Percentage	No. cases	Percentage
S1: Nil-assessed	155,953	47	8,063	55
S2: Non-compliant	51,463	15	2,053	14
S3: Compliant (admin)	25,761	8	1,858	13
S4: Compliant (system)	101,908	30	2,820	19
Total	335,085	100	14,794	100

### 12-month survey

The sample for the survey conducted 12 months post-case closure included parents who had taken part in the earlier survey and agreed to be re-contacted. It also included an additional boost sample of parents who had received a case closure letter approximately 12 months earlier. Again, the sample was drawn randomly from DWP Management Information data by DWP staff. The 12-month survey covers cases closed between April 2015 and September 2015.

The 12-month survey only included parents with cases categorised as nil-assessed (segment 1) or non-compliant (segment 2). This was due to the staggered closure of cases by the CSA, which meant that 12 months had not yet passed since closure for compliant (admin) cases and compliant (system) cases by the end of the study's fieldwork period.

The issued sample consisted of 2,136 Receiving Parents, 1,435 who were nil-assessed cases and 701 who were non-compliant.

Two weights were computed: a weight for the longitudinal analysis of cases responding to the three and 12-month surveys and a cross-sectional weight to analyse the longitudinal and boost cases together. The weighting strategy was designed to account for the unequal selection probabilities across segments and to ensure that the sample of respondents was representative of the population (see Technical Appendix for more detail).

### 1.3.3 Conducting the survey

Before interviewers telephoned parents, they were sent a letter explaining the survey and allowing them to opt-out by calling a freephone number, emailing the study team or returning a paper opt-out slip. At the end of the opt-out period, sample members who had not opted out were issued to the telephone unit.

In order to maximise the response rate, all cases in the sample were called at least nine times on different days of the week and at different times of day, until the telephone was answered, or it became clear that the number was not valid.

The interviews were conducted over the telephone with named respondents and every interviewer attended a face-to-face briefing before beginning work on the survey, which emphasised the need for discretion given the potentially sensitive subject matter.

## Survey of Child Support Agency Case Closure Outcomes

The questionnaire for the three-month survey covered a number of topics related to Receiving Parents' experiences of child maintenance since their CSA case was closed. It was divided in to eight main sections as outlined below.

- 1 Household information, including:** number of children in the household; eligibility for child maintenance from Paying Parent; age and current partner status of respondent.
- 2 Status of child maintenance arrangement, including:** whether the respondent has an arrangement now and if so what type of arrangement is in place; when the arrangement started (i.e. before or after case closure); whether they are in the process of trying to make an arrangement; whether they have tried to make an arrangement which has since broken down and reasons for this.
- 3 How the current arrangement came about, including:** who decided to have this type of arrangement, reasons for choosing particular types of arrangement over other types, and views on the affordability of the CMS application fee and Collect and Pay charges.
- 4 How the current arrangement works, including:** amount of maintenance received, effectiveness of the arrangement and perceptions of how well the arrangement is working.
- 5 How well the previous CSA arrangement worked.**
- 6 Relationship between named Paying Parent and child/ren.**
- 7 Past and current relationship between participant and named Paying Parent.**
- 8 Socio demographic information, including:** age of the Receiving Parent, ethnicity, household income and whether or not the Receiving Parent, Paying Parent and new partner (if applicable) are in employment.

The questionnaire for the 12-month survey asked a similar set of questions. All respondents were asked again the questions on household information, relationship between the Paying Parent and child/ren and income and work. In addition, data was collected from all 12-month survey respondents about their current maintenance status. If a maintenance arrangement was in place, the questionnaire ascertained the type of arrangement, when it had been established, the extent to which the new CMS application fee and Collect and Pay charges had influenced their decision to have a certain type of arrangement and other reasons for their decision to have a certain type of arrangement. If no arrangement existed, data was collected on reasons for this and whether an arrangement that had since broken down had been set up. Data was also collected on how well the current arrangement was perceived to be working.

Interviews for the three-month survey lasted an average of 21 minutes, the longitudinal interviews for the 12-month survey lasted around 10 minutes and the cross-sectional interviews conducted for the 12-month survey lasted an average of approximately 15 minutes.

Respondents completing the survey were given the opportunity to skip any questions they did not wish to answer. 'Don't know' was taken as a valid response to questions, but these responses have not been included in tables.

## Survey of Child Support Agency Case Closure Outcomes

For both surveys, the questionnaires were piloted prior to the mainstage survey. The pilot for the three-month survey took place in July 2015. Twenty-three interviews were conducted with former nil-assessed Receiving Parents whose case has been closed around three months previously. In addition to the pilot, as part of the development of the three-month questionnaire, nine cognitive interviews were conducted over the telephone also with nil-assessed Receiving Parents, to explore how well respondents understood questions, and whether they were able to answer them. Only nil-assessed Receiving Parents took part in the pilot and cognitive testing because the later closure of other segments meant sample was not yet available. The main changes made as a result of the pilot and cognitive interviews were the removal of questions to reduce the questionnaire length and also changes to wording to help respondents' understanding of new CMS processes.

The 12-month survey pilot took place in March 2016 and 25 interviews were conducted in total, 13 with parents who had taken part in the previous pilot interview and 12 with parents who had not previously been interviewed. The main change made as a result of the pilot was that a few questions were added to the questionnaire as interviews were shorter than expected.

### 1.3.4 Response rates

In total, 2,814 individuals took part in the three-month survey, including:

- 1,368 Receiving Parents who had nil-assessed maintenance arrangements;
- 499 who had non-compliant arrangements;
- 333 who were compliant clerical cases; and
- 614 who were compliant cases on the CSA's IT systems.

The following tables show the response rate for each of the surveys.

**Table 1.3 Response rate for the three-month survey**

	Nil-assessed clients	Non-compliant clients	Compliant (admin) clients	Compliant (system) clients	Total
Sample selected	8,412	2,130	1,986	2,905	15,433
Opted out	349	77	128	85	639
Issued to telephone unit	8,063	2,053	1,858	2,820	14,794
Deadwood*	2,723	572	676	818	4,789
Refusal	1,187	260	175	368	1,990
Total with valid telephone number	5,340	1,481	1,182	2,002	10,005
Fully productive interviews	1,368	499	333	614	2,814
Response rate (% of usable cases)	26%	34%	28%	31%	28%

## Survey of Child Support Agency Case Closure Outcomes

**Table 1.4 Response rate for the 12-month survey (longitudinal sample)**

	Nil-assessed clients	Non-compliant cases	Total
Sample selected	1,272	532	1,804
Opted out	0	0	0
Issued to telephone unit	1,272	532	1,804
Deadwood*	77	82	159
Refusal	110	40	150
Total with valid telephone number	1,195	450	1,645
Fully productive interviews	760	198	958
Response rate (% of usable cases)	64%	44%	54%

**Table 1.5 Response rate for the 12-month survey (cross sectional sample)**

	Nil-assessed clients	Non-compliant cases	Total
Sample selected	163	169	332
Opted out	0	6	6
Issued to telephone unit	163	163	326
Deadwood*	55	61	116
Refusal	10	23	33
Total with valid telephone number	108	102	210
Fully productive interviews	24	19	43
Response rate (% of usable cases)	22%	19%	21%

\*Deadwood was defined as cases without a valid telephone number because the telephone number provided was incorrect or the respondent did not live there.

### 1.3.5 Overall design of qualitative study

Thirty qualitative telephone interviews were carried out with Paying Parents whose CSA case had closed between three and six months previously. Fieldwork took place between October 2015 and July 2016. The aim of the interviews was to explore experiences of CSA case closure from the perspective of Paying Parents.

Specifically, the interviews aimed to explore:

- experiences of the CSA case closure process;
- understanding of the maintenance options available after case closure;
- the nature of the arrangements put in place after CSA case closure; and
- views on facilitators and barriers to sustaining maintenance arrangements.

### 1.3.6 Qualitative sampling and recruitment

Paying Parents were purposively recruited to achieve diversity on a range of sampling criteria. The primary sampling criteria were:

- **Child Support Agency case history**

## Survey of Child Support Agency Case Closure Outcomes

To capture the full range of Paying Parents' experiences of CSA case closure, parents were recruited to capture diversity in terms of their previous CSA case history – this included recruiting parents who had previously been nil-assessed by the CSA, as well as those who had a history of compliance and non-compliance.

- **Current maintenance arrangement**

To understand the decision making processes after case closure, the sample was monitored to achieve diversity in terms of the arrangements put in place since CSA case closure. Good diversity was achieved across parents with no arrangement in place; those with a FBA and those with a Direct Pay arrangement. Only one interview was carried out with a parent with a Collect and Pay arrangement, limiting what this strand of the study can say about the views and experiences of Paying Parents with this type of maintenance arrangement. The difficulties in recruiting parents with a Collect and Pay arrangement may be explained by the small overall proportion of parents with a Collect and Pay arrangement in the population.

In addition to these primary sampling criteria, the sample was monitored to achieve some **diversity in terms of age and income levels**. A breakdown of the achieved sample is provided in Table 1.6.

**Table 1.6 Overview of achieved sample for qualitative interviews**

<b>Sampling criteria</b>	<b>Achieved sample</b>
<b>CSA case history</b>	
Nil-assessed	7
Non-compliant	7
Compliant (clerical)	7
Compliant (automated)	9
<b>Maintenance arrangement</b>	
No arrangement	7
Direct Pay	10
Collect and Pay	1
Family based	12
<b>Income</b>	
Under £16,000	13
£16,000 – £23,999	4
£24,000 – 29,999	4
£30,000 – £39,999	3
£40,000 – £49,999	0
£50,000+	2
Not known	4
<b>Age</b>	
18-29	0
30-39	9
40-49	13
50+	6
Unknown	2
<b>Total</b>	<b>30</b>

### 1.3.7 Qualitative fieldwork

Interviews were carried out by telephone as this flexible data collection method meant interviews could be arranged at times most convenient for parents and rearranged at short notice. Fieldwork took place between October 2015 and July 2016.

Interviews typically lasted between 30 and 45 minutes and were audio recorded and transcribed verbatim. Parents received a £20 gift voucher as a thank you for their participation.

## 1.4 Interpreting results in the report

Selection and non-response weights were applied to the quantitative data (see Technical Appendix for more information on weighting). Weighted and unweighted bases are given. The total base figure excludes any respondent who said 'don't know' or refused to answer the question, unless 'don't know' or 'refusal' appears as a specific answer category. Thus, while base descriptions may be the same across a number of tables (e.g. all parents who have an arrangement in place three months after case closure) the number bases may differ slightly due to the exclusion of varying numbers of 'don't knows' or refusals at different questions.

Due to rounding, weighted base totals may not equate exactly to the individual column figures added together. Also due to rounding percentage figures may not add up to exactly 100 per cent.

Some base sizes in this report are relatively small, so it is particularly important to note the unweighted base size when drawing comparisons. Any findings reported in the text about differences between sub-groups have been tested for statistical significance and are significant at the five per cent level, unless otherwise stated.

Sub-group analysis has been carried out for most variables to compare responses for parents in the different CSA case closure segments. In addition, the responses of parents with different 'separation types' (for example, 'domestic violence, no contact', 'long relationship, limited contact', 'cohabitated, short relationship, friendly') have been compared for key questions about what type of arrangement is in place at three and 12 months post-CSA case closure and the effectiveness of arrangements. The responses of parents with different types of arrangement (Direct Pay, Collect and Pay or FBA) are compared for questions about the effectiveness of arrangements.

The symbols below have been used in tables and denote the following:

- [ ] to indicate a percentage based on fewer than 50 respondents;
- + to indicate a percentage of less than 0.5 per cent; and
- 0 to indicate a percentage value of zero.

### 1.5 Overview of the report

Following this introduction, the report comprises five substantive chapters, and a conclusions chapter.

Chapter 2 examines the demographic profile of parents and their relationship with their ex-partner, as well as giving an overview of the separation types created by the latent class analysis which is used throughout the analysis in this report.

Chapter 3 reports on the child maintenance outcomes of parents at three months and 12 months after their CSA case has closed.

Chapter 4 looks at the nature of child maintenance arrangements at three months and 12 months. It reports on the effectiveness of arrangements that have been established, taking into account the proportion of maintenance paid, the timeliness of payments and the Receiving Parents' overall perception of how well the arrangement is working.

Chapter 5 focuses on the decision making processes of parents, including the reasons given for choosing different types of arrangement; the influence of the CMS application fee and Collect and Pay charges on decision making and the reasons why some parents did not have a maintenance arrangement in place.

Chapter 6 analyses the longer term status of maintenance arrangements, reporting on the proportion of parents who were able to sustain an arrangement for over nine months, and the reasons why arrangements were sustained or not.



## 2 Parents whose Child Support Agency cases have been closed

This chapter reports on the profile of parents whose Child Support Agency (CSA) cases have been closed<sup>7</sup>. It begins by exploring parents' key characteristics such as gender, age, number of children and their age, partner status (lone or couple household), employment status and household income.

It then goes on to look at parents' 'separation characteristics' such as their former relationship status (whether previously married, cohabiting or neither), the length of their relationship and separation, and the level of contact between parents at the time of the survey. The final part of the chapter establishes a typology of separation types based on different clusters of parents grouped by key separation characteristics. This typology is used throughout the report.

### 2.1 Background characteristics of Receiving Parents

The majority of Receiving Parents taking part in the three-month survey tended to:

- be female (97 per cent);
- be of white British ethnic origin (87 per cent);
- be aged between 31 and 40 (46 per cent);
- be lone parents (65 per cent);
- have between one and three children (84 per cent);
- be in paid work (66 per cent). The majority also reported that their partners and Paying Parents were in paid work (86 per cent and 81 per cent, respectively);
- have a child aged over six (56 per cent with a child aged between six and 11, 51 per cent with a 12-15 year-old and 34 per cent with a 16-19 year-old) (Appendix A, Table A.6); and
- have a median age of 37.

Despite being in employment, the majority of Receiving Parents had an annual income of less than £20,799 per year, with 39 per cent below £15,600. Indeed, Receiving Parents constitute a low income group relative to the general UK population, where the median gross household income for households with children was between £36,400 and £41,600 in 2015<sup>8</sup>.

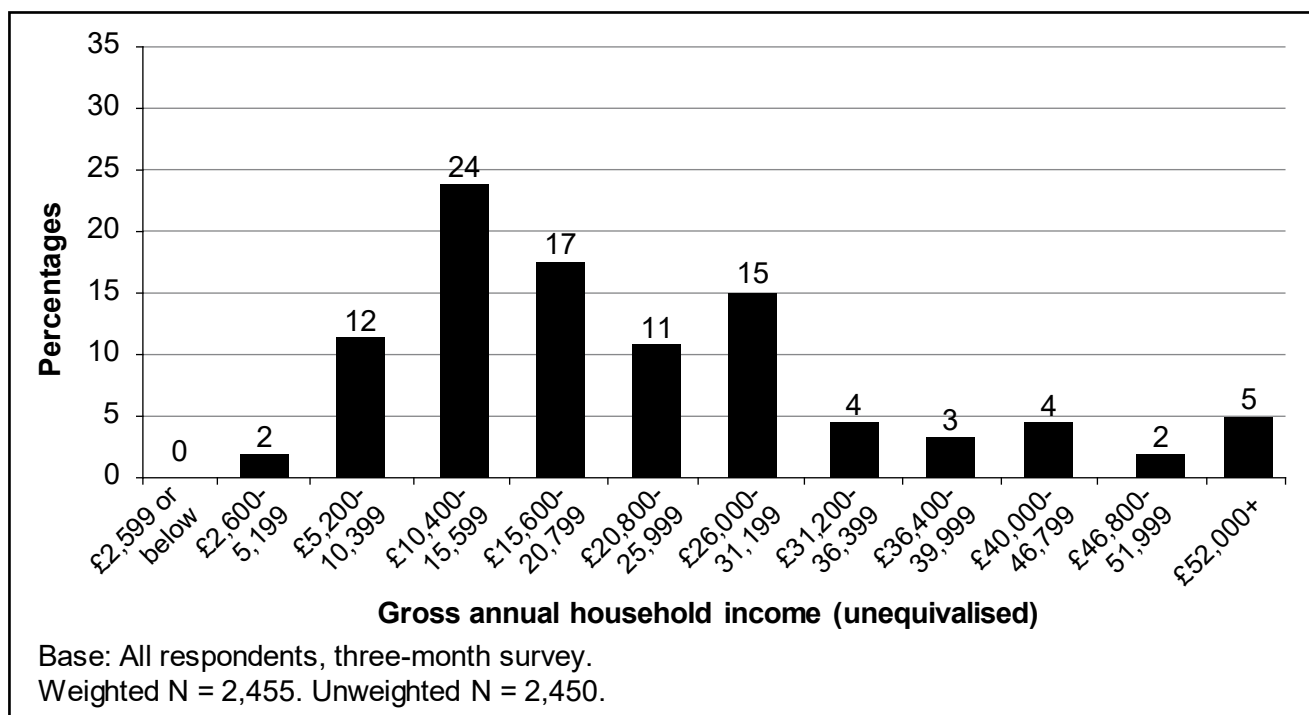
---

<sup>7</sup> All characteristics presented in this chapter are based on information collected as part of the three-month survey. Where there were differences between the three and 12-month survey, these have been highlighted.

<sup>8</sup> Family Resources Survey: financial year 2014/2015, (2016). *Income and Support Data Tables*. London: Department for Work and Pensions.

## Survey of Child Support Agency Case Closure Outcomes

**Figure 2.1 Gross annual household income of Receiving Parents**



However, there were statistically significant differences in the characteristics of Receiving Parents according to the segment they belonged to. Parents in the:

- Nil-assessed group were more likely to be aged under 30 than those in other groups (25 per cent in the nil-assessed group compared with 22 per cent in the non-compliant group, nine per cent in the compliant (admin) group and 10 per cent in the compliant (system) group (Table 2.1)).

**Table 2.1 Age groups, by CSA case closures segment**

Age	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
20-25	3	6	1	1	3
26-30	22	16	8	9	16
31-35	23	27	19	26	24
36-40	21	21	20	23	22
41-45	16	17	27	20	18
46-50	9	10	17	15	12
51+	6	5	8	6	6
<i>Weighted base</i>	<i>1,309</i>	<i>427</i>	<i>199</i>	<i>855</i>	<i>2,790</i>
<i>Unweighted base</i>	<i>1,349</i>	<i>498</i>	<i>330</i>	<i>610</i>	<i>2,787</i>

Base: All parents surveyed at three months.

## Survey of Child Support Agency Case Closure Outcomes

- Nil-assessed group were more likely than other respondents to have small families (either one or two children) – 63 per cent compared to 55 per cent of the non-compliant and compliant (admin) groups (Appendix A, Table A.7).
- Non-compliant group were more likely to have a very young child (aged under six) in the household – 39 per cent compared to 23 per cent of the compliant (admin) group– reflecting their younger age profile (Table 2.2).
- Compliant groups were more likely to have older children – 41 per cent of Receiving Parents had a child aged over 16, compared to 29 per cent of the nil-assessed group and 34 per cent of the non-compliant group (Table 2.2).

**Table 2.2 Age of children in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Age of children in household	%	%	%	%	
0-5 years old	36	39	23	29	33
6-11 years old	59	55	54	53	56
12-15 years old	47	49	53	56	51
16-19 years old	29	34	41	41	34
<i>Weighted base</i>	<i>1,311</i>	<i>428</i>	<i>201</i>	<i>858</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>1,353</i>	<i>499</i>	<i>333</i>	<i>613</i>	<i>2,798</i>

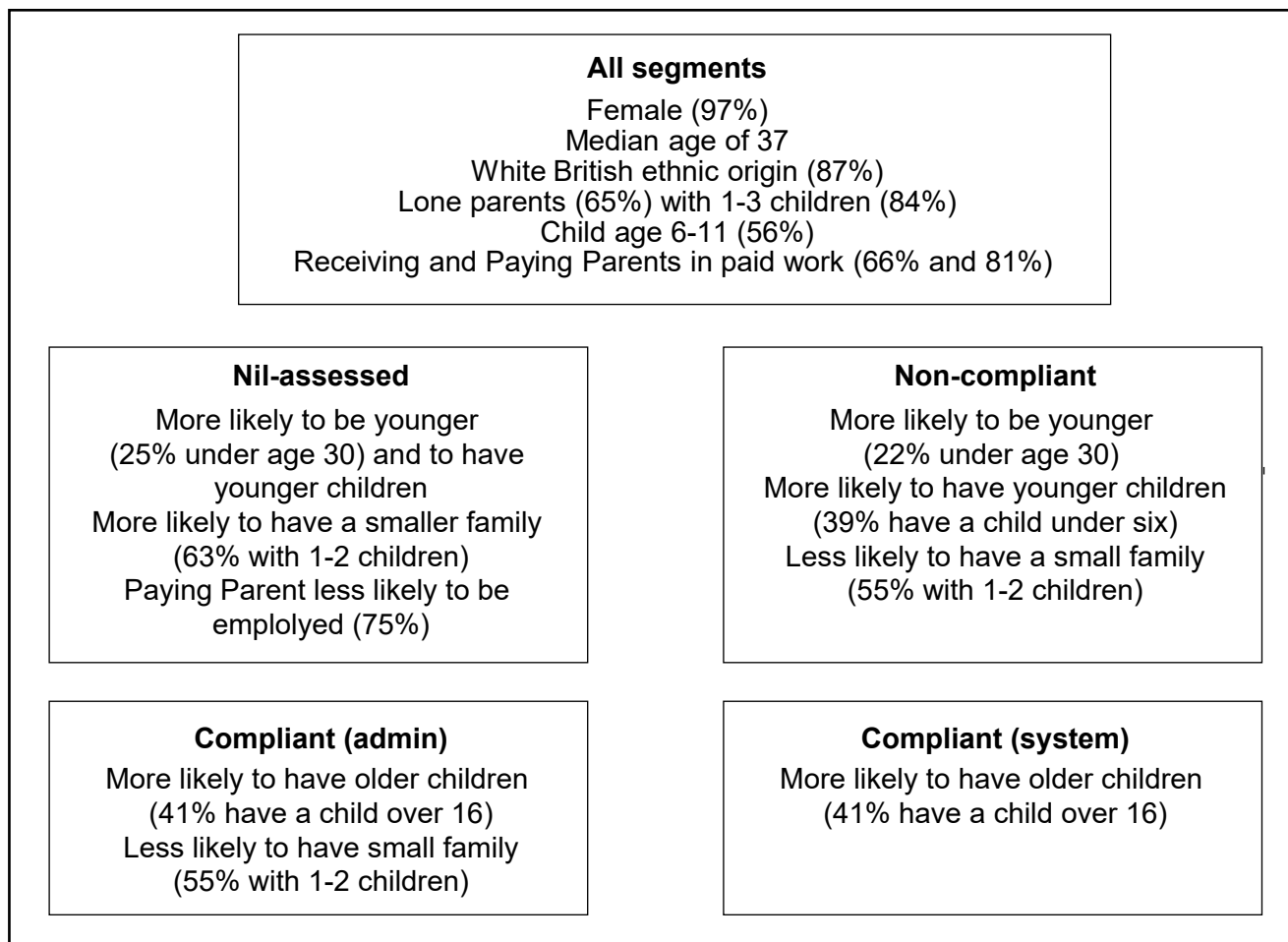
Base: All parents surveyed at three months.

The same broad pattern was evident when looking only at those children eligible for maintenance.

As may be expected, Paying Parents in the nil-assessed group were less likely than those in other groups to be employed (75 per cent).

Figure 2.2 summarises the background characteristics of Receiving Parents, drawing out the main differences in profile between the segments.

**Figure 2.2 Receiving Parents' background characteristics: differences between segments**

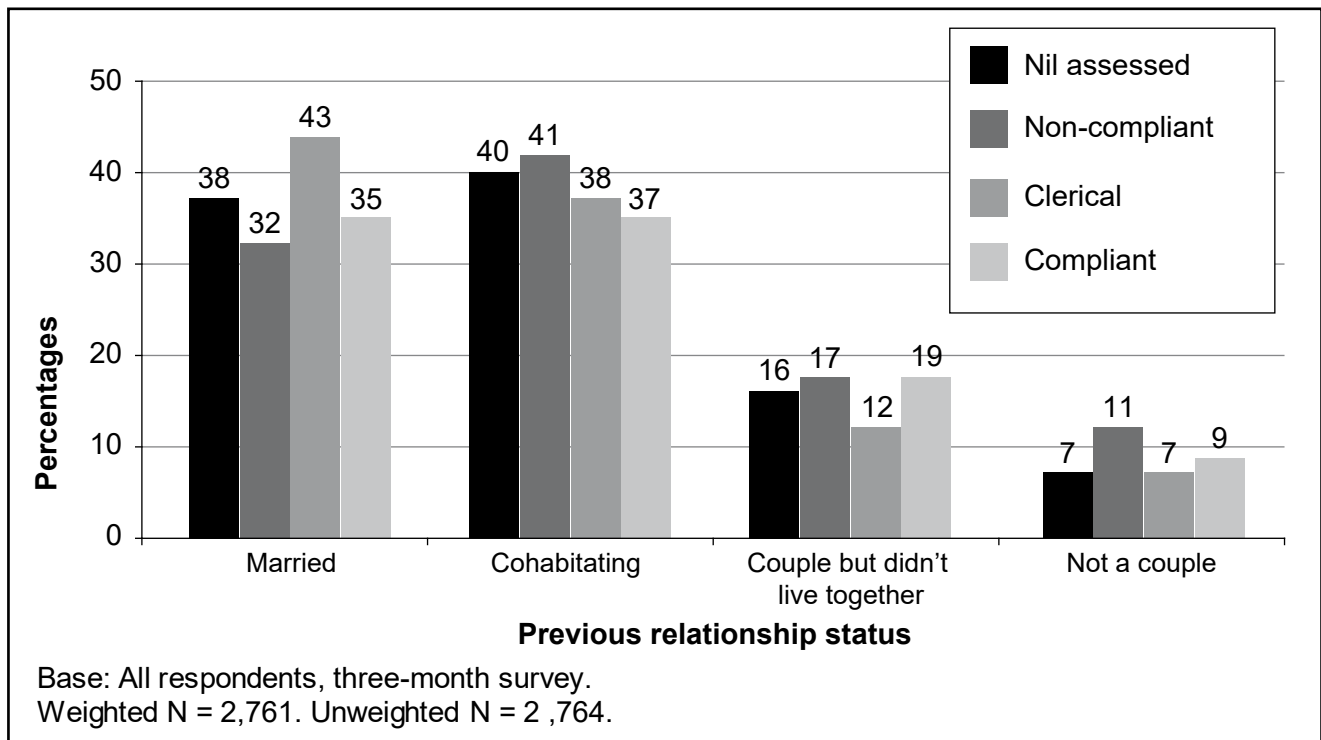


## 2.2 Separation characteristics

### 2.2.1 Former relationship status with Paying Parent

Receiving Parents were asked about the characteristics of their previous relationship with the Paying Parent, their separation and any current relationship. Most Receiving Parents had either cohabitated with (39 per cent) or had been married to the Paying Parent (36 per cent) prior to separation. Smaller proportions had been a couple that had not lived together (17 per cent) or had not been a couple (eight per cent) (Figure 2.3).

Figure 2.3 Previous relationship status by CSA case closure segment



Of those who had previously been in a relationship with the Paying Parent, most had been together for between one and five years (42 per cent). A further 31 per cent had been in a relationship for 5-10 years, and 20 per cent for 10-20 years. Only a small minority of Receiving Parents had a relationship which lasted less than a year (six per cent) or more than 20 years (two per cent).

The majority of these parents reported that they had been separated from the Paying Parent for more than ten years at the time of the interview (53 per cent); a further 36 per cent had been separated between five and ten years (Appendix A, Table A.33).

Half of all Receiving Parents who were previously in a relationship with the Paying Parent characterised their break-up as very bitter (50 per cent) and a further quarter as quite bitter (25 per cent) (Appendix A, Table A.34). In addition, 43 per cent of all parents reported that they had been concerned for their safety or had been at risk of harm when with the Paying Parent. Receiving Parents in the nil-assessed group were more likely to have reported having been concerned for their safety than parents in any other group (47 per cent, compared to 44, 40 and 38 per cent in the non-compliant, compliant (admin) and compliant (system) groups) (Table 2.3).

## Survey of Child Support Agency Case Closure Outcomes

**Table 2.3 Concerns of being unsafe or at risk of harm when with the Paying Parent, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Concerned	%	%	%	%	
Yes	47	44	40	38	43
No	53	56	60	62	57
Weighted base	1,267	421	195	830	2,713
Unweighted base	1,314	490	326	593	2,723

Base: All parents surveyed at three months.

### 2.2.2 Current relationship with the Paying Parent and contact with children

Receiving Parents tended to have neutral perceptions of their current relationship with the Paying Parent, with 42 per cent describing it as ‘neither friendly nor unfriendly’ and a further 36 per cent describing it as ‘friendly’.

The majority of Receiving Parents had either no (57 per cent) or very little (22 per cent) contact with the Paying Parent at the time of the interview, with only a very small minority seeing them once a week or more (nine per cent). This lack of contact was also reflected in Paying Parents’ relationship with their children, with half (49 per cent) having no face-to-face contact, and just 15 per cent seeing their children once a week or more.

### 2.2.3 Separation types

Drawing on the separation characteristics explored above, latent class analysis, a statistical method that identifies subgroups within data where members of a subgroup are relatively homogenous was used to develop a typology of Receiving Parents. Latent class analysis identifies groups of parents with similar experiences of separation, and these typologies can help make sense of the findings.

Variables used in the analysis included the characteristics of their current and previous relationship to the Paying Parent. The analysis produced five discrete types of Receiving Parents, which are used throughout the report to help understand some of the differences among Receiving Parents whose CSA case was closed<sup>9</sup>.

It should be noted that not all parents assigned to a separation type demonstrated the same characteristics but were **more likely** to demonstrate them. For example, not all parents in the ‘domestic violence, no contact’ group had experienced domestic violence, but were more likely to have experienced domestic violence.

<sup>9</sup> These clusters are similar to those identified in the parallel research study, (2016), *Survey of Direct Pay clients*, DWP, apart from the second cluster, which is different.

## Survey of Child Support Agency Case Closure Outcomes

While more information can be found in the Technical Appendix of this report (together with a brief methodological explanation), the five groups are described below.

**Table 2.4 Separation types**

Separation type	Description	3 month (%)	12 month (%)
Domestic violence, no contact	<p>More likely to have been married to the Paying Parent for a long period of time, separated from them a while ago.</p> <p>Likely to have experienced domestic violence in their relationship with the Paying Parent.</p> <p>Parents and children have little to no face-to-face contact with the Paying Parent.</p>	21	24
Longer relationship, regular contact, friendly	<p>More likely to have been married or cohabitating with the Paying Parent for a long period of time, separated a while ago.</p> <p>Tend to see the Paying Parent once a week or more often.</p> <p>Relationship between parents friendly.</p>	8	7
Domestic violence, regular contact, unfriendly	<p>More likely to have been married to the Paying Parent for a long period of time, separated more recently</p> <p>Likely to have experienced domestic violence in their relationship with the Paying Parent.</p> <p>Parents and their children have regular face-to-face contact with the Paying Parent, perhaps reflecting the recentness of their separation and the complex process of separating under such circumstances.</p> <p>Relationship between parents is neutral to unfriendly.</p>	16	11
Cohabitated, short relationship, friendly	<p>Likely cohabitated with the Paying Parent, together for a shorter period of time, separated more recently.</p> <p>Relationship between parents is neutral to friendly.</p>	18	18
Not married, short relationship, no contact	<p>Least likely to have been married to the Paying Parent.</p> <p>More likely to have had a shorter relationship, separated a while ago.</p> <p>Parents and children likely to have no face-to-face contact with the Paying Parent.</p>	37	40

### 2.2.4 Analysis of separation types

Receiving Parents in the separation types described above differed substantially in their demographic and household characteristics:

While the majority of all Receiving Parents were aged between 31 and 40 (46 per cent), those in the 'cohabitated, short relationship, friendly' group tended to be younger, with 25 per cent aged 20-30, compared with seven per cent of the 'domestic violence, no contact' group (Appendix A, Table A.40).

The majority of respondents from across the separation types identified their ethnicity as 'British white'; however, those in the 'domestic violence, regular contact, unfriendly' cluster were slightly more likely to identify as belonging to another ethnic group (18 per cent), compared to parents in the other clusters (11-12 per cent) (Appendix A, Table A.51).

Reflecting their lower average age, Receiving Parents in the 'cohabitated, short relationship, friendly' group tended to have fewer children and younger children than others, with 65 per cent having two or fewer children (Appendix A, Table A.41) and 42 per cent having a child under the age of 6 (Appendix A, Table A.42). In contrast, Receiving Parents in the 'domestic violence, no contact' group were the least likely to have young children (21 per cent had a child aged under six and 43 per cent had a child aged between six and 11). The same broad pattern was evident when looking only at eligible children.

Receiving Parents in the 'not married, short relationship, no contact' and the 'domestic violence, no contact' groups were most likely to have formed a new relationship since their separation, with 38 and 37 per cent living in a couple household. Those in the 'longer relationship, regular contact, friendly' group were most likely to be lone parents (74 per cent, compared to 65 per cent overall) (Appendix A, Table A.52).

While the majority of all Receiving Parents were in paid work, analysis showed some differences by separation type. For example, parents in the 'domestic violence, no contact' group and in the 'domestic violence, regular contact, unfriendly' group were more likely to be employed than those in the 'not married, short relationship, no contact' cluster (74 and 73 per cent compared to 60 per cent) (Appendix A, Table A.53).

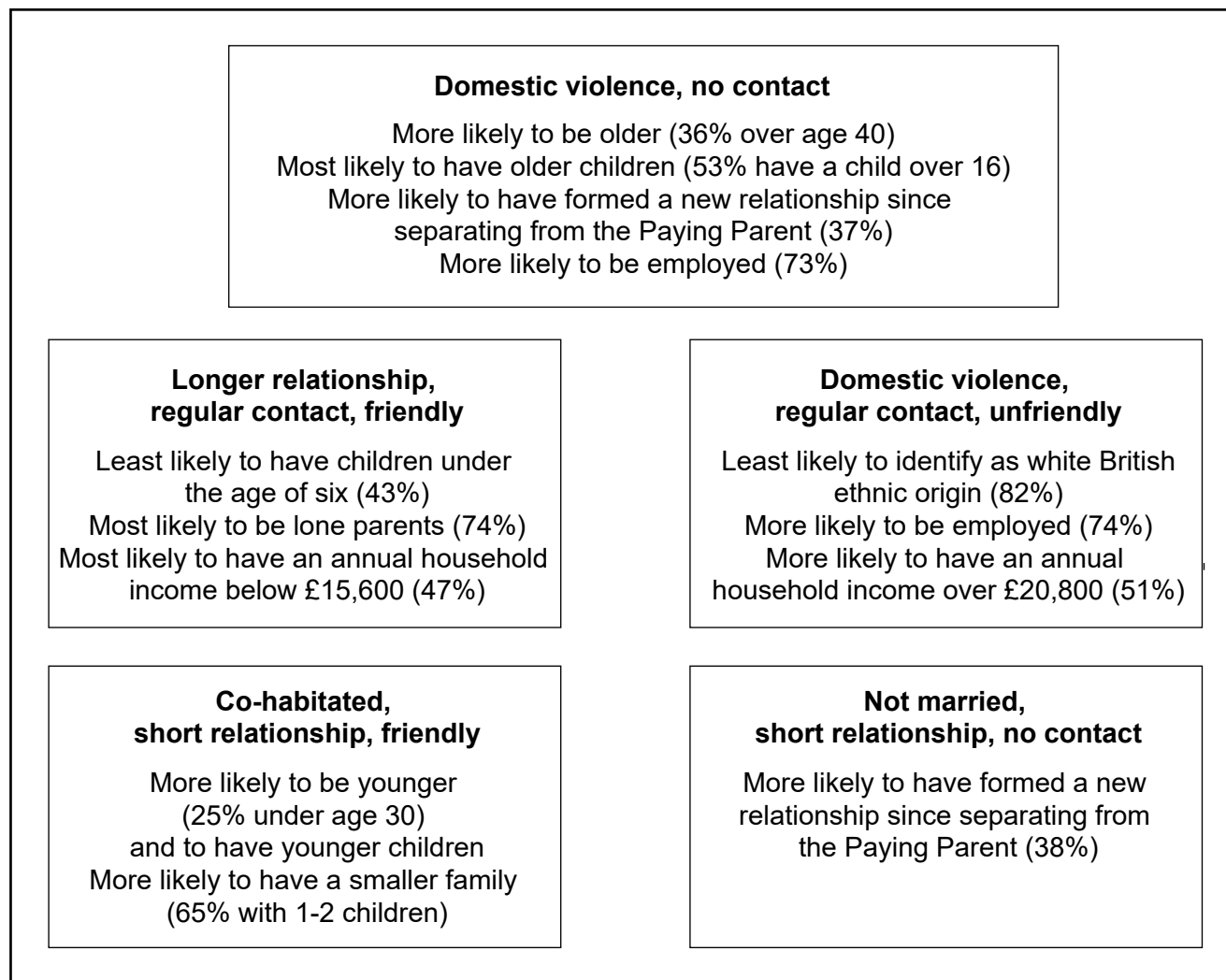
Despite high employment rates the majority of Receiving Parents had an income of £20,799 or less. However, Receiving Parents in the 'domestic violence, regular contact, unfriendly' cluster were more likely to have an income of over £20,800 (51 per cent). Those in the 'longer relationship, regular contact, friendly' group had the largest proportion of parents on a very low income (£15,600 or less), with nearly half falling into this category (47 per cent), while the 'domestic violence, regular contact, unfriendly' cluster and the 'domestic violence, no contact' group had a smaller proportion of parents in this situation (34 per cent) (Appendix A, Table A.54).



## 2.2.5 Summary of separation characteristics

Figure 2.4 summarises the separation characteristics of Receiving Parents, drawing out the main differences in profile between the segments.

**Figure 2.4 Receiving Parent separation characteristics: differences between separation types**



## 2.3 Chapter summary

The majority of Receiving Parents were single mothers of white British origin under the age of 40 with one or two children. Although two in three were in paid work, Receiving Parents constitute a relatively low income group compared with the rest of the UK population – median gross household income among Receiving Parents was between £15,600 and £20,799 per year while the national median among households with children was between £36,400 and £41,600 in 2015<sup>10</sup>.

<sup>10</sup> These clusters are similar to those identified in the parallel research study, (2016), *Survey of Direct Pay clients*, DWP, apart from the second cluster, which is different.

## Survey of Child Support Agency Case Closure Outcomes

Most Receiving Parents reported that they had either cohabitated with (39 per cent) or been married (36 per cent) to the Paying Parent. Most Receiving Parents characterised their break-up as bitter and half of all those who had a relationship with the Receiving Parent reported that they had been concerned for their safety or had been at risk of harm when with the Paying Parent.

Receiving Parents tended to have neutral perceptions of their current relationship with the Paying Parent, with 42 per cent describing it as 'neither friendly nor unfriendly' and a further 36 per cent describing it as 'friendly'. The majority also had no or very little contact with the Paying Parent (79 per cent).

Latent class analysis was used to develop a typology of Receiving Parents. The analysis produced five discrete types of Receiving Parents differing substantially in their demographic and household characteristics:

- The 'cohabitated, short relationship, friendly' group, tended to be younger and to have fewer and younger children.
- The 'domestic violence, regular contact, unfriendly group' were slightly more likely to identify as belonging to an ethnic group other than white.
- The 'domestic violence, no contact' group was least likely to have young children.
- The 'not married, short relationship, no contact' and the 'domestic violence, no contact' groups were most likely to have formed a new relationship since their separation.
- The 'domestic violence, no contact' group and the 'domestic violence, regular contact, unfriendly' group were more likely to be employed than those in other groups.
- The 'longer relationship, regular contact, friendly' group had the greatest proportion of parents on a very low income.

In the remainder of the report, we use this typology to assess whether outcomes and experiences of child maintenance are different for parents in different separation types.

## 3 Child maintenance outcomes

This chapter looks at child maintenance outcomes at three months and at 12 months after parents' Child Support Agency (CSA) cases were closed. The first section focuses on outcomes at three months – looking at the proportion of parents with any type of child maintenance arrangement in place; the number of children benefiting from different types of arrangement and the length of time arrangements have been in place. The second section explores each of the same areas as the first section in terms of child maintenance outcomes 12 months after case closure.

### 3.1 Child maintenance outcomes at three months

#### 3.1.1 Proportion of parents with arrangements

Approximately three months after case closure the majority of Receiving Parents did not have a maintenance arrangement in place (56 per cent). Around a third (36 per cent) had a maintenance arrangement while less than one in ten reported that they were in the process of setting one up (eight per cent) (Table 3.1). Chapter 5 examines the reasons why child maintenance arrangements were or were not in place.

**Table 3.1 Maintenance arrangement at three months**

	Percentage
Has a maintenance arrangement	36
In the process of setting a maintenance arrangement up	8
No maintenance arrangement	56
<i>Unweighted base</i>	<i>2,768</i>

Base: All parents surveyed at three months.

Unsurprisingly, as Table 3.2 shows, Receiving Parents in the compliant groups were more likely to have a maintenance arrangement than those in the nil-assessed and non-compliant groups. Over two-thirds of Receiving Parents in the compliant (admin) group (70 per cent) and half of those in the compliant (system) group (52 per cent) had a maintenance arrangement compared with around a quarter in the nil-assessed group and non-compliant group (23 and 28 per cent respectively).

## Survey of Child Support Agency Case Closure Outcomes

**Table 3.2 Maintenance arrangement, by CSA case closures segment**

Maintenance arrangement	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
Has a maintenance arrangement	23	28	70	52	36
In the process of setting a maintenance arrangement up	7	13	8	8	8
No maintenance arrangement	70	59	23	41	56
<i>Weighted base</i>	<i>1,298</i>	<i>424</i>	<i>199</i>	<i>844</i>	<i>2,765</i>
<i>Unweighted base</i>	<i>1,341</i>	<i>494</i>	<i>330</i>	<i>603</i>	<i>2,768</i>

Base: All parents surveyed at three months.

A statistically significant difference was also found between status of maintenance arrangement and separation type. Receiving Parents who reported a better quality relationship with the Paying Parent and more regular contact were more likely to have a maintenance arrangement in place than other separation types who reported no contact:

- Over half of those in the 'longer relationship, regular contact, friendly' group had a maintenance arrangement (57 per cent) compared with a third in the 'domestic violence, no contact group' (34 per cent) and a quarter in the 'not married, short relationship, no contact' group (24 per cent) (Table 3.3).

This is consistent with other literature which indicates an association between quality of relationship and levels of contact and likelihood of a maintenance arrangement being in place (Ireland *et al.*, 2011, Wikeley 2007, Wikeley 2006).

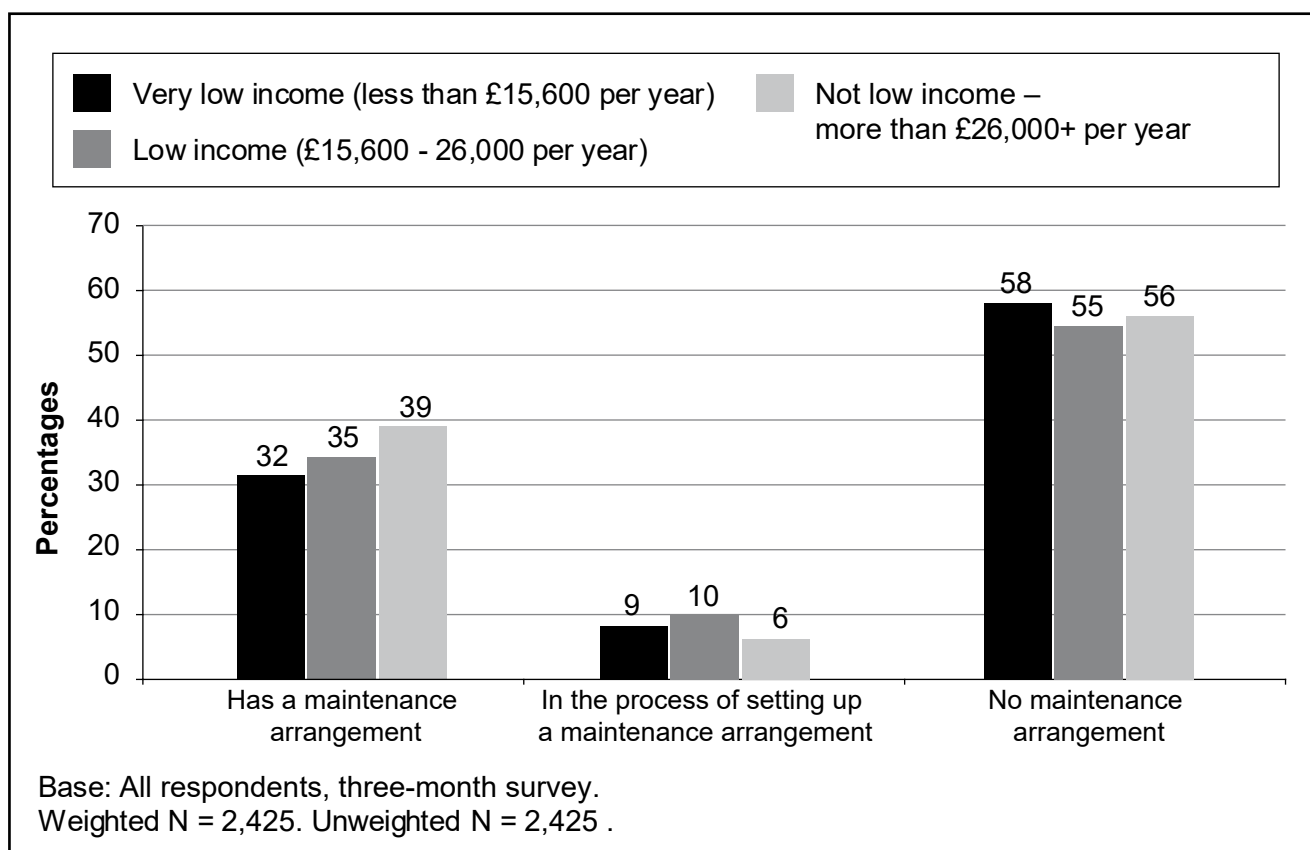
**Table 3.3 Maintenance arrangement, by separation type**

Maintenance arrangement	Separation type					Total %
	Domestic Violence, no contact %	Longer relationship, regular contact, friendly %	Domestic Violence, unfriendly, frequent contact %	Cohabitated, short relationship, friendly %	Not married, short relationship, no contact' %	
Has a maintenance arrangement	34	57	47	43	24	36
In the process of setting a maintenance arrangement up	10	4	7	5	9	8
No maintenance arrangement	55	39	46	52	67	56
<i>Weighted base</i>	<i>582</i>	<i>224</i>	<i>435</i>	<i>511</i>	<i>1,013</i>	<i>2,765</i>
<i>Unweighted base</i>	<i>680</i>	<i>211</i>	<i>497</i>	<i>464</i>	<i>916</i>	<i>2,768</i>

Base: All parents surveyed at three months.

Figure 3.1 shows the status of maintenance arrangements for Receiving Parents in different income groups. This indicates that a smaller proportion of Receiving Parents on a very low income (less than £15,600 per year) had a maintenance arrangement in place (32 per cent) compared with parents in other income groups (35 to 39 per cent).

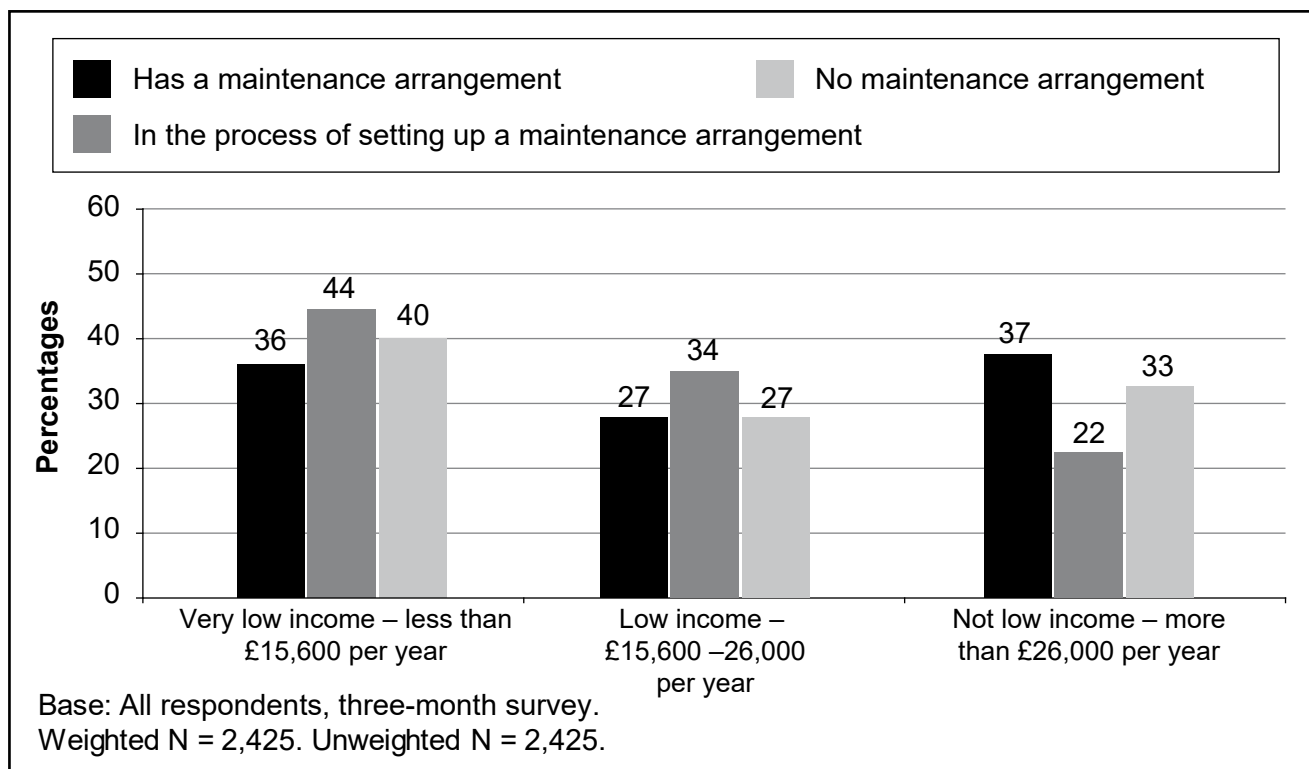
**Figure 3.1 Maintenance arrangement by income status**



## Survey of Child Support Agency Case Closure Outcomes

Looking at this issue from a slightly different angle, Figure 3.2 shows the income status for Receiving Parents with different maintenance outcomes. Of those in the higher income group (over £26,000 per year), a significantly larger proportion had a maintenance arrangement (37 per cent) than were in the process of setting one up (22 per cent).

**Figure 3.2 Income status by maintenance arrangement**



There were no significant differences in terms of whether or not a maintenance arrangement was in place by partner status.

### 3.1.2 Number of children benefiting from child maintenance arrangements

At the three-month interview, Receiving Parents with an arrangement of any type had either one or two eligible children who benefited from the arrangement. This equates to 1,392 children in 1,015 families who benefited from an arrangement in our sample. Conversely, 2,050 children were in 1,537 families where no arrangement was in place. A further 287 children were in 216 families who reported that they were in the process of setting up an arrangement.

### 3.1.3 Type of child maintenance arrangements

This section examines the different types of arrangement that parents had made at the three-month interview. These include:

- Direct Pay and Collect and Pay arrangements made through the Child Maintenance Service (CMS);
- arrangements made through the courts; or
- family-based arrangements (FBA).

## Survey of Child Support Agency Case Closure Outcomes

A FBA was defined as an arrangement where parents agreed between themselves how to continue providing for a child after they separated, including a formal agreement (for example, written down in a FBA form or parenting plan) or an informal agreement such as a verbal promise or pledge.

Of the 36 per cent of Receiving Parents with an arrangement, half had a CMS arrangement (50 per cent) – 31 per cent had a Direct Pay arrangement and 19 per cent had a Collect and Pay arrangement. A further 50 per cent had a FBA and one per cent had a court arrangement (Table 3.4).

**Table 3.4 Type of child maintenance arrangement**

	Percentage
Direct Pay	31
Collect and Pay	19
FBA	50
Court arrangement	1
<i>Unweighted base</i>	975

Base: Parents with an arrangement at three months.

When considering all Receiving Parents whose CSA case was closed three months earlier, almost a fifth had a CMS arrangement (17 per cent), the same proportion had a FBA (18 per cent) and the majority had either no arrangement (57 per cent)<sup>11</sup> or were in the process of setting one up (eight per cent) (Appendix A, Table A.108).

There was a statistically significant association between the type of maintenance arrangement in place at three months and the segment group (Table 3.5). Those in the compliant groups were more likely to have a Direct Pay arrangement than other sample groups: 44 per cent in the compliant (admin) group and 31 per cent in the compliant (system) group had a Direct Pay arrangement compared with 26 per cent in the nil-assessed group and 24 per cent in the non-compliant group.

<sup>11</sup> This is slightly different to the number of Receiving Parents with no arrangement presented in Section 3.1.1 because the base size was different for the question about types of arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table 3.5 Maintenance arrangement type, by CSA case closures segment**

Maintenance arrangement type	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
Direct Pay	26	24	44	31	31
Collect and Pay	22	32	11	16	19
FBA	51	43	44	52	50
Court arrangement	1	1	1	1	1
<i>Weighted base</i>	283	113	134	431	962
<i>Unweighted base</i>	299	135	226	315	975

Base: Parents with an arrangement at three months.

There was also an association between arrangement type and separation type (Table 3.6):

- Those who had a longer relationship, friendly relationship and regular contact were more likely than those in other separation types to have a FBA (89 per cent compared with 23 to 67 per cent in the other clusters).
- Those in a relationship where there was no contact with the Paying Parent were more likely to have a CMS arrangement than those where the current relationship was friendly. For example, two-thirds of those in the 'domestic violence, no contact' group (66 per cent) and three-quarters of the 'not married, short relationship, no contact' group (77 per cent) had a CMS arrangement, compared with one in ten in the 'longer relationship, regular contact, friendly' group (11 per cent) and 33 per cent in the 'cohabitated, short relationship, friendly group'.

**Table 3.6 Maintenance arrangement, by separation type**

Maintenance arrangement type	Separation type					Total
	Domestic violence, no contact %	Longer relationship, regular contact, friendly %	Domestic violence, unfriendly, frequent contact %	Cohabitated, short relationship, friendly %	Not married, short relationship, no contact' %	
Direct Pay	39	9	29	21	47	31
Collect and Pay	27	2	17	12	30	19
FBA	33	89	53	67	23	50
Court arrangement	1	0	2	0	0	1
<i>Weighted base</i>	191	125	197	218	230	962
<i>Unweighted base</i>	220	116	222	202	215	975

Base: Parents with an arrangement at three months.



There were no significant differences in type of arrangement by Receiving Parents' income group or by their partner status.

### Types of FBA

Receiving Parents who had a FBA in place at three months were asked about the nature of their arrangement. For the purposes of this research FBAs were categorised into financial and non-financial arrangements:

- In a financial FBA, the Paying Parent gives regular payments at a set level for support of the children; other types of financial and non-financial support could be included as well.
- In a non-financial FBA, the arrangement is ad hoc and includes a financial element (or transaction in kind such as providing a school uniform) but regular payments at a set level are not made.

Of those with a FBA, most (82 per cent) had a financial arrangement and around a fifth (18 per cent) had a non-financial arrangement (Appendix A, Table A.115).

Receiving Parents in the compliant groups were more likely to have a financial FBA than those in other groups. For example, 90 per cent of Receiving Parents with a FBA in the compliant (admin) group and 87 per cent of those with a FBA in the compliant (system group) had a financial FBA, compared with 75 per cent of those with FBAs in the nil-assessed group<sup>12</sup> (Appendix A, Table A.116).

Furthermore, of those with a FBA:

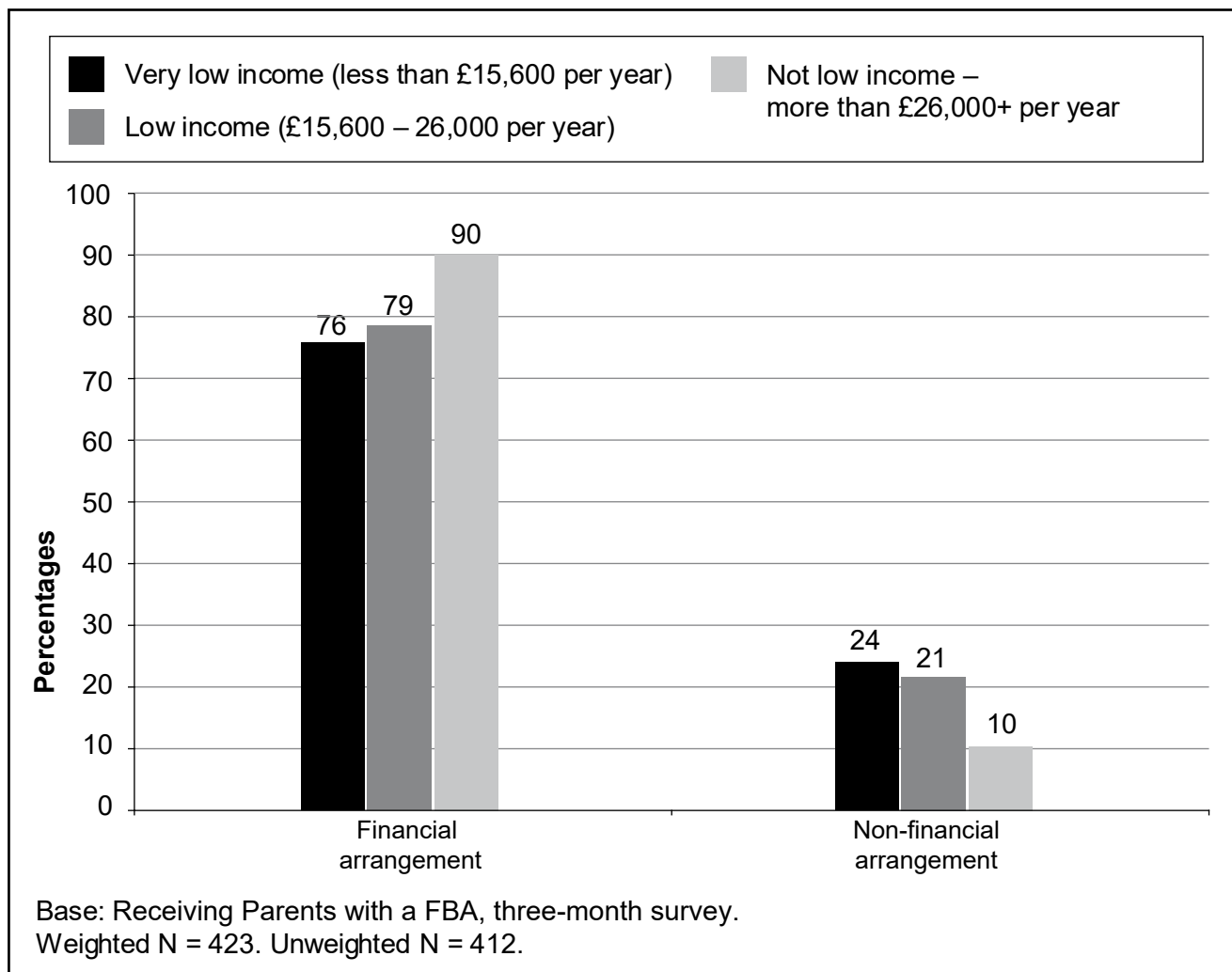
- Receiving Parents in couple households (88 per cent) were more likely to have a financial arrangement than those in single households (79 per cent) (Appendix A, Table A.118).
- Receiving Parents on a very low income (less than £15,600 per year) were less likely to have a financial FBA than those on higher incomes. Three-quarters of those on a very low income (76 per cent) had a financial FBA compared with nine in ten on a higher income (90 per cent) (See Figure 3.3)<sup>13</sup>.

---

<sup>12</sup> Base sizes were too small to report on the non-compliant group.

<sup>13</sup> When reporting household income, Receiving Parents were asked to take into account income from all sources, which means those receiving child maintenance would have included this in their estimate. This could potentially explain why those on a very low income were less likely to have a financial FBA.

Figure 3.3 FBA type by low income status



### 3.1.4 Number of children benefiting from different arrangement types

The number of children in our sample that benefited from different types of arrangement was as follows:

- 701 children in 514 families benefited from a CMS arrangement.
- 650 children in 470 families benefited from a FBA.
- 14 children in nine families benefited from a Court arrangement<sup>14</sup>.
- 2,049 children in 1,536 families did not benefit from an arrangement.

<sup>14</sup> These numbers are slightly different to those in Section 3.1.2 as children in families where the Receiving Parent did not know the type of arrangement have not been included.

### 3.1.5 How long arrangements have been in place and whether they were set up before or after the CSA arrangement ended

Receiving Parents were sent three letters by the CSA informing them that the CSA’s liability for their case would end:

- The first letter was sent when the case was selected for closure (approximately six months before the CSA’s liability for the case ended);
- The second letter was sent one month before the CSA’s liability for the case ended;
- The final letter was sent when the client’s CSA maintenance arrangement ended (although arrears payments could continue).

The three-month survey took place approximately three months after the final letter was sent. All those interviewed at this point who had set up a child maintenance arrangement were asked the month and year that their arrangement started. This was used to ascertain approximately how soon after the CSA maintenance arrangement ended the arrangement was set up.

Table 3.7 shows that of those Receiving Parents with a new arrangement in place:

- Three-quarters (75 per cent) said that their new arrangement started in the month of the final letter (25 per cent) or following that (50 per cent).
- Less than one in ten (eight per cent) said their new arrangement began at six months (around when the first letter was sent from the CSA) or between six and one months before the CSA maintenance arrangement ended (approximately the time between the first and second letter from the CSA).
- For around a fifth (17 per cent), the new arrangement started before they had received the six month letter, indicating that these arrangements are likely to have been set up for reasons other than case closure.<sup>15</sup>

**Table 3.7 When Receiving Parents maintenance arrangement started**

	Percentage
Before six months letter	17
At or between six months and one month letter	8
Month of final letter	25
After final letter	50
<i>Unweighted base</i>	785
<i>Weighted base</i>	777

Base: Parents interviewed at three months who had a maintenance arrangement of any type (not including respondents who did not provide details about the month arrangement started).

<sup>15</sup> These figures do not include respondents who provided details about the year the arrangement started but not the month.

## 3.2 Child maintenance outcomes at 12 months

### 3.2.1 Proportion of parents with any type of arrangement

Table 3.8 shows that approximately 12 months after case closure only a minority of Receiving Parents in the nil-assessed and non-compliant segments had a maintenance arrangement in place (27 per cent). Two-thirds of parents had no arrangement (68 per cent) and five per cent were in the process of setting one up.

Overall, at 12 months the situation for parents in these segments was similar to that at three months. The proportion of parents with a maintenance situation increased slightly (three months; 24 per cent; 12 months: 27 per cent) and the proportion in the process of setting up an arrangement reduced slightly (three months: eight per cent; 12 months: five per cent). Chapter 5 examines the reasons why child maintenance arrangements were or were not in place at 12 months.

**Table 3.8 Maintenance arrangement, three versus 12 months**

	3 months %	12 months %
Has a maintenance arrangement	24	27
In the process of setting a maintenance arrangement up	8	5
No maintenance arrangement	68	68
<i>Unweighted base</i>	1,835	987

Base: Nil-assessed and non-compliant segments surveyed at three and 12 months.

A statistically significant association was found between whether parents had an arrangement in place and their separation type. At 12 months, Receiving Parents in the nil-assessed and non-compliant segments who reported regular contact with the Paying Parent were more likely to have a maintenance arrangement in place than those with little or no contact. Table 3.9 shows that:

- Receiving Parents in the ‘longer relationship, regular contact, friendly’ group were more likely than those belonging to other separation types to have a maintenance arrangement (43 per cent).
- In comparison, those in the ‘not married, short relationship, no contact’ group were the least likely to have a maintenance arrangement in place (19 per cent).

This was also the case for those in the nil-assessed and non-compliant segments at three months (Table 3.10).

## Survey of Child Support Agency Case Closure Outcomes

**Table 3.9 Maintenance arrangement, by separation type at 12 months**

Maintenance arrangement	Separation type					Total
	Domestic violence, no contact	Longer relationship, regular contact, friendly	Domestic violence, unfriendly, frequent contact	Cohabitated, short relationship, friendly	Not married, short relationship, no contact <sup>7</sup>	
	%	%	%	%	%	%
Has a maintenance arrangement	26	43	36	38	19	27
In the process of setting a maintenance arrangement up	6	2	7	2	6	5
No maintenance arrangement	69	55	57	60	76	68
<i>Weighted base</i>	<i>231</i>	<i>72</i>	<i>112</i>	<i>178</i>	<i>398</i>	<i>991</i>
<i>Unweighted base</i>	<i>287</i>	<i>61</i>	<i>132</i>	<i>148</i>	<i>359</i>	<i>987</i>

Base: Nil-assessed and non-compliant segments at 12 months.

**Table 3.10 Maintenance arrangement, by separation type among nil-assessed and non-compliant segments at three months**

Maintenance arrangement	Separation type					Total
	Domestic violence, no contact	Longer relationship, regular contact, friendly	Domestic violence, unfriendly, frequent contact	Cohabitated, short relationship, friendly	Not married, short relationship, no contact <sup>7</sup>	
	%	%	%	%	%	%
Has a maintenance arrangement	21	48	34	30	14	24
In the process of setting a maintenance arrangement up	9	4	7	6	11	8
No maintenance arrangement	70	48	59	64	75	68
<i>Weighted base</i>	<i>355</i>	<i>134</i>	<i>274</i>	<i>308</i>	<i>651</i>	<i>1,722</i>
<i>Unweighted base</i>	<i>456</i>	<i>129</i>	<i>333</i>	<i>293</i>	<i>624</i>	<i>1,835</i>

Base: Nil-assessed and non-compliant segments at three months.

At 12 months, there were no significant differences in terms of having a maintenance arrangement by: sample type (nil-assessed or non-compliant); income group; or whether the Receiving Parent belonged to a couple or single parent household.

### 3.2.2 Number of children benefiting from child maintenance arrangements

At the 12-month interview, Receiving Parents with an arrangement of any type had either one or two eligible children who benefited from the arrangement. This equates to 397 children in 284 families. A further 89 children from 65 families were in the process of setting up an arrangement, and 845 children from 638 families had no arrangement in place.

### 3.2.3 Type of child maintenance arrangement

Around half of Receiving Parents in the nil-assessed and non-compliant segments with an arrangement 12 months after case closure had a CMS arrangement (53 per cent) – 34 per cent had a Direct Pay arrangement and 19 per cent had a Collect and Pay arrangement. Forty-five per cent had a FBA and two per cent had a court arrangement (Table 3.11).

A higher proportion of Receiving Parents had a Direct Pay arrangement (34 per cent) at 12 months than at three months (26 per cent) and a lower proportion had a Collect and Pay arrangement. A slightly lower proportion also had FBAs (45 per cent at 12 months compared with 49 per cent at three months).

**Table 3.11 Type of child maintenance arrangement, three and 12 months**

	3 months %	12 months %
Direct Pay	26	34
Collect and Pay	25	19
FBA	49	45
Court arrangement	1	2
<i>Unweighted base</i>	434	273

Base: Nil-assessed and non-compliant segments with an arrangement at three and 12 months.

When considering all Receiving Parents in the nil-assessed and non-compliant segments whose CSA case was closed 12 months earlier (and not just those who had an arrangement):

- the majority had either no arrangement (68 per cent) or were in the process of setting one up (five per cent);
- 14 per cent had a CMS arrangement; and
- a similar proportion had a FBA (12 per cent) (Appendix A, Table A.129).

Three-quarters of Receiving Parents with a FBA had a financial FBA (74 per cent) and the remaining 26 per cent a non-financial FBA (Appendix A, Table A.132). The type of FBA did not differ significantly by sample group, income level or whether Receiving Parent was in a couple or single parent household.

## Survey of Child Support Agency Case Closure Outcomes

Further analysis showed a significant association between the type of arrangement in place and separation group.<sup>16</sup> As Table 3.12 shows:

- Receiving Parents who had no contact with the Paying Parent were significantly less likely to have a FBA than those in other separation groups. 25 per cent of those in the 'not married, short relationship, no contact' group and 22 per cent of those in the 'domestic violence, no contact' group had a FBA in place, compared to 82 per cent of the 'longer relationship, regular contact, friendly' group.
- Receiving Parents who had no contact with the Paying Parent were more likely than other separation groups to have a CMS arrangement. Of those with an arrangement, 76 per cent of the 'domestic violence, no contact' and 73 per cent of the 'not married, short relationship, no contact' group had a CMS arrangement.

**Table 3.12 Maintenance arrangement, by separation type at 12 months<sup>17</sup>**

	Separation type					Total
	Domestic violence, no contact	Longer relationship, regular contact, friendly	Domestic violence, unfriendly, frequent contact	Cohabitated, short relationship, friendly	Not married, short relationship, no contact'	
<b>Maintenance arrangement type</b>	%	%	%	%	%	%
Direct Pay	48	*	27	*	42	34
Collect and Pay	28	*	14	*	31	19
FBA	22	*	59	*	25	45
Court arrangement	2	*	-	*	2	2
<i>Weighted base</i>	58	31	39	64	72	264
<i>Unweighted base</i>	76	29	50	46	72	273

Base: Nil-assessed and non-compliant segments with an arrangement at 12 months.

This was also the case for the nil-assessed and non-compliant segments at three months (Appendix A, Table A.141).

No statistically significant differences were identified between the type of arrangement and sample group, household income or partner status.

<sup>16</sup> Analysis excludes Receiving Parents with no arrangement in place.

<sup>17</sup> Parents in the 'longer relationship, regular contact, friendly' group and the 'cohabitated, short relationship, friendly' group are not presented in this table due to small base sizes but they have been included in the percentages in the total column.

### 3.2.4 Number of children benefiting from each type of child maintenance arrangement

Analysis shows that of all the children in the sample:

- 237 children in 174 families benefited from a CMS arrangement.
- 148 children in 100 families benefited from a FBA.
- 8 children in 6 families benefited from a Court arrangement.
- 845 children in 638 families did not benefit from an arrangement (Appendix A, Table A.131).

## 3.3 Chapter summary

- Three months after case closure, the majority of Receiving Parents did not have a maintenance arrangement in place (56 per cent). Around a third (36 per cent) had a maintenance arrangement while less than one in ten reported that they were in the process of setting one up (8 per cent).
- At 12 months, the proportion of Receiving Parents in the nil-assessed and non-compliant segments who did not have a maintenance arrangement in place remained the same as at three months (68 per cent). Around a quarter had a maintenance arrangement at both three and 12 months (24 per cent and 27 per cent respectively). A slightly smaller proportion of parents reported being in the process of setting up an arrangement at 12 months (five per cent at 12 months, compared with eight per cent at three months).
- Three-quarters (75 per cent) of Receiving Parents with a new arrangement in place reported that their new arrangement started in the month the end of liability letter was received (25 per cent) or following that (50 per cent).
- At three months, Receiving Parents in the compliant groups were more likely to have a maintenance arrangement than those in the nil-assessed and non-compliant groups. However, no significant differences were found between whether parents had an arrangement and their sample group 12 months after case closure.
- At both three and 12 months, Receiving Parents who reported a better quality relationship with the Paying Parent and more regular contact were also more likely to have a maintenance arrangement in place than other separation types who reported no contact.
- A smaller proportion of Receiving Parents on a very low income (less than £15,600 per year) had a maintenance arrangement in place (32 per cent) compared with parents in other income groups (35 to 39 per cent). There was no significant association between having an arrangement and household income at 12 months.
- At three months, of all Receiving Parents with an arrangement, half had a CMS arrangement (31 per cent a Direct Pay arrangement and 19 per cent a Collect and Pay arrangement) and half had a FBA (50 per cent) and a very small proportion had a court arrangement (one per cent).



## Survey of Child Support Agency Case Closure Outcomes

- At 12 months, a higher proportion of Receiving Parents in the nil-assessed and non-compliant segments had a Direct Pay arrangement (34 per cent) than at three months (26 per cent) and a lower proportion had a Collect and Pay arrangement. A slightly lower proportion also had FBAs (45 per cent at 12 months compared with 49 per cent at three months).
- Parents in the 'longer relationship, regular contact, friendly' group were more likely than those in other relationship clusters to have a FBA.
- Of those with a FBA, most (82 per cent at three months and 74 per cent at 12 months in the nil-assessed and non-compliant segments) had a financial arrangement, in which the Paying Parent gave regular payments at a set level for support of the children.

# 4 Effectiveness of child maintenance arrangements

This chapter looks at the effectiveness of the child maintenance arrangements put in place at both stages of the research: three months after the Child Support Agency (CSA) cases were closed and 12 months after closure. It begins by examining the overall effectiveness of arrangements. The chapter then goes on to look at how the arrangement in place at the time of the interview compared to the previous CSA arrangement. Finally, it examines the Paying Parents' perspective on the barriers to effective arrangements.

How effectiveness is measured

This study defined an effective Child Maintenance Service (CMS) arrangement as one in which payments were being made on time, in full and the Receiving Parent perceived the arrangement to be working well. It should be noted that the Department for Work and Pensions (DWP) measures the effectiveness of statutory arrangements differently and so a direct comparison is not appropriate<sup>18</sup>.

Effective family-based arrangements (FBAs) were defined as:

- a regular financial arrangement where at least some of the agreed amount is always/usually received on time and the parent considers the arrangement to be working very/fairly well; or
- an ad hoc arrangement which includes a financial element (or transaction in kind e.g. school uniform) and where the parent considers the arrangement to be working very/fairly well.

## 4.1 Nature of child maintenance arrangements at three months

### 4.1.1 Effectiveness of arrangements

Of all Receiving Parents whose CSA case was closed three months earlier, 17 per cent had an effective arrangement in place (Appendix A, Table A.142). A further 15 per cent had an arrangement in place that was not fully effective. Most Receiving Parents did not have an arrangement in place.

Among parents with an arrangement in place, over half (54 per cent) had an effective arrangement (Table 4.1).

---

<sup>18</sup> The DWP defines effective arrangements as being those where payment is made within five days of the due date and at least 90 per cent of the full amount is paid.

**Table 4.1 How effective arrangement is (of all those with an arrangement)**

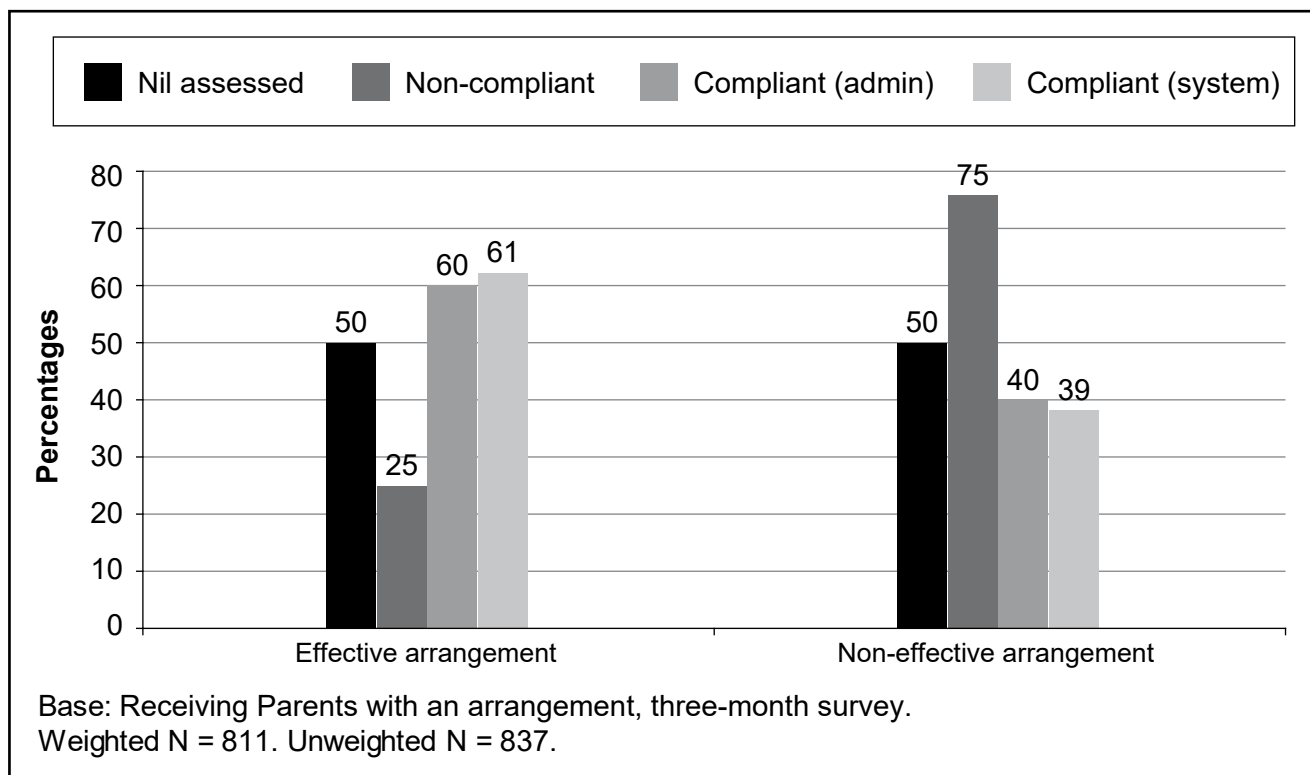
	Percentage
Effective arrangement	54
Not fully effective arrangement	47
<i>Unweighted base</i>	<i>837</i>

Base: Parents surveyed three months being paid child maintenance.

The effectiveness of arrangements (among those with an arrangement of some sort in place) varied significantly by case closure segment, the type of arrangement in place and parents' separation characteristics:

- Those in the non-compliant group were least likely to have an effective arrangement (25 per cent) while those in the compliant (system) group were most likely (61 per cent). It is also worth noting that half (50 per cent) of those in the nil-assessed group with an arrangement had an effective arrangement three months post-case closure (Figure 4.1).

**Figure 4.1 Overall effectiveness (among those with an arrangement) by CSA case closure segment**



- Receiving Parents with a FBA were most likely to have an effective arrangement in place compared with other types of arrangements. Nearly three in four (72 per cent) Receiving Parents with FBAs had an effective arrangement, with those with financial FBAs far more likely to have an effective arrangement than those with ad hoc FBAs (76 compared with 32 per cent). Thirty-five per cent of Receiving Parents with a CMS arrangement has an effective arrangement (Appendix A, Table A.152).

## Survey of Child Support Agency Case Closure Outcomes

- Those who were married to the Paying Parent for a longer period of time and who maintained frequent and friendly contact with the Paying Parent also tended to have more effective arrangements, with 71 per cent of the 'longer relationship, regular contact, friendly' group having an effective arrangement. Those who had a shorter relationship and no current contact with the Paying Parent were least likely to have an effective arrangement. Forty-five per cent of the 'not married, short relationship, no contact' group had an effective arrangement (Appendix A, Table A.150).

Among Receiving Parents with a financial arrangement in place (either a financial FBA or a CMS arrangement), four in five (80 per cent) reported receiving all or most of the maintenance due to them and over three-quarters (78 per cent) reported receiving payments always or usually on time. Seven in 10 (70 per cent) reported feeling that their current arrangement was working very or fairly well.

- Receiving Parents in the compliant (admin) and compliant (system) groups were more likely to receive most or all of their payments (87 per cent and 86 per cent respectively) and to receive those payments on time (84 per cent and 79 per cent) (Table 4.2).

**Table 4.2 Timeliness of payments, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Timeliness</b>	%	%	%	%	
Always on time	55	36	62	59	57
Usually on time	23	21	21	20	21
Varies	12	26	6	12	12
Usually late	6	9	4	6	6
Always late	3	8	6	3	4
<i>Weighted base</i>	195	66	113	338	713
<i>Unweighted base</i>	209	77	188	246	720

Base: All parents with a financial arrangement in place at three months.

- Those in the compliant (system) group were also more likely to report that their arrangement was working fairly well or better (76 per cent).

Receiving Parents who were dissatisfied with their current arrangement were asked why it was not working. They were asked to choose from a list of precoded options and could select more than one answer. Overall, the most common reasons cited were that the Paying Parent does not pay (68 per cent), that the parents do not have a good relationship at the moment (47 per cent) and that the Receiving Parent was dissatisfied with the amount received (46 per cent). Dissatisfied parents in the non-compliant group were most likely to report that the Paying Parent would not pay (82 per cent) while those in the compliant (admin) group were more likely than those in other groups to report that they were unhappy with the amount of maintenance received (69 per cent) (Table 4.3).

**Table 4.3 Reasons why current arrangement is not working well, by CSA case closures segment**

Reasons	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
He/she doesn't pay	76	82	60	54	68
You are not happy with the amount of maintenance you receive	44	34	69	47	46
He/she is not happy with the amount of maintenance he/she should pay	35	35	45	33	35
He/she can't afford to pay	9	6	4	4	6
The two of you do not have a good relationship now	45	38	47	53	47
Disagreements about contact with the children	17	11	13	12	14
The Paying Parent changes when or how much he/she pays	33	27	41	43	36
<i>Weighted base</i>	<i>91</i>	<i>51</i>	<i>31</i>	<i>88</i>	<i>261</i>
<i>Unweighted base</i>	<i>104</i>	<i>63</i>	<i>54</i>	<i>66</i>	<i>287</i>

Base: Parents who reported their arrangement was not working well at three months.

#### 4.1.2 Amount of maintenance received and frequency of payments

Twenty-eight per cent of Receiving Parents with an arrangement in place reported that they received less than £100 per month in maintenance, 38 per cent received between £100 and £200, 20 per cent £200 to £300 and 14 per cent more than £300 (Table 4.4).

**Table 4.4 Amount of maintenance received per month**

	Percentage
Less than £100 per month	28
£100 – 200 per month	38
£200 – 300 per month	20
More than £300 per month	14
<i>Unweighted base</i>	<i>677</i>

Base: Parents with an arrangement in place at three months.

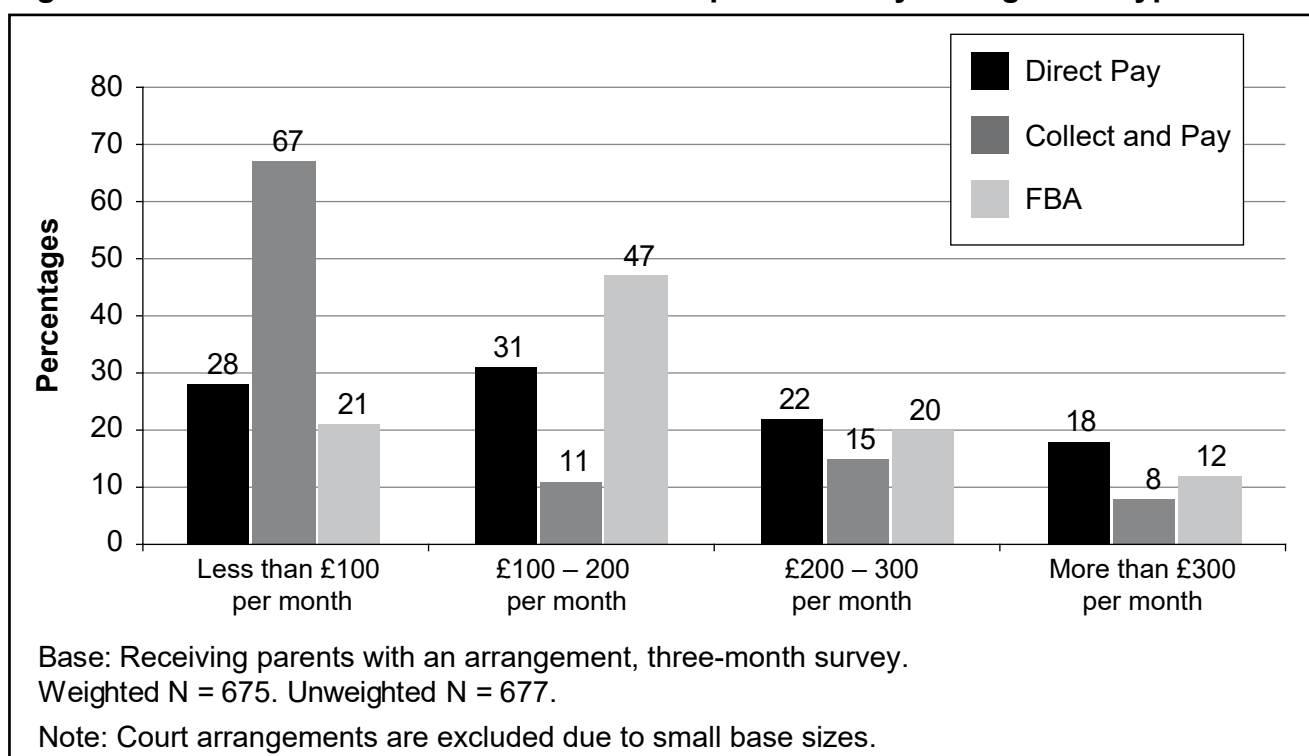
## Survey of Child Support Agency Case Closure Outcomes

The amount of maintenance received varied substantially by sample segment and by arrangement type:

- Those in the non-compliant and nil-assessed groups were more likely to receive £200 or less per month (73 per cent and 77 per cent respectively) compared with those in the compliant (admin) and compliant (system) groups (61 per cent and 60 per cent).
- Those with a Collect and Pay arrangement were far more likely than those with other types of arrangement to receive less than £100 per month while those with a FBA were most likely to receive between £100 and £200 per month (Figure 4.2).

It should be noted that these amounts are based on information provided by the Receiving Parent; management information data was not available to verify the figures reported.

**Figure 4.2 Amount of maintenance received per month by arrangement type**



### 4.1.3 Comparison of current arrangement to CSA arrangement

Comparing their current arrangement to their previous CSA arrangement:

- 25 per cent of Receiving Parents reported receiving about the same amount of maintenance as before;
- 31 per cent reported that they now receive more than before;
- 23 per cent reported they receive less;
- 9 per cent had not yet started receiving payments in their current arrangement; and
- for 12 per cent it was not possible to make a comparison with their previous arrangement.

Similarly:

- 46 per cent reported that their current arrangement was working about the same as their previous CSA arrangement;
- 36 per cent reported that it was working better; and
- 18 per cent reported that it was working worse.

Receiving Parents in the non-compliant group were more likely to report that their current arrangement was working better than their previous CSA arrangement (52 per cent), compared with those in other sample segments (Appendix A, Table A.167).

### 4.1.4 Paying Parent views on effectiveness of arrangements at three months

Paying Parents with Direct Pay arrangements identified the following barriers to effective arrangements:

- **Access to Receiving Parent bank details**

Delays in receiving bank details so payments could be made meant some Direct Pay arrangements had not started at three months. In other cases difficulties arose for Paying Parents when Receiving Parents changed their bank details without notifying them, leading to payments being missed.

Issues of this kind were more common in cases where there was limited or no contact between the Paying and Receiving Parent. Where this was the case, the Paying Parent was reliant on the CMS to collect these details on their behalf, but in some cases they had no response:

*'[The CMS have] tried to get in contact with her. They've sent her letters. They've tried to ring the phone and they can't get in contact with her. So if they can't get in contact with her there's nowt they can do. So basically I've just been told to keep putting the money in the bank and saving it up.'*

(Paying Parent, aged 40-49, Direct Pay)

Interviews with Paying Parents suggest there was some inconsistency in the advice CMS advisors gave Paying Parents in these circumstances, with some being told to save the money as payments would be backdated and others being told the case would commence at the point at which bank details were received from the Receiving Parent. These inconsistencies suggest clarification of what happens in these circumstances is needed and a consistent message given to both Paying and Receiving Parents.

Paying Parents made some suggestions to address these issues including proposing that the CMS could either collect these details from the Receiving Parent at the point of CMS registration or request these details from the CSA in cases where a case had been recently closed.

- **Perceived incorrect Direct Pay calculations**

Direct Pay calculations perceived to be incorrect because they were based on out-of-date or inaccurate income information led to delays in Direct Pay arrangements commencing or resulted in Paying Parents making payments at a lower rate than the original calculation stated.

### **Case example of an incorrect Direct Pay calculation**

This Paying Parent's Direct Pay calculation was based on a tax-return that was two years old and did not accurately reflect their current income. Unable to provide the evidence required to contest the calculation within the time limit allowed, they had taken their case to appeal. While the case was being reviewed the Paying Parent was paying a lower amount than the original Direct Pay calculation, basing the figure on their current income.

#### **• Affordability**

Paying Parents identified affordability as a barrier to effective arrangements. In particular, Paying Parents with fluctuating income levels or periods of ill health felt these circumstances were not fully taken into account in Direct Pay calculations and consequently struggled to make payments in full.

For Paying Parents with FBAs, the reasons given for not fully effective arrangements (e.g. delays or reduced payments) primarily focused on affordability, particularly in cases where Paying Parents were self-employed or on 'zero-hour' contracts and their income fluctuated a lot. In these cases, payments might be delayed and topped up at a later date depending on what work they had. Further discussion of the facilitators and barriers to FBAs from a Paying Parent perspective are discussed in Section 5.4.3.

Similar barriers to effective arrangements were identified by Paying Parents who participated in a parallel study about experiences of Direct Pay (Research Report No. 931, DWP, 2016).

## **4.2 Nature of child maintenance arrangements at 12 months**

### **4.2.1 Effectiveness of arrangements**

Twelve months after case closure, one in 10 Receiving Parents in the nil-assessed and non-compliant segments had an effective maintenance arrangement in place (10 per cent). Thirteen per cent had an arrangement in place that was not fully effective. The majority of Receiving Parents in these two segments had no arrangement in place (77 per cent) (Appendix A, Table A.169). These figures were similar to those in the nil-assessed and non-compliant segments in the three-month survey. At this stage, 9 per cent of Receiving Parents had an effective arrangement, 12 per cent had an arrangement that was not fully effective and 79 per cent had no arrangement in place.

Among parents with an arrangement in place, 45 per cent had an effective arrangement while 55 per cent had an arrangement that was not fully effective. This is slightly higher than at three months (Table 4.5). There were no significant differences in effectiveness by arrangement type, sample segment (nil-assessed or non-compliant), low income status, partner status or separation type.



## Survey of Child Support Agency Case Closure Outcomes

**Table 4.5 How effective arrangement is, three versus 12 months**

	3 months %	12 months %
Effective arrangement	43	45
Not fully effective arrangement	57	55
<i>Unweighted base</i>	<i>374</i>	<i>227</i>

Base: Nil-assessed and non-compliant segments with an arrangement in place, three and 12 months.

Among parents with a financial arrangement in place in the nil-assessed and non-compliant segments:

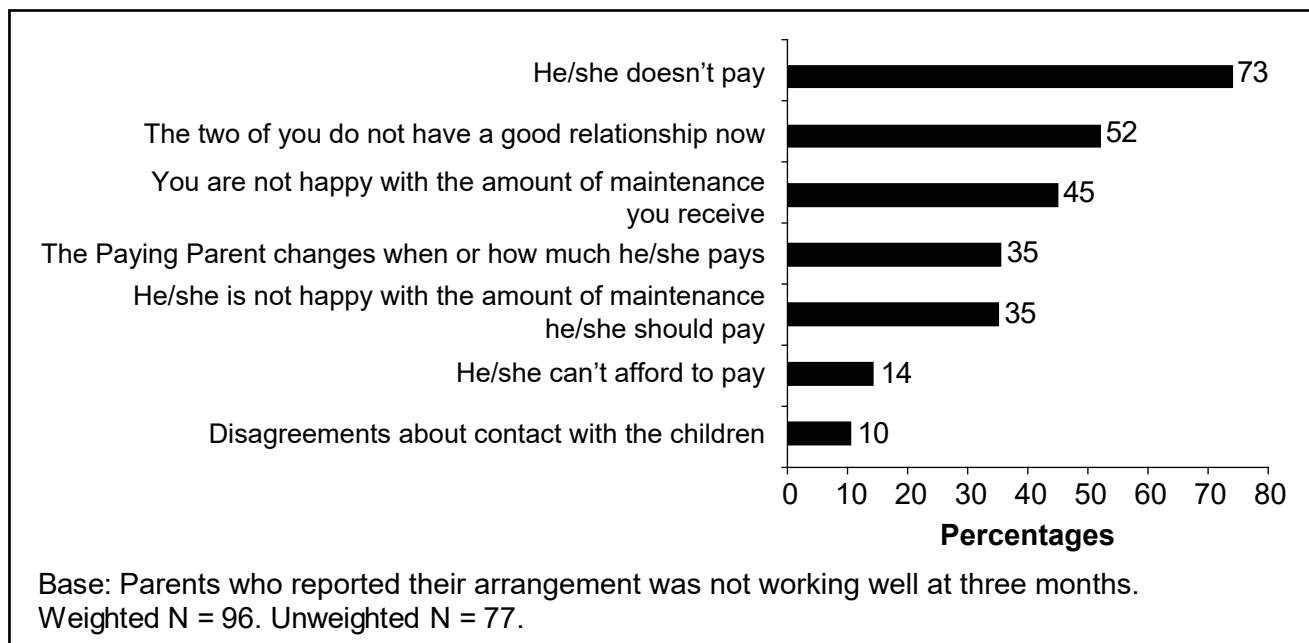
- over seven in ten (72 per cent) reported receiving all or most of the maintenance owed them (Appendix A, Table A.173);
- four in five (80 per cent) received their payments on time all or most of the time (Appendix A, Table A.176); and
- seven in ten (70 per cent) reported that their arrangement was working very or fairly well (Appendix A, Table A.176).

Again, these figures did not differ significantly by arrangement type, sample segment, low income status, partner status or separation type.

As in the three-month survey, Receiving Parents who were dissatisfied with their arrangement 12 months after case closure were asked why it was not working. They were asked to choose from a list of precoded options and could select more than one answer. The most commonly cited reasons were that:

- the Paying Parent did not want to pay (73 per cent);
- the parents do not have a good relationship (52 per cent); and
- the Receiving Parent was dissatisfied with the amount of maintenance received (45 per cent) (Figure 4.3).

**Figure 4.3 Reasons why current arrangement is not working well**



## 4.3 Chapter summary

- Three months after case closure 17 per cent of all Receiving Parents had an effective arrangement in place, meaning that payments were being made on time, in full and the Receiving Parent perceived the arrangement to be working well. This equates to over half of Receiving Parents with an arrangement in place (54 per cent).
- Twelve months after case closure, 10 per cent of parents in the nil-assessed and non-compliant segments had an effective arrangement in place. This was very similar to the proportion of parents in these segments with an effective arrangement at three months (nine per cent). Three months after closure, there was substantial variation in effectiveness by sample segment, type of arrangement and parents' separation characteristics. This variation was not statistically significant 12 months after case closure. Those most likely to have an effective arrangement at three months tended to be:
  - Compliant (system) clients (61 per cent).
  - Those with a FBA (72 per cent) – especially those with financial FBAs (76 per cent).
  - Those in the 'longer relationship, regular contact, friendly' separation type (71 per cent).
- Those least likely to have an effective arrangement in place three months after case closure tended to be:
  - Non-compliant clients (25 per cent).
  - Those with a CMS arrangement (35 per cent).
  - Those in the 'not married, shorter relationship, no contact' separation type (45 per cent).
- The median amount of maintenance received was between £100 and £200 per month with those in the non-compliant and nil-assessed sample segments and those with Collect and Pay arrangements tending to receive less maintenance.

## Survey of Child Support Agency Case Closure Outcomes

- Comparing the amount of maintenance received under current arrangements to that received previously under CSA arrangements, the majority of Receiving Parents reported receiving around the same amount or more than before (56 per cent). Most also reported feeling that their current arrangement was working as well or better than their previous CSA arrangement (82 per cent).
- For Receiving Parents who reported their arrangements were not working well, the most common reasons given were that the Paying Parent did not pay, the Receiving Parent was dissatisfied with the amount received and that the relationship between them was difficult. For their part, Paying Parents described barriers related to affordability of maintenance payments (particularly among those with fluctuating incomes or periods of ill health); incorrect or out of date Direct Pay calculations; and difficulties accessing payment details for Receiving Parents.

# 5 Deciding new child maintenance arrangements

This chapter explores the Paying Parents' experiences of Child Support Agency (CSA) case closure. It then focuses on the decision-making process for new child maintenance arrangements:

- Who decided on the type of arrangement.
- How happy Receiving Parents were with the decision.
- The factors involved in choosing different types of child maintenance arrangements.
- The influence and affordability of the Child Maintenance Service (CMS) application fee and Collect and Pay charges.

## 5.1 Paying Parents' experiences of CSA case closure

This section reports on Paying Parents' experiences of case closure, including views and experiences of the administration and communication of the process and how CSA arrears were dealt with.

### 5.1.1 Communication of case closure and awareness of next steps

There was mixed feedback on communication about the case closure process. In some cases, Paying Parents reported good communication, receiving letters about the process that were clear:

*'I received a letter about it in advance so I had time to prepare for the Child Maintenance Service to take over ... I was happy with the way they communicated with me.'*

(Paying Parent, aged 40-49, FBA)

Where this was the case, Paying Parents described having a good understanding of their next steps and what action to take to make alternative arrangements.

### Case example of effective case closure communication

This Paying Parent had suffered a stroke and as a result of his condition he found it difficult to understand the letter he received about the closure of his case. After contacting the Child Maintenance (CM) Options by telephone and still finding it difficult to understand, they arranged for a member of staff to visit him at home to explain the changes in person. The Paying Parent found this service invaluable because he had been anxious about the content of the letter:

*'I thought it was brilliant. The guy came out. He was really polite. He was fantastic – explained everything basically to me really because like I say ... things don't go in my head like they used to.'*

(Paying Parent, aged 50+, no arrangement)

However, other Paying Parents reported poor communication of case closure receiving no letters from the CSA. Where this was the case Paying Parents only became aware of the changes when their ex-partner or the CMS contacted them about an alternative arrangement:

*'I didn't have one single letter off them, a phone call, nothing ... it was just literally thrown in the dark, and I was like well, what do we do now?'*

(Paying Parent, aged 40-49, no arrangement)

There were also examples of Paying Parents who received the letters about the closure of their cases but were unclear about why their cases were closing and what action they should take. These misunderstandings meant they took no action to put alternative arrangements in place. Examples included one Paying Parent who assumed that the CMS would take over from the CSA and continue to deduct payments from his benefits:

*'I received a letter and a booklet about it ... I thought reading the leaflet that they sent me, that I could either do it myself or if they didn't hear from me they would actually carry on or somebody was taking over and going to do the £5 a week.'*

(Paying Parent, aged 50+, no arrangement)

In another case, the Paying Parent had not realised the CSA was closing and assumed the case was being closed at the request of the Receiving Parent. As a result, he took no action to make an alternative arrangement.

### 5.1.2 Administration of case closure

Paying Parents raised the following issues in relation to the administration of case closure:

- **Information sharing between the CSA and CMS.**

Paying Parents who went on to make new arrangements via the CMS (as a result of registering a new case themselves or because the Receiving Parent opened a case) expressed frustration that the CMS had no details of their previous cases. This was particularly a concern for Paying Parents who felt incorrect Direct Pay calculations could have been avoided if accurate information on their current circumstances had been shared by the CSA:

## Survey of Child Support Agency Case Closure Outcomes

*'When I started speaking to [the CMS] they told me 'Well no ... they hadn't got your [CSA] paperwork' which made no sense to me.. I've been dealing with the CSA for four or five years, they know about my case and what I was paying and the variations they put into place – but the new system ... said they were not liaising with the CSA which I think was strange. How can you bring in a new system and you don't know the old one? That makes no sense.'*

(Paying Parent, aged 40-49, Direct Pay)

- **CSA arrears.**

In letters informing them of the closure of their CSA case, Paying Parents were notified of any outstanding arrears<sup>19</sup>. Where Paying Parents expressed dissatisfaction with how arrears have been dealt with at case closure, the following reasons were given:

- **Lack of earlier notification.**

There were examples of Paying Parents who received notification of large-scale arrears at the point of case closure who were unaware of any arrears up to that point. In these cases, they were unhappy that they had not been alerted to the issues earlier. In one case for example, a Paying Parent was told he owed in excess of £9,000 that he was previously unaware of:

*'I still feel really angry about it ... why has somebody written after all these years to say that's happened when it could have been done years ago and maybe sorted out by now you know?'*

(Paying Parent, age not given, FBA)

- **Insufficient information on reasons for arrears transferred to the CMS.**

Paying Parents who sought clarification on how they had accrued arrears or questioned their accuracy expressed frustration that CMS advisors were not able to fully answer their questions, did not have sufficient details on how the arrears had been accrued, and were slow to follow-up on queries raised:

*'They don't know themselves, because one person that I speak to has turned round and said that I don't owe any money and then another person said, "Well we don't know where that figure has come from. It's been generated" and I'm, "Well it's been generated from what?" "Well it's been generated through the account". So obviously they've got an admin error ... [as] I've got the letter to prove I don't have any arrears and I only owe £10 per fortnight. So where's the arrears come from? But they don't know that answer and they've still not rung me back.'*

(Paying Parent, aged 40-49, Direct Pay)

---

<sup>19</sup> After CSA closure, Paying Parents remain responsible for paying any outstanding arrears. These cases are automatically transferred to the CMS who take over the administration of repayment.

### • Timescales for resolving issues

Paying Parents who wanted to resolve issues with arrears expressed frustration that after they received notification that they owed money, they had to wait for further clarification of the process for making payments and what type of payment plan would be put in place. Three months post-case closure, some Paying Parents had still not received clarification of how to make payments and were unhappy as a result:

*'I thought, you know I could set up some sort of payment scheme now. They said, "Oh, no, no we can't do that. You have to wait for them to contact you" and so I said, "Right well that's all good and well" thinking that will be soon obviously, and to this day I've had nothing and I don't know who I'm supposed to contact about it.'*

(Paying Parent, age not given, FBA)

## 5.2 The decision making process

### 5.2.1 Who decided the type of arrangement

Around two-fifths (41 per cent) of Receiving Parents who had an arrangement made the decision about the type of maintenance arrangement themselves, with nearly a third (30 per cent) making the decision together with the Paying Parent. Eighteen per cent said that the decision was made mainly by the Paying Parent. The decision was least likely to have been made mainly by the Paying Parent in the non-compliant group than other segments (Appendix A, Table 5.2).

Understandably, given the nature of family-based arrangements (FBAs), Receiving Parents were less likely to have made the decision to have a FBA mainly on their own (19 per cent), compared to other types of arrangement (62 per cent for CMS arrangements and 69 per cent for court arrangements); and were more likely to have made the decision together (54 per cent) than those with a CMS arrangement (six per cent) or court arrangement (seven per cent). Around a quarter of Receiving Parents (24 per cent) with a FBA reported the decision was made mainly by the Paying Parent.

### 5.2.2 How happy Receiving Parents were with the decision

In arrangements where the decision was made by the Paying Parent, or the CMS, Receiving Parents were:

- Fairly evenly split between those who were very or fairly happy with the decision (49 per cent) and those who were not very or not at all happy (51 per cent).
- Most likely to report being not at all happy with the decision when they had a court arrangement (43 per cent), compared to those with a FBA (14 per cent).

## 5.3 Deciding to have a CMS arrangement

### 5.3.1 Who paid the £20 application fee and how affordable it was

In the majority (68 per cent) of cases with a CMS arrangement, the Receiving Parent paid the £20 application fee to the CMS, and the majority of this group (66 per cent) said that it was very or quite easy to afford. Those in the nil-assessed group were the most likely to say that the fee was quite or very difficult to afford (46 per cent), compared to other segments (Table 5.1). Over a quarter (29 per cent) said the fee was waived (for example due to domestic violence).

**Table 5.1 Affordability of £20 CMS application fee, by CSA case closures segment**

Affordability of £20 application fee	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
Very easy	10	26	17	21	18
Quite easy	44	37	60	48	48
Quite difficult	35	22	11	21	24
Very difficult	11	15	12	9	11
<i>Weighted base</i>	<i>87</i>	<i>48</i>	<i>76</i>	<i>132</i>	<i>301</i>
<i>Unweighted base</i>	<i>102</i>	<i>48</i>	<i>76</i>	<i>96</i>	<i>322</i>

Base: Parents with a CMS arrangement and who paid the £20 application fee, three-month survey.

### 5.3.2 Reasons why parents decided to use the CMS over making a family-based arrangement

Receiving Parents who had a CMS arrangement and were involved in the decision to have this type of arrangement were asked why they did not choose to have a FBA. They chose from a list of precoded options and could select more than one answer.

As Figure 5.1 shows, the most frequently cited reason for not having a FBA were that they thought:

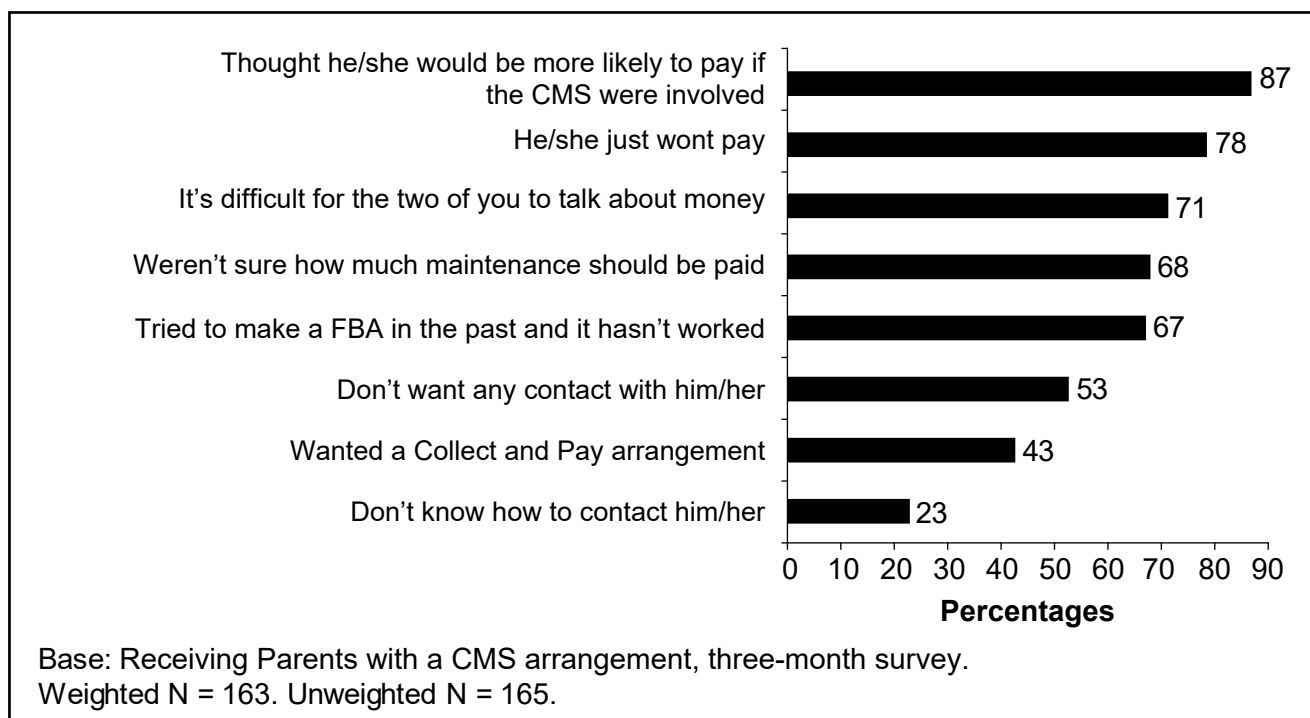
- The Paying Parent would be more likely to pay if the CMS was involved (87 per cent).
- The Paying Parent would not pay with a FBA (78 per cent).



In addition:

- Two-thirds had tried a FBA in the past and it had not worked (67 per cent) and/or were not sure how much maintenance should be paid (68 per cent).
- Around seven in ten of Receiving Parents (71 per cent) said they chose not to have a FBA because it was difficult to talk about money with the Paying Parent.
- Around half (53 per cent) said it was because they did not want any contact with the Paying Parent.

**Figure 5.1 Reasons why parents decided to use a CMS arrangement over a FBA**



### 5.3.3 Reasons for using Direct Pay

Receiving Parents who had a Direct Pay arrangement and were involved in the decision to have this type of arrangement were asked why they chose this over Collect and Pay. Again, they chose from a list of precoded options and could select more than one answer.

As Figure 5.2 shows, the most frequent reasons were:

- Receiving Parents thought it would work for them (68 per cent).
- A desire to avoid the Collect and Pay charges (42 per cent)<sup>20</sup>.

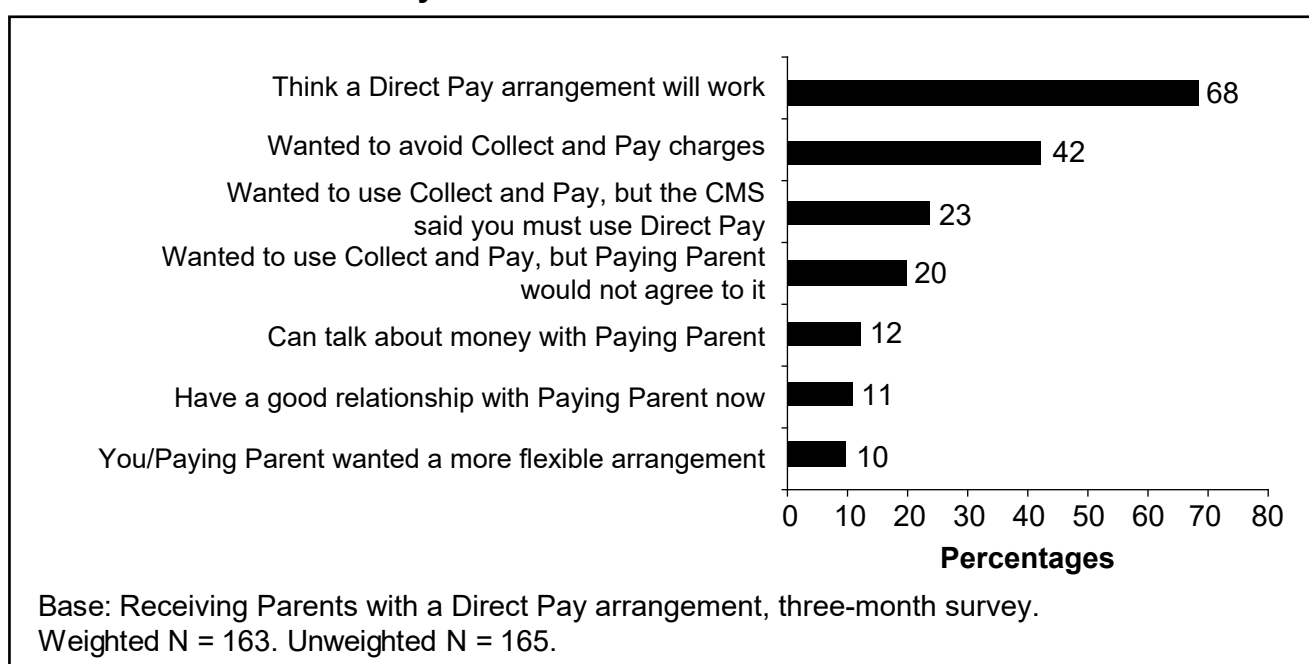
<sup>20</sup> A similar question was asked in a parallel study about parents' experiences of using Direct Pay. Thirty-three per cent reported that a desire to avoid Collect and Pay charges was a contributing factor to why they had opted for Direct Pay over Collect and Pay. The sample for this study was parents who had received a Direct Pay calculation three and 12 months earlier.

## Survey of Child Support Agency Case Closure Outcomes

In addition:

- A fifth (20 per cent) wanted to use Collect and Pay, but the Paying Parent would not agree to it and a similar proportion (23 per cent) wanted to use Collect and Pay, but the CMS told them that they must use Direct Pay. While the CMS does not make the decision to use Direct Pay for Parents, this finding indicates that Receiving Parents may perceive this to be the case.
- Around one in ten Receiving Parents gave reasons related to their relationship with their ex-partner, such as they could talk about money with the Paying Parent (12 per cent), and/or they had a good relationship with the Paying Partner (11 per cent).

**Figure 5.2 Reasons why parents decided to make a Direct Pay arrangement over Collect and Pay**



Of those Receiving Parents with a Direct Pay arrangement, the majority (56 per cent) would prefer to have a Collect and Pay arrangement, compared to 42 per cent who would not.

### Influence of charges on decision to use Direct Pay

Around half (51 per cent) of Receiving Parents were influenced in their decision to use Direct Pay by the collection charges for Collect and Pay. For 40 per cent, the charges did not influence their decision much, or at all. Nine per cent did not know about the charges for Collect and Pay.

### 5.3.4 Reasons for choosing Direct Pay – Paying Parents' perspectives

This section explores the reasons why Paying Parents chose Direct Pay, their experiences of setting up Direct Pay arrangements and their views on how Direct Pay could be improved.

### Choosing Direct Pay

Reflecting the findings from the survey of Receiving Parents which found that 41 per cent of Direct Pay decisions were made mainly by the Receiving Parent, some Paying Parents described having no say in the decision to have a Direct Pay arrangement. In other cases, Paying Parents expressed a preference for having a Direct Pay arrangement over a FBA because they felt a Direct Pay arrangement offered:

- An accurate maintenance calculation.

Paying Parents valued having an 'official' maintenance calculation because this provided them with peace of mind that they were paying the correct amount and helped to avoid disputes with the Receiving Parent.

- Proof of payment.

Paying Parents who preferred Direct Pay to a FBA did so because they felt it offered greater proof of payment, and therefore greater protection from accusations of non-payment by the Receiving Parent:

*'I'd rather it go through the CMS so ... she can't lie and say I didn't do this or didn't do that. So she gets her money every month. I've got all the records through my bank and these statements or whatever so there's no lying involved, so it keeps it simple. Then I can prove that I pay every month and she can't say that she didn't get it for example'*

(Paying Parent, Direct Pay, aged 40-49)

- An intermediary between themselves and the Receiving Parent.

In cases where Paying Parents had no contact with the Receiving Parent or described the relationship as very acrimonious, Direct Pay was preferred because the CMS could act as intermediary and limit the communication they were required to have:

*'I don't want to speak to her and enter into any negotiations whatsoever. I've had enough of it and I'm quite happy to deal with the professional company rather than with her.'*

(Paying Parent, Direct Pay, aged 40-49)

The reasons why some Paying Parents preferred FBAs are discussed in full in Section 5.4.3.

### Experiences of the Direct Pay maintenance calculation

Paying Parents raised a number of issues with Direct Pay maintenance calculations.

- Inaccurate calculations.

As previously discussed in Section 5.3.4 some Paying Parents reported issues with the accuracy of their Direct Pay maintenance calculations. Problems arose when calculations were based on out-of-date income data that was several years old; or where other factors had not been fully taken into account (i.e. pension contributions). These inaccurate calculations had a number of negative consequences:

- Unaffordable maintenance payments leading to arrears or financial hardship;
- Increased administrative burden;
- Undermined relationships with the Receiving Parent, damaging trust and raising expectations of financial support that could not be met.

## Survey of Child Support Agency Case Closure Outcomes

Paying Parents who experienced issues of this kind, expressed frustration that accurate information held by the CSA was not shared with the CMS. There was also some feedback that the seven days they were given to submit correct evidence of their income was not sufficient and that clearer timescales should be provided on the time it would take for recalculations to be done:

*'I think the timescales are ridiculous, seven days to prove an income if you don't have a pay slip is ridiculous ... I think a little bit of flexibility, and I asked for two weeks and they were like, "No, you've got one week".'*

(Paying Parent, Direct Pay, aged 40-49)

- Insufficient consideration of current circumstances.

Paying Parents who were unhappy with their Direct Pay maintenance calculation felt that the calculation did not take sufficient account of their current circumstances and their outgoings. They wanted a more individualised assessment of their circumstances:

*'I think just being a bit more understanding of people's financial stories really ... they just totally dismissed every other thing I had in my life at the time such as somewhere to live and work and things ... You know that should have been taken into consideration'*

(Paying Parent, age not given, FBA)

## Recommendations to improve Direct Pay arrangements

To improve Direct Pay arrangements, Paying Parents made the following suggestions:

- Communication with Paying Parents:
  - Provide the option of face-to-face appointments with CMS advisors:

*'I think that this needs to be done locally ... [They are] so detached from where we are and where we live. I think ... having that face-to-face contact, would make such a difference.'*

(Paying Parent, aged 50+, Direct Pay)
  - Provide clarification on the point at which a Direct Pay arrangement commences in cases where Receiving Parent bank details have not been shared.
  - Provide guidance on how Paying Parents can evidence Direct Pay arrangements, including how online payments should be titled to avoid disputes; any issues with making payments from an account not in the name of the Paying Parent; and the implications of making payments direct to the child (in the case of a teenager) rather than the Receiving Parent.
  - Provide guidance on the definition of 'shared care'.
- CMS administration:
  - Review CMS security procedures which some Paying Parents viewed as too complex and in some instances had prevented the Paying Parent from being able to discuss their case:

## Survey of Child Support Agency Case Closure Outcomes

*'The level of security is unbelievable. I could probably get into Fort Knox easier ... It puts me off completely speaking to them.'*

(Paying Parent, aged 40-49, Collect and Pay)

- Share CSA case information with the CMS to promote continuity of administration.
- Direct Pay calculations:
  - Take more account of individual financial circumstances in Direct Pay maintenance calculations.
  - Provide a longer timeframe for Paying Parents to provide evidence in cases where calculations are contested.
  - Provide clear timescales for the recalculation of maintenance assessments.
  - Provide clear timescales for the appeals process.
- Direct Pay set-up:
  - Collect bank details from the Receiving Parent at the point of case registration to facilitate the set-up of Direct Pay arrangements.

Overall, these findings about Paying Parents' experiences of choosing Direct Pay, the maintenance calculation and views on how Direct Pay could be improved, reflect findings from a parallel study conducted about parents' experiences of Direct Pay (DWP, 2016).

### 5.3.5 Deciding to use Collect and Pay

Receiving Parents who had a Collect and Pay arrangement and were involved in the decision to have this type of arrangement were asked why they chose this over Direct Pay (161 parents in total) Again, they chose from a list of precoded options and could select more than one answer.

The vast majority (91 per cent) chose Collect and Pay because the Paying Parent had a track record of not paying in the past. In addition:

- Three-quarters (75 per cent) said it was because they didn't want to have contact with the Paying Parent.
- 67 per cent because they and the Paying Parent could not talk about money.
- 40 per cent because they did not know how to contact the Paying Parent.
- Around half (52 per cent) cited domestic violence as a reason.
- The majority (72 per cent) said the ongoing four per cent charge for Collect and Pay was very or quite easy to afford, while 28 per cent found it difficult (Table 5.2).

## Survey of Child Support Agency Case Closure Outcomes

**Table 5.2** Reasons why parents decided to use Collect and Pay over Direct Pay, three months

	Percentage
Paying Parent has a track record of not paying	91
Receiving Parent does not want to have contact with him/her	75
Parents cannot talk about money	67
There was a domestic violence issue	52
Paying Parent does not know how to contact him/her	40
<i>Unweighted base</i>	161

Parents who had a Collect and Pay arrangement at three months and were involved in the decision to use Collect and Pay.

### 5.3.6 Paying Parent views on Collect and Pay

This section explores Paying Parents' understanding and views of Collect and Pay arrangements, including how collection charges influenced their decision making and behaviour.

#### Understanding and views of Collect and Pay collection charges

Paying Parents who had contact with the CMS generally had a good awareness of the Collect and Pay collection charges, while Paying Parents without an arrangement (or with a FBA) were generally less aware of the nature and level of charges involved. There were also some examples of Paying Parents who mistakenly thought that the Receiving Parent could request a Collect and Pay arrangement, even without evidence that a Direct Pay arrangement had failed.

Paying Parents had mixed views on the desirability of charges for Collect and Pay, with two broad perspectives voiced:

- One perspective was that charges were appropriate because of the administration costs of Collect and Pay arrangements. The charges were also thought to encourage parents to make their own arrangements and this was welcomed:

*'I mean if you can't agree then I agree there should be a charge. You know ... the government shouldn't be losing for people who can't get an amicable arrangement going'*

(Paying Parent, aged 40-49, FBA)

- For another group of Paying Parents there were strong objections to the charges. This group felt the charges were a way for the Government to make a profit out of child maintenance arrangements and this was viewed as morally wrong:

*'I don't see why they should be making interest on anyone ... I think that's daylight robbery ... Why should you pay them extra for them to collect to pay to her? That's ludicrous. This is what I mean the government are trying to make money [out of] everyone all the time.'*

(Paying Parent, aged 40-49, Direct Pay)

### Choosing Collect and Pay

Interviews with Paying Parents indicated that the charges were a strong disincentive for choosing a Collect and Pay arrangement from their perspective.

For one group of Paying Parents, the charges were the primary reason for not choosing this type of arrangement and without charges, a Collect and Pay arrangement would have been their preferred choice. Reasons for this included:

- Clear evidence of payment

Paying Parents made comparisons between Collect and Pay and their previous experiences of Deduction from Earnings<sup>21</sup> arrangements under the CSA. Where these arrangements had worked well in the past, Paying Parents preferred them because they were felt to provide clear evidence of payment:

*'I'd prefer to [use Collect and Pay] because then you'd have a record, and an independent person's got a record as well ... If I'm paying it to her, you know there's my evidence, her evidence, but there's nobody's in between.'*

(Paying Parent, aged 40-49, Collect and Pay)

- Less scope for missed payments/disputes

Collect and Pay arrangement were felt to offer less scope for missed payments because an external agency was responsible for collecting the funds and any issues with the administration of that process was their responsibility. This was viewed as a particular benefit of Deduction from Earnings arrangements under the CSA.

For another group of Paying Parents however, Collect and Pay (even without charges) was not the preferred option. For this group, either Direct Pay or a FBA was preferable because these alternatives were felt to be:

- Less intrusive and offered greater autonomy

Paying Parents described wanting to maintain control over the process of paying maintenance and viewed the involvement of the CMS as intrusive and as an invasion of privacy.

*'I didn't consider [Collect and Pay] because I find that kind of intrusive. Why should they come into my wages? ... I'll pay it myself. Once you've told me what I need to pay I'll pay it.'*

(Paying Parent, aged 40-49, Direct Pay)

- Simpler administration

They were felt to have simpler administration because they dispensed with an intermediary. This meant Paying Parents could address administrative errors quickly without the need to go via a third party.

---

<sup>21</sup> Under a Deduction from Earnings Order, maintenance payments were taken directly from the Paying Parents earnings and sent to the CSA.

## Survey of Child Support Agency Case Closure Outcomes

### Influence of Collect and Pay collection charges on behaviour

In addition to influencing decision making and the type of maintenance arrangement chosen, there was evidence from Paying Parent interviews that awareness of the Collect and Pay collection charges influenced behaviour. In some cases for example, a desire to avoid the charges incentivised Paying Parents to comply with Direct Pay arrangements:

*'So I suppose to a certain extent, I don't want to pay that extra 20 per cent charge on top. So ... ultimately I will make sure that I've set up a standing order so then payments are there regardless.'*

(Paying Parent, aged 30-39, Direct Pay)

In other cases, however, Paying Parents speculated that (rather than encouraging compliance with maintenance arrangements) they would change their labour market behaviour and reduce their income to avoid paying Collect and Pay collection charges if these were ever imposed:

*'I would just cut my hours down so I didn't have to pay as much or pack my job in all together.'*

(Paying Parent, aged 30-39, no arrangement)

#### Case example of Collect and Pay arrangement

This father had two children with his ex-partner and they had been separated for seven years. When his CSA case closed, his ex-partner contacted the CMS and he was sent a Direct Pay calculation that was inaccurate because it was based on his income from four years ago. He contacted the CMS and was asked to provide evidence of his current income. It took over three months to receive a new calculation, and during that time he made no maintenance payments because he felt they were unaffordable:

*'I didn't have that sort of money. I didn't have that sort of money to be able to pay it.'*

After receiving a new calculation, he made his first payment a few weeks late (he was paid at the end of the month and the payment schedule requested payment at the start of the month). Shortly after, he received a letter explaining he would be transferred onto a Collect and Pay arrangement. He is unhappy with this because he feels the original calculation was inaccurate and unaffordable. He would have liked the CSA to share details of his case with the CMS so that the calculation had been based on more accurate information about his current income.

## 5.4 Deciding to have a family-based arrangement

### 5.4.1 Reasons why Receiving Parents chose a family-based arrangement over Direct Pay

- Receiving Parents who had a FBA and were involved in the decision to have this type of arrangement were asked why they chose this over Direct Pay. Again, they chose from a list of precoded options and could select more than one answer.

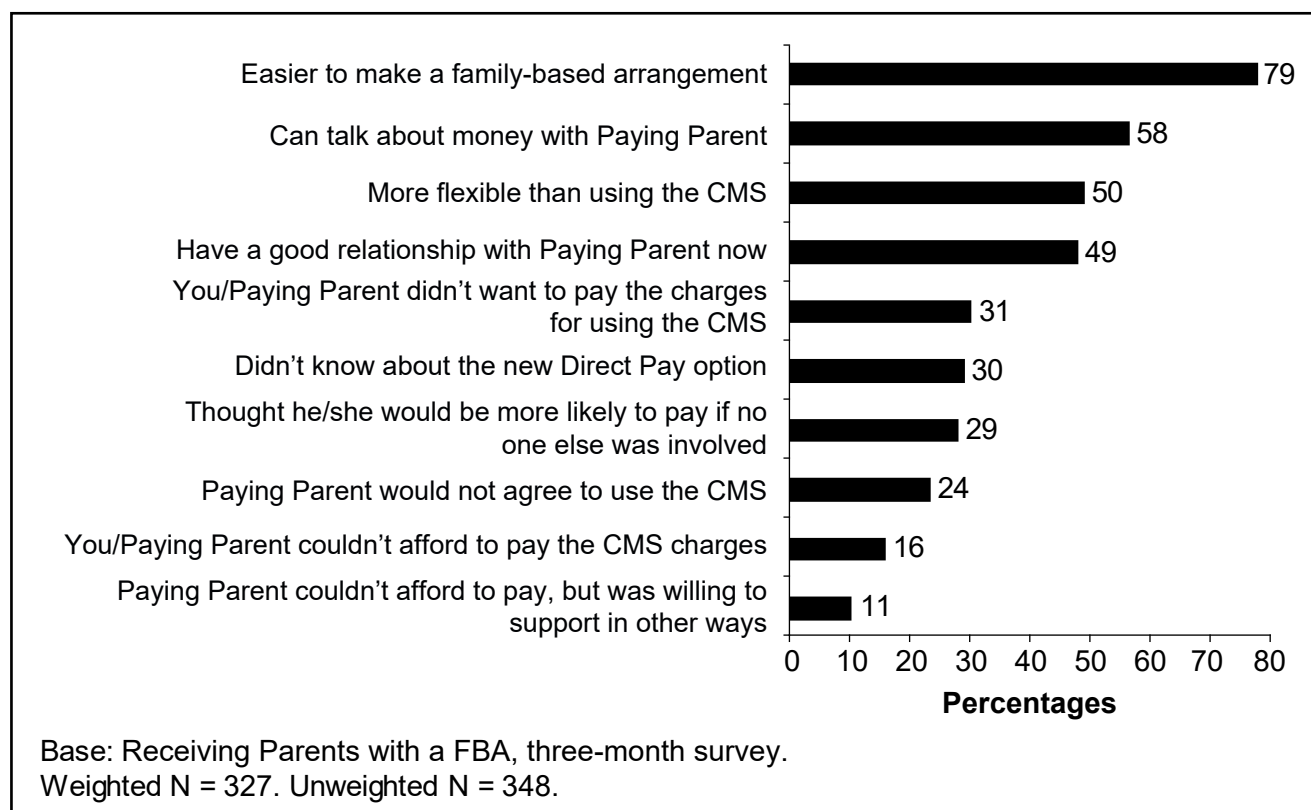


## Survey of Child Support Agency Case Closure Outcomes

Figure 5.3 shows that by far the most frequent reason given by Receiving Parents for choosing a FBA over Direct Pay was that it was easier to make a FBA (79 per cent). Nearly half (50 per cent) said they chose it because it was more flexible than other arrangements. In addition:

- 31 per cent wanted to avoid the charges for using the CMS and 16 per cent said it was because they or the Paying Parent could not afford the CMS charges.
- Nearly a third (30 per cent) said that it was because they did not know about the Direct Pay option. An explanation for this could be that the Receiving Parent had not contacted the CMS or CM Options after being notified of their case closure.
- Another cluster of reasons given for choosing a FBA centred on having a positive relationship with the Paying Parents: 58 per cent said they chose it because they and the Paying Parent could talk about money; 49 per cent because they had a good relationship with the Paying Parent now.
- Over a quarter thought that the Paying Parent would be more likely to pay if there was no one else involved (29 per cent).

**Figure 5.3 Reasons why parents decided to use a FBA over Direct Pay**



### 5.4.2 Influence of CMS charges on decision to choose a family-based arrangement

Over half (51 per cent) of Receiving Parents with a FBA, who were involved in the decision to have this type of arrangement, said that their decision was not influenced very much, or at all, by the £20 CMS application fee. The fee was a factor for 26 per cent, and 23 per cent were not aware of it.

## Survey of Child Support Agency Case Closure Outcomes

The ongoing CMS charges (for Collect and Pay) were a stronger disincentive, with 34 per cent of these Receiving Parents saying this affected their decision to have a FBA a lot, or to some extent. 42 per cent said this did not affect their decision much, or at all.

### 5.4.3 Paying Parent views on reasons for having a family-based arrangement

This section examines the reasons why Paying Parents chose FBAs and the nature of these arrangements. It also explores the facilitators and barriers to successful FBAs as well as recommendations from Paying Parents on how parents could be supported to make FBAs.

#### Choosing a FBA

Paying Parents chose FBAs for the following reasons:

- **Financial flexibility:** FBAs were felt to offer more flexibility and scope for both parties to agree an arrangement tailored to their specific circumstances. In contrast, maintenance calculations made by the CMS were viewed as ‘a hard edged tool’ that could not take account of individual circumstances or accommodate short-term fluctuations in income or changes in the level of shared care. In one case for example, a Paying Parent set up a FBA because he felt able to contribute a higher level of maintenance than the level calculated by the CMS. In another case, a FBA was arranged because it provided both parties with the flexibility to vary the arrangement depending on who was looking after the children.

*‘What works really well is the fact that we both agreed on the amount. We didn’t have someone else saying, “This is how much it should be” or “That’s how much it should be”. We sat down and we agreed on an amount that worked for both of us ... and any times there’s hardships between either one of us we can have a conversation about it and I can give her more money or she’ll wait an extra week for her money. So I think that’s why ours works so well because we’re just open to discuss any issues that we have between us.’*

(Paying Parent, aged 30-39, FBA)

- **Simpler administration:** For Paying Parents who had good relationships with the Receiving Parent, FBAs were felt to be simpler and easier to administer than arrangements that involved a third-party. Paying Parents’ who had previous negative experiences of administrative errors in their CSA cases, were particularly motivated to avoid third-party involvement if there was a possibility of arranging it privately. One Paying Parent explained:

*‘I mean it was just for ease and I didn’t really see the need for a middle man if you like when I could just pay her directly.’*

(Paying Parent, aged 30-39, FBA)

- **Autonomy and control:** A third motivation was to maintain control over the nature of the arrangement (including the level and frequency of payments), and to avoid government involvement in what was considered a private matter. Parents wanted to take responsibility for the care of their children and minimise administration costs:

## Survey of Child Support Agency Case Closure Outcomes

*'To be honest any third party is always going to cost money or take away from the child. That's why I like to do it direct, you know. I don't mind someone sticking their nose in and saying, "Well this should be this and this should be that" then, you know regarding calculation or options, that's fine, but when it comes down to choice you know why pay into an organisation that's going to skim off the top? No, that's just money spinners.'*

(Paying Parent, aged 50+, FBA)

### Types of FBAs

The form that FBAs took varied and can be categorised into the following groups:

- **Collaborative fixed FBAs:** a set maintenance amount and/or process were agreed between the Paying and Receiving Parent. Together they reached an agreement on an arrangement that was felt to be fair and sustainable for both sides in terms of maintenance level and payment regularity. This type of arrangement typically took the form of regular monthly payments and/or the payment of either a percentage or the totality of household bills or mortgage payments.

#### Case example of a collaborative FBA

Separating over 15 years ago, this Paying Parent described the split as amicable. Immediately after separation, he provided financial support by paying the mortgage and contributing to bills, until they sold their marital home. At this point they contacted the CSA for a maintenance calculation to help them clarify what level of maintenance he should pay. This calculation has formed the basis of their FBA for 15 years and he has paid a fixed level of maintenance over that time by monthly standing order. This arrangement has continued unchanged after the closure of their CSA case.

- **Non-collaborative FBAs:** the Paying Parent decided on a maintenance amount unilaterally and paid this to the Receiving Parent. The Receiving Parent was not consulted about the amount, form or regularity of maintenance payments. Paying Parent would make payments either in cash or by transfer direct to the Receiving Parent, or in some instances would make the payments directly to the bank accounts of teenage children.

#### Case example of a non-collaborative FBA

This father had two children with his ex-partner, but had no contact with them since 2012 and the relationship with his ex-partner was strained. Previously 'nil-assessed' by the CSA because he was a full-time student, he initiated a family-based arrangement when he went back into work – paying £100 in cash each month and posting it through the Receiving Parent's letter box. These payments were made without consultation with his ex-partner and had started prior to the closure of their CSA case.

- **Collaborative non-financial/irregular FBAs:** the separated parents agreed on a non-financial or irregular arrangement in which the Paying Parent would respond to ad-hoc requests or buy items for the child when needs arose. The exact nature of these arrangements varied but examples included paying for items of clothing, school trips or school lunches:

## Survey of Child Support Agency Case Closure Outcomes

*'If she needs anything she generally will just ring me and say [our son] needs so-and-so, and as I say if I've got the money I just send it to her'*

(Paying Parent, aged 50+, FBA)

- **Collaborative flexible FBA:** this type of arrangement was characterised by an agreement on the level and frequency of maintenance payments, but with a high degree of flexibility and the understanding that the amount would vary depending on circumstances (e.g. changes in income if self-employed, or changes in who was caring for the children).

### Case example of a collaborative flexible FBA

After separating from the Receiving Parent seven years ago, this Paying Parent reached an agreement on a flexible arrangement with his ex-partner. Maintenance payments varied depending on who was taking care of the children, for example, reducing when he had more care of the children during the school holidays, and increasing when the children had additional needs, e.g. new school uniforms.

### Timing of FBAs

Some FBAs were already in place prior to CSA case closure, while in other cases, the process of closing their CSA case prompted parents to make FBA arrangements. Where this was the case, Paying Parents gave the following reasons:

- **Avoiding CMS charges.**

In some cases Paying Parents explicitly stated that they had chosen a FBA to avoid paying the CMS application fee, either because they felt it was unaffordable or because they felt CMS fees were a form of profit making and disagreed ideologically with this:

*'Apparently I heard some of the money would actually go in their pocket ... this is what I heard. That's why we did it by ourselves'*

(Paying Parent, aged 40-49, FBA)

- **To avoid repeating negatively perceived experiences with the CSA.**

Paying Parents' who reported negative experiences of the CSA, described how they sought to arrange FBAs to avoid a repeat of those experiences. From the perspective of Paying Parents, these negative experiences included incorrect arrears, perceived unfair or inaccurate calculations, administrative issues and communication difficulties.

**Case example of a FBA initiated to avoid a repeat of previous perceived negative experiences**

This Paying Parent had a CSA arrangement for a number of years and during that time difficulties had arisen because he found the level of payments unaffordable. He described having difficulties contacting the CSA and disputes over arrears and it was a desire to avoid a repeat of these issues, that motivated him to go through friends to organise a FBA with the Receiving Parent with whom he had no contact for years:

*'I thought there's no way I want to go through the whole ... CSA [thing] again. ... just all these years of nothing making sense and me being completely screwed over financially I just thought I'm not prepared to go through that again.'*

(Paying Parent, age not given, FBA)

He used the online maintenance calculator to help him work out how much he should pay and has reached an agreement to pay this amount by standing order on a monthly basis. The arrangement has been in place for six months and is working smoothly.

• **Improved relationship with the Receiving Parent**

By the time their CSA case closed, some Paying Parents reported having a better relationship with the Receiving Parent and case closure provided them with an opportunity to organise their maintenance arrangement privately:

*'Our relationship as parents was better so we agreed not to bother going through child maintenance and in a way in fact it was a much better agreement'*

(Paying Parent, aged 30-39, FBA)

• **Case closure letters and CMS advisors**

Guidance in CSA case closure letters and from CMS advisors, encouraged some Paying Parents to set up FBAs, who otherwise might have presumed that had to involve the CMS:

*'The letter from them ... the closing letter I got about my case being closed ... had [the CMS] details on it and said ... here are the three ways ... you can pay, decide what's best for you. And that's when it said about the private arrangement'*

(Paying Parent, age not given, FBA)

And:

*'So I just said to the lady on the phone, "I pay her £20 a week anyway." And she said, "Oh, that's great then. So if you keep that up, then we won't have to get involved then as long as the payment's there every week.'"*

(Paying Parent, aged 50+, FBA)

## Survey of Child Support Agency Case Closure Outcomes

### Facilitators to successful FBAs

Paying Parents identified the following facilitators for effective FBAs:

- **Amicable relationship with the Receiving Parent.**

Supporting findings from previous studies of child maintenance, having a reasonably amicable relationship with the Receiving Parent and as a minimum the capacity to communicate on issues related to the children was an important foundation for a successful FBA (Ireland *et al.*, 2011). Parents who had amicable relationships reported having more collaborative FBAs, built on a foundation of mutual trust and the shared goal of putting their children's interests first:

*'Well it was just like a verbal agreement because we've known each other over 18 years, you know we trusted each other because we knew it was for the kids. So we trusted each other to do it.'*

(Paying Parent, aged 40-49, FBA)

- **Readiness and capacity to go beyond the arrangement.**

Paying Parents who had collaborative FBAs mentioned that being flexible with the amount of maintenance and on occasion providing more support than the original agreement, helped sustain arrangements:

*'I suspect the fact that I paid for lots of other things over and above the maintenance itself has actually been the crux of why it's worked without anything kind of failing apart (...) and the fact that they're with us a lot or have been with us a lot and you know we do things together and therefore that means, therefore I finance them.'*

(Paying Parent, aged 40-49, FBA)

This willingness (and capacity) to contribute to unexpected expenses, rather than maintaining a 'fixed' arrangement, suggests that Paying Parents on low incomes with less capacity for flexibility of this kind may find it more difficult to sustain these arrangements.

- **Flexibility of the Receiving Parent.**

Flexibility and understanding from Receiving Parents if maintenance payments were late or needed to be varied because of the financial circumstances of the Paying Parent, were important facilitators to effective arrangements. FBAs seemed to work better when the Receiving Parent was in a comfortable financial situation (or a better situation than the Paying Parent) and therefore more able to accommodate delays or reduced payments. For example, one Paying Parent explained:

*'She's got a very good job and she earns a lot of money. She's a beautician and she's very qualified ... so she earns a lot of money. She gets a lot of customers, so she's on a lot of money whereas mainly obviously up until last week I wasn't.'*

(Paying Parent, aged 30-39, FBA)

- **Reliability and punctuality of payments**

Reliable and punctual payments were identified as factors that helped maintain FBAs in the longer term and built trust between both parties. When payments were made consistently, the involvement of a third-party to enforce the arrangement was not viewed as necessary:

*'I mean for all the years, like I say, I don't think I've ever missed a payment so she doesn't have to worry about that ... we didn't feel the need to have somebody else involved.'*

(Paying Parent, aged 30-39, FBA)

- **On-line maintenance calculators**

Paying Parents who used online maintenance calculators found these helpful as a way of verifying the level of maintenance and in agreeing that level with the Receiving Parent:

*'There was an online calculator which it told you about in the booklet as well. So I did the calculation through there as well and it did work out pretty much the same. I think there was £1 or £2 difference and so not much had really changed from the arrangement with the CSA.'*

(Paying Parent, aged 30-39, FBA)

### **Barriers to FBAs**

Barriers mentioned by Paying Parents to both setting up and maintaining FBAs were the following:

- **Difficult relationship with Receiving Parent.**

A difficult relationship with the Receiving Parent, either from the start of the separation or later on could make a FBA impossible to set-up or ultimately lead to its break down. Triggers that led to deterioration in relationships included one or other partner re-partnering; disputes over contact; changes in financial circumstances or disputes over the level of maintenance payments. In some cases there was no contact at all between the separated parents which made setting up a FBA impossible:

*'If there was contact, if there was speech between me and my ex, something eventually would give. The fact that there's been nothing, you can't really expect great results out of no contact with her.'*

(Paying Parent, aged 30-39, no arrangement)

- **Disputes over contact with children.**

While some Paying Parents were committed to paying maintenance whether they had contact with their children or not, for others paying maintenance was directly linked to being able to see their children. In one case for example, a FBA broke down when contact with the children was stopped.

## Survey of Child Support Agency Case Closure Outcomes

- **Lack of evidence of payments.**

Paying Parents reported previous negative experiences of failed FBAs, where ex-partners had claimed to the CSA that they had not received any maintenance payments or payments they had received were for different purposes. If the Paying Parent had paid in cash or had no proof the payments were for maintenance, they had been ordered to pay a high level of arrears. These negative experiences meant they were reluctant to have FBAs in the future.

### **Case illustration of the evidence**

This Paying Parent initially had a collaborative FBA with his ex-partner which was sustained for two years after their separation. However, unhappy with the level of maintenance she was receiving, his ex-partner initiated a claim with the CSA. In this claim, the Paying Parent said his ex-partner falsely claimed she had not received any maintenance during the previous two years and that the money transferred was for a loan. The Paying Parent reflected that this negative experience meant he was unwilling to have a FBA again in the future:

*'I don't think I would go down that road again, like paying her directly without CSA involved. Because as I say she could just turn around and say, "Well, it's not for child maintenance, it's for a loan", again or a car. You know she can make up anything. So, no, after that happened I'd never go down that road again.'*

(Paying Parent, aged 40-49, no arrangement)

- **Misunderstanding regarding the impact on the benefits of the Receiving Parent.**

A misconception that paying maintenance might negatively affect the benefits Receiving Parents might be entitled to.

## **Recommendations to support FBAs**

To help set up and sustain FBAs, Paying Parents made the following suggestions:

- **Affordable counselling/mediation.**

Paying Parents valued affordable counselling/mediation from an independent and neutral third-party to help separated parents manage their relationship, and reach agreement on financial issues and issues around contact.

- **Support to resolve disputes over contact.**

Paying Parents who were in dispute with their ex-partner over contact with their children wanted more support to help resolve these issues:

*'I think rather than just CSA chasing money, I think there should be something in place that ... as well as chasing money it chases the fact that fathers should be involved in their child's life. I really do think that's, that's a big thing.'*

(Paying Parent, aged 30-39, no arrangement)

This finding is consistent with previous studies which have found that the majority of Paying Parents place store in the connection between maintenance arrangements and contact (Wikeley, 2007).



It is also important to note however, that some Paying Parents reflected that difficulties in some relationships meant they did not feel any support or intervention would make a FBA feasible:

*'I don't think there's any way for anyone to help. If they're having a difficult relationship they're having a difficult, difficult relationship. More people intervening makes things worse. It doesn't make it better.'*

(Paying Parent, aged 30-39, FBA)

In these circumstances, Paying Parents valued the role the CMS played in supporting parents who could not arrange maintenance privately to come to an agreement.

## **5.5 No maintenance arrangement at three months**

### **5.5.1 Whether parents with no arrangement had tried to make a child maintenance arrangement since case closure**

The majority (85 per cent) of Receiving Parents with no maintenance arrangement three months after their CSA case was closed, and who were not in the process of setting one up, said that they had not attempted to set one up. Those in the nil-assessed and compliant (admin) groups were the most likely to say this (88 and 87 per cent).

### **5.5.2 Reasons parents had not tried to make an arrangement**

Receiving Parents with no maintenance arrangement three months after their CSA case was closed, and who were not in the process of setting one up, were asked why they had not tried to set an arrangement up. Again, they chose from a list of precoded options and could select more than one answer.

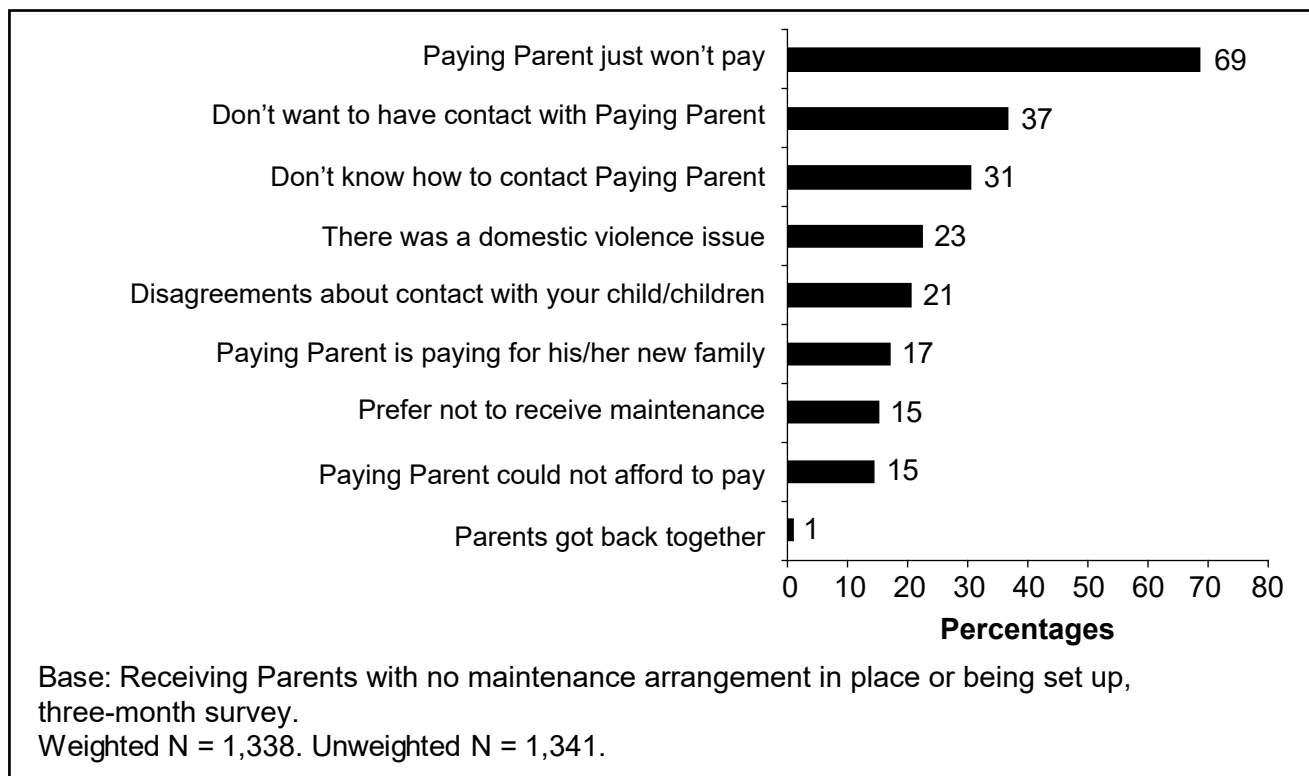
As Figure 5.4 shows, nearly seven out of ten Receiving Parents said they had not tried to set up an arrangement because they thought the Paying Parent would not pay (69 per cent). Fifteen per cent said it was because s/he could not afford to pay.

Around a third said that it was because they did not know how to contact the Paying Parent (31 per cent) and/or because they did not want any contact with him/her (37 per cent). The latter response was most likely to be given by those in the compliant (system) group (48 per cent), and least likely by those in the non-compliant group (30 per cent).

Fifteen per cent said they had not tried to set up an arrangement because they preferred not to receive maintenance. Receiving Parents in the non-compliant group were least likely to give this reason (eight per cent). Around a fifth (23 per cent) said that it was because there was a domestic violence issue.

## Survey of Child Support Agency Case Closure Outcomes

**Figure 5.4 Reasons Receiving Parents had not tried to set up a maintenance arrangement**



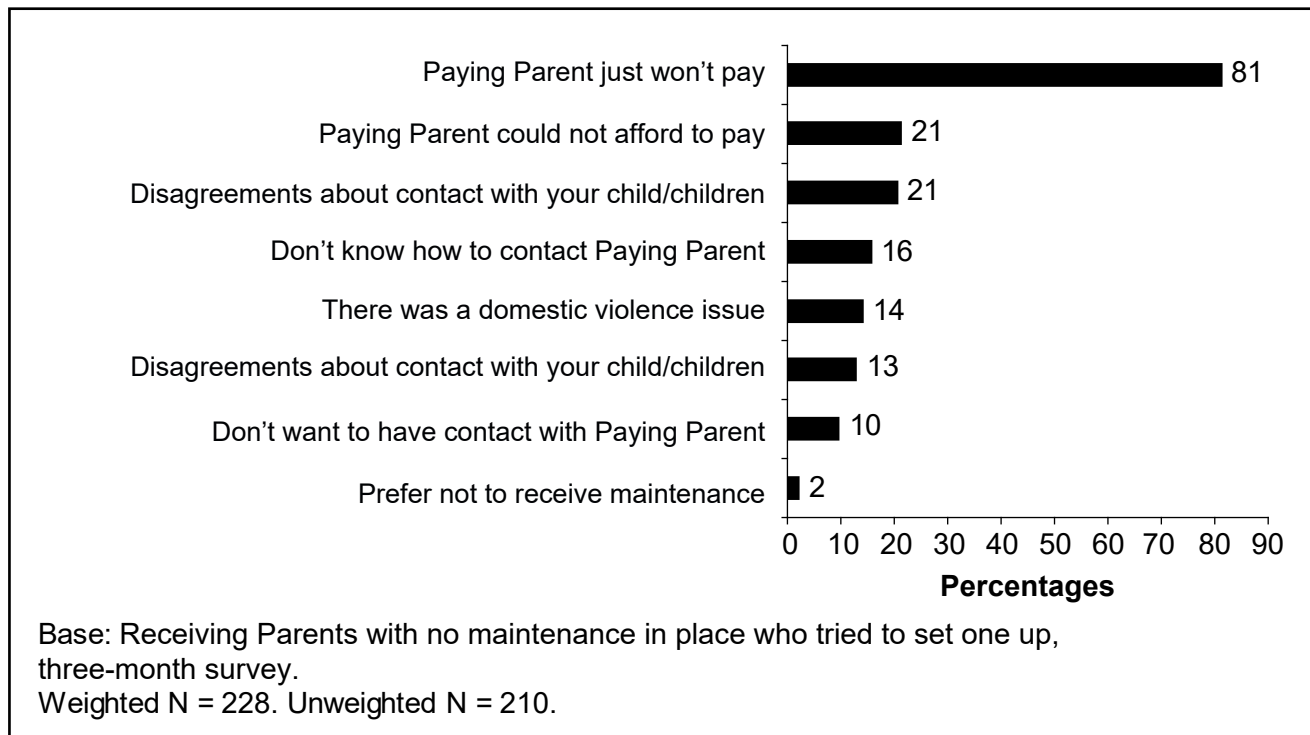
### 5.5.3 Reasons why arrangements had not been successful

Receiving Parents with no maintenance agreement three months after their CSA case was closed, who were not in the process of setting one up, but had tried to make an arrangement, were asked why the arrangement had not been successful Figure 5.5. They chose from a list of precoded options and could select more than one answer.

Again, the vast majority (81 per cent) said that this was because the Paying Parent would not pay. Other reasons were also given to do with the Paying Parent's ability to pay: around a fifth because s/he could not afford to pay (21 per cent) and/or because s/he was paying for children in his/her new family (21 per cent).

Around one in ten Receiving Parents said that it was because: they did not want contact with the Paying Parent (10 per cent); of disagreements about contact with the children (13 per cent); and/or there was a domestic violence issue (14 per cent). 16 per cent said they did not know how to contact the Paying Parent.

Figure 5.5 Reasons why arrangement was not successful



### 5.5.4 Influence of CMS charges on decision to not have a maintenance arrangement

For Receiving Parents without a maintenance arrangement at three months, the £20 CMS application fee was cited as a factor in the decision by nearly a third (29 per cent). Just under half of Receiving Parents with no arrangement (45 per cent) said that the application fee did not influence their decision much, or at all.

A smaller proportion said that the ongoing charges for Collect and Pay influenced their decision to have no maintenance arrangement (24 per cent), with 47 per cent reporting that these charges did not influence their decision much, or at all. Nearly a third (29 per cent) did not know about the Collect and Pay charges.

Receiving Parents with no arrangement in the compliant (system) group (34 per cent) were most likely to say that these ongoing CMS charges influenced their decision to have no arrangement, with those in the nil-assessed group least likely (21 per cent) to say this.

### 5.5.5 Paying Parents' reasons for having no arrangement in place

This section examines the reasons Paying Parents gave for having no maintenance arrangements in place three months post-CSA case closure. Explanations fell into three categories:

- **Attitudes to child maintenance and perceived fairness.**

This group of Paying Parents were unwilling to pay maintenance because they felt they had been treated unfairly. In particular, some parents who had no contact with their children did not agree with paying maintenance until they had contact:

## Survey of Child Support Agency Case Closure Outcomes

*'If it was my choice to stop contact I should still ... pay but when she stopped me having any access I don't think you should have to pay anything when it's her choice that way.'*

(Paying Parent, aged 30-39, no arrangement)

Other reasons given for refusing to pay child maintenance included questions over the paternity of the children concerned, and scepticism that the maintenance they paid would be used for the benefit of their children.

In light of these views, Paying Parents in this group took no action to make alternative arrangements when their CSA cases were closed. Because cases had not been pursued by the receiving parent via the CMS no arrangements were currently in place.

### **Case illustration of no arrangement**

After they initially split up, this Paying Parent had a FBA with his ex-partner, paying monthly direct into her bank account. After a number of years his ex-partner remarried and their relationship deteriorated. When his ex-partner stopped his contact with his child, he stopped the family-based arrangement at which point she opened a case with the CSA. For eight years, the Paying Parent paid maintenance via the CSA. However, when notified of the closure of his case the Paying Parent took no action to make an alternative arrangement as he strongly objected to paying maintenance when he continued to have no contact with his child. He has had no contact from the CMS so assumes that his ex-partner has not initiated a case.

#### **• Eligibility.**

Where circumstances had changed, some Paying Parents were no longer eligible to pay maintenance and consequently no alternative arrangements were made after case closure. Examples included Paying Parents who now both looked after the child/ren equally; and cases where the child in question was no longer eligible for maintenance because they had left full-time education.

In other cases, the circumstances of Paying Parents who had previously been 'nil-assessed' by the CSA had not changed so no alternative arrangements were put in place at case closure.

#### **• Receiving parent's attitude to child maintenance.**

In some instances, Paying Parents expressed a willingness to pay maintenance, but reported that the receiving parent was unwilling to engage with them and did not want their financial support for the children:

*'My ex would sooner me not have any part of their lives basically. So in a way [case closure] was like a good thing to her because ... all the ties are cut ... I bet she was relieved in fact that they weren't taking money off me.'*

(Paying Parent, aged 50+, no arrangement)

Without the cooperation of the receiving parent no arrangement could be put in place.

## 5.6 Chapter summary

### 5.6.1 Paying Parent views on the transition to the CMS

- There were mixed views on the communication of case closure and some expressed dissatisfaction that their case details were not transferred from the CSA to the CMS, including details of arrears.

### 5.6.2 Deciding to have a CMS arrangement

- Around two-fifths (41 per cent) of Receiving Parents who had an arrangement three months after case closure chose the type of arrangement themselves, and for nearly a third (30 per cent), it was a joint decision with the Paying Parent.
- In the majority (68 per cent) of cases with a CMS arrangement, the Receiving Parent paid the £20 application fee to the CMS, and the majority of this group (66 per cent) said this was very or quite easy to afford.
- The most common reasons Receiving Parents gave for choosing a CMS arrangement over a FBA was that they thought the Paying Parent would be more likely to pay if the CMS was involved (87 per cent), and the Paying Parent would not pay with a FBA (78 per cent).
- A large proportion (67 per cent) said that they had tried a FBA in the past and it had not worked.

### 5.6.3 Choosing Direct Pay

- Around two-fifths (42 per cent) of Receiving Parents with a Direct Pay arrangement cited a desire to avoid Collect and Pay charges as the reason for choosing Direct Pay, and 51 per cent said the charges were a factor in their decision.
- Paying Parents reported that the charges were a strong disincentive to use Collect and Pay.
- However, of all Receiving Parents with a Direct Pay arrangement, the majority (56 per cent) would prefer to have a Collect and Pay arrangement.

Where Paying Parents expressed a positive preference for Direct Pay this was because:

- It offered an accurate maintenance calculation.
- Provided proof of maintenance payments.
- Acted as an intermediary between themselves and the Receiving Parent.

However, some Paying Parents also raised issues with Direct Pay – these centred around perceived inaccuracies of the maintenance calculations, and insufficient consideration of current circumstances.

### 5.6.4 Choosing Collect and Pay

Of Receiving Parents who chose Collect and Pay:

- The vast majority (91 per cent) chose Collect and Pay because the Paying Parent had a track record of not paying in the past; three-quarters (75 per cent) said it was because they didn't want to have contact with the Paying Parent; 67 per cent because they and the Paying Parent could not talk about money. The majority (52 per cent) also cited domestic violence as a reason.
- The majority (72 per cent) said the ongoing four per cent charge for Collect and Pay was very or quite easy to afford, while 28 per cent found it difficult.

### 5.6.5 Choosing a FBA over Direct Pay

- Among Receiving and Paying Parents with a FBA, by far the most frequent reason given for choosing a FBA over Direct Pay was that it was easier to make a FBA and that it was more flexible than other types of arrangements. Another cluster of reasons given for choosing a FBA centred on having a positive relationship with the ex-partner.
- Nearly a third of Receiving Parents said that they had a FBA because they did not know about the Direct Pay option. An explanation for this could be that Receiving Parents did not contact the CMS or CM Options after they were notified of the closure of their CSA case. This suggests a potential need for clearer communications from the CMS about the need to contact CM Options to find out about the maintenance options available.
- Some Paying and Receiving Parents also cited avoiding CMS charges as a reason for having a FBA. Of Receiving Parents with a FBA, who were involved in the decision to have this type of arrangement, the £20 CMS application fee was a factor in decision making for 26 per cent, and 23 per cent were not aware of it. The ongoing CMS charges (for Collect and Pay) were a stronger disincentive, with 34 per cent of these Receiving Parents saying this affected their decision to have a FBA a lot, or to some extent.
- Paying Parents felt FBAs were facilitated by:
  - An amicable relationship with the Receiving Parent;
  - A readiness to go beyond the arrangement, to fit fluctuating circumstances and needs;
  - Flexibility from the Receiving Parent when the Paying Parent faced challenges to meet payments;
  - Reliability and punctuality of payments;
  - Use of online maintenance calculators to facilitate the settlement.

Barriers to setting up FBAs were:

- Difficult relationships between Paying and Receiving Parents;
- Disputes over contact with the children;
- Lack of evidence of payments; and
- Misconceptions regarding the impact on the welfare benefits of the Receiving Parent.

### 5.6.6 No maintenance arrangement in place

- The majority (85 per cent) of Receiving Parents with no maintenance arrangement three months after their CSA case was closed, reported that they had not attempted to set one up. By far the most common reason for this was because they thought the Paying Parent would not pay (69 per cent). This was also the most common reason given by those who had attempted to set up an arrangement, but it had not worked (81 per cent).
- For Receiving Parents without a maintenance arrangement at three months, the £20 CMS application fee was cited as a factor in the decision by nearly a third (29 per cent).
- The ongoing charges for Collect and Pay influenced Receiving Parents' decisions to have no maintenance arrangement in a almost quarter of cases (24 per cent).

Paying Parents' explanations for having no arrangement fell into three categories:

- Firstly, some felt that they had been treated unfairly, so were unwilling to pay maintenance (for example, in disputes about contact).
- Secondly, where circumstances had changed, some Paying Parents were no longer eligible to pay maintenance (for example, where care was now shared, or the child was no longer in full-time education).
- Thirdly, some Paying Parents reported that the Receiving Parent preferred not to receive their financial support for the children.

## 6 Longer term changes in maintenance arrangements

This chapter examines the maintenance arrangements of parents in the nil-assessed and non-compliant segments 12 months after Child Support Agency (CSA) case closure. It looks at:

- The proportion of parents with a stable arrangement of more than nine months; a newer arrangement; a failed arrangement; and who had never had an arrangement since case closure.
- The types of maintenance arrangement within these groups (where base sizes allow).
- The reasons for arrangement success or breakdown.

### 6.1 Proportion with arrangement in place 12 months after case closure

As shown in Table 6.1, 12 months after CSA case closure, in the nil-assessed and non-compliant segments:

- Around one in 10 Receiving Parents (nine per cent) had a sustained arrangement which had been in place for more than nine months.
- A similar proportion (eight per cent) had a newer maintenance arrangement, which had been in place for less than nine months.
- Six per cent of Receiving Parents had an arrangement which had broken down, and was not re-established.
- 71 per cent had not had any arrangement at all since case closure<sup>22</sup>.

**Table 6.1 Proportion of Receiving Parents with a maintenance arrangement, 12 months after CSA case closure**

	Percentage
Sustained arrangement	9
Newer arrangement	8
Failed arrangement	6
Never had an arrangement	71
In the process of setting arrangement up	6
<i>Unweighted base</i>	<i>866</i>

Base: All parents surveyed at 12 months.

<sup>22</sup> It should be noted that the proportion of parents with no arrangement at 12 months presented in Chapter 3 differs slightly from that above. This is because figures are calculated in a slightly different way, with those parents who were unable to provide information on the date the arrangement started excluded from figures above (n=117). The smaller unweighted base size results in differences in percentages.



## 6.2 Sustained arrangements

### 6.2.1 Types of arrangement that were sustained

Fifty-six per cent of Receiving Parents in the nil-assessed and non-compliant segments with a Child Maintenance Service (CMS) arrangement reported that it had been in place for more than nine months. Comparisons between other types of arrangement were not possible due to the size of the groups.

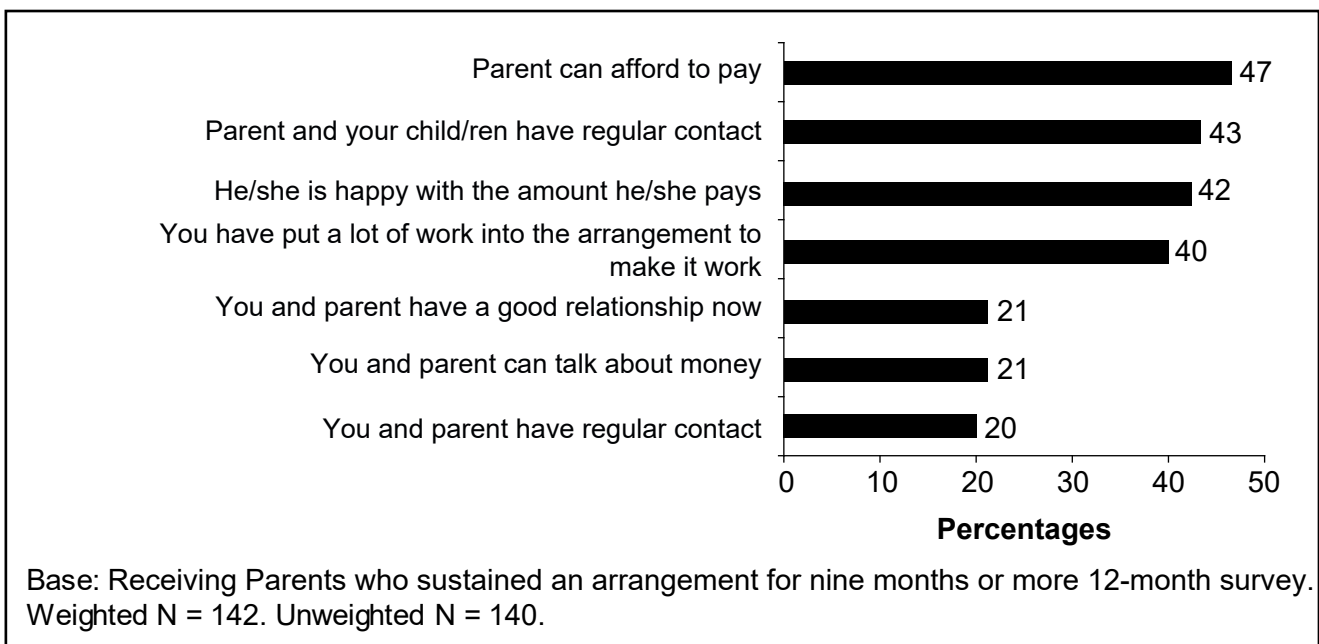
There were no statistically significant differences in the proportions with a sustained arrangement by segment.

### 6.2.2 Reasons why sustained

Receiving Parents who had sustained an arrangement for more than nine months were asked why they thought the arrangement had been successful (Figure 6.1). They chose from a list of precoded options and could select more than one answer.

- Nearly half (47 per cent) said that it was because the Paying Parent could afford to pay, and 42 per cent that it was because s/he was happy to pay.
- A similar proportion (43 per cent) said that it was because the Paying Parent and child/ren had regular contact, while only 20 per cent felt that regular contact between themselves and Paying Parent was key.
- Around a fifth thought that being able to talk about money with the Paying Parent was a reason (21 per cent), and/or having a good relationship (21 per cent).

**Figure 6.1 Reasons why arrangements could be sustained for over nine months**



## 6.3 Newer arrangements

There was no statistically significant difference in the proportion of Receiving Parents who had a newer arrangement 12 months after CSA case closure, by sample segment (nil-assessed or non-compliant).

## 6.4 Longer term no arrangements – Reasons why no arrangement

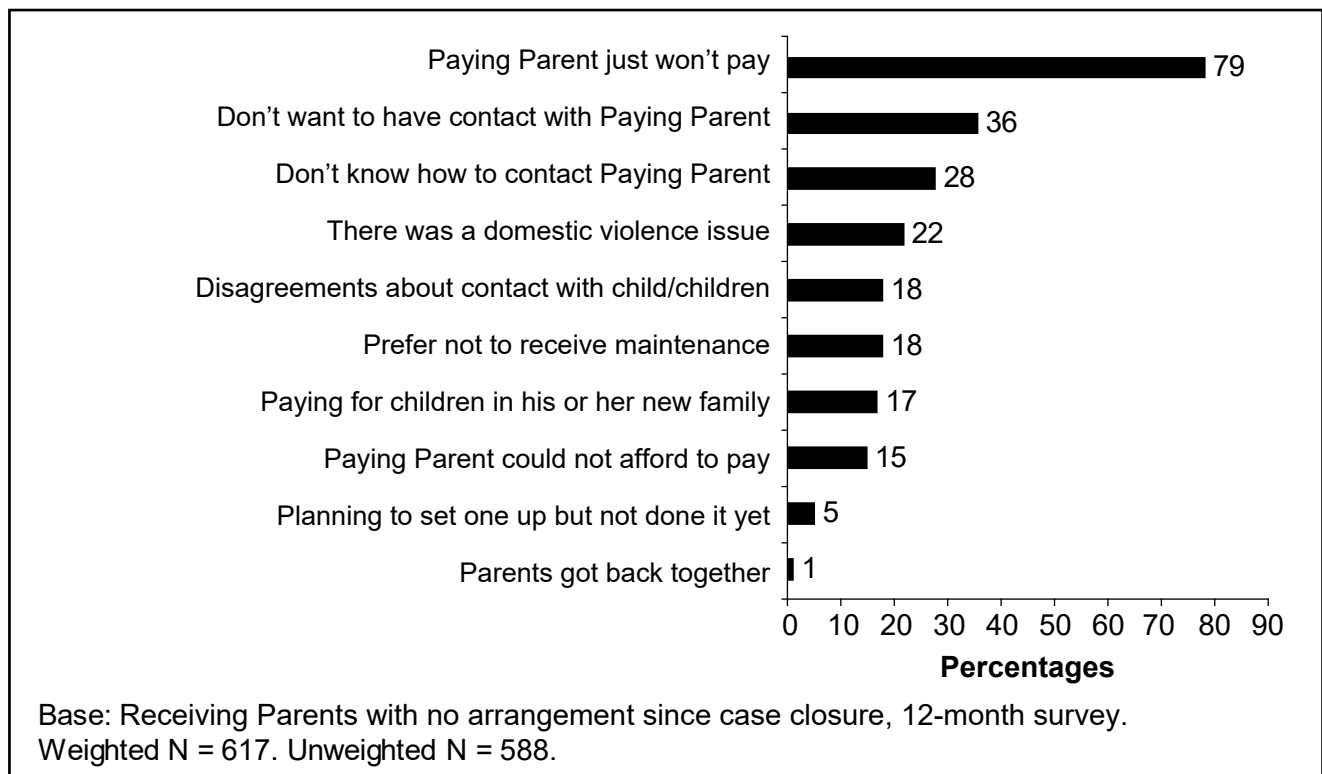
Receiving Parents who had not had any arrangement at all since case closure, were asked why this was the case (Figure 6.2). They chose from a list of precoded options and could select more than one answer.

The most frequently cited reason was that the Receiving Parent thought that the Paying Parent just would not pay (79 per cent). Fifteen per cent said it was because s/he could not afford to pay, and 17 per cent thought that it was because s/he was paying for children in his/her new family.

Another group of reasons centred on contact and/or the quality of relationship with the Paying Parent:

- Thirty-six per cent said they had no arrangement because they did not want to have any contact with him/her; and 28 per cent because they did not know how to contact him/her.
- Eighteen per cent said it was because they had disagreements about contact with the children.
- Over a fifth (22 per cent) said there was a domestic violence issue.
- Eighteen per cent preferred not to receive maintenance.

**Figure 6.2 Reasons for not having a maintenance arrangement in place 12 months after case closure**



## 6.5 Chapter summary

This chapter looked at the maintenance situation for Receiving Parents 12 months after their CSA case had closed.

- Around one in 10 Receiving Parents in the nil-assessed and non-compliant segments had a sustained arrangement, which had lasted more than nine months. A further eight per cent had a newer (less than nine months) maintenance arrangement in place.
- Most Receiving Parents had not had an arrangement in place since case closure, but a small proportion (six per cent) had an arrangement that broke down.
- Those who did have a sustained arrangement gave a variety of reasons for its success, with the most frequently cited reasons being that the Paying Parent could afford to pay (49 per cent), that s/he was happy to pay, and/or that the Paying Parent and child/ren had regular contact (both 42 per cent).
- Conversely, by far the most popular reason given by Receiving Parents for not having had any arrangement in place since case closure was that they thought the Paying Parent was not willing to pay (79 per cent). Another set of reasons centred on contact and/or the quality of relationship with the Paying Parent with, for example, 36 per cent saying that they had no arrangement because they did not want to have any contact with Paying Parent.

# 7 Conclusions

## 7.1 Policy reforms and aims of the research

In 2012, the Government set out its vision for a new child maintenance landscape, where collaborative family-based arrangements (FBAs) between separated parents would be encouraged wherever possible (DWP, 2012a).

As part of these reforms, all Child Support Agency (CSA) cases are being closed (commencing in 2014 and completing in 2017) and a new statutory Child Maintenance (CM) Service (CMS) has been introduced.

The reforms aim to encourage parents to reach FBAs by providing support and information through Child Maintenance Options – a ‘gateway’ to child maintenance to help parents set up FBAs wherever possible. Where FBAs are not possible, parents can apply to the new statutory CMS service. Key features of the new service are:

- A £20 application fee payable by the parent who applies to the CMS (except in extenuating circumstances).
- Two types of maintenance arrangement are available via the CMS:
  - Direct Pay – the CMS calculates the amount payable and parents make the payments directly between themselves.
  - Collect and Pay – where the CMS calculates the amount payable, collects payments from the Paying Parent and pays them to the Receiving Parent. To incentivise parents use Direct Pay or make their own private arrangements, an additional ongoing charge of 20 per cent to the Paying Parent and four per cent to the Receiving Parent has been introduced for Collect and Pay.

Cases have been divided into five segments for the case closure process.

- Segment 1: nil-assessed cases (cases selected for closure from June 2014). These are cases where the Paying Parent has a liability for maintenance, but the amount of liability was £0. This could be because the Paying Parent was a student, in prison or in a care home or shares the care of a qualifying child for at least 52 nights a year and they are in receipt of a specified benefit or pension at the time of the assessment.
- Segment 2: non-compliant cases (cases selected for closure from January 2015). These are cases where the Paying Parent has a liability for maintenance and the amount payable is greater than £0, but where no payments have been made in the last three months. This segment excludes cases where payment is enforced by the CSA.
- Segment 3: Compliant (admin) cases (cases selected for closure from May 2015). These are cases which are handled manually, rather than on the CSA’s IT systems. This could be for a number of reasons including the complexity of the case or technical IT issues. All cases in this segment are compliant (i.e. making some payment) and do not have any enforcement action in place.

- Segment 4: Compliant (system) cases (cases selected for closure from May 2015). These are cases which are handled by the CSA's IT systems, where some payment is being made and where no enforcement action is in place.
- Segment 5: Enforcement cases (cases selected for closure from August 2016). These are cases where the method of payment is by Deduction for Earnings Order/Deduction from Earnings Request/Regular Deduction Order; and where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders), lump sum deduction orders, freezing orders, setting aside of disposition orders and their Scottish equivalents.

The aim of this research was to assess outcomes for parents approximately three and 12 months after the CSA's liability for their case ended<sup>23</sup>. It aimed to understand if new maintenance arrangements had been established, the types of arrangements set up and parents' decision-making processes. Parents in all segments apart from those in segment 5, enforcement cases, were included in the survey. The latter group could not be included as the case closure process for this group started after the end of the study.

## 7.2 Child maintenance outcomes at three and 12 months after CSA case closure

### 7.2.1 Were new arrangements set up?

Approximately three months after case closure over half of Receiving Parents did not have a maintenance arrangement in place.

There were various factors that were associated with having an arrangement in place at three months, including case closure segment, income and the separation type. Receiving Parents:

- In the compliant segments were more likely to have a maintenance arrangement in place than those in the other segments (70 per cent in the compliant (admin) segment and 52 per cent in the compliant (system) segment).
- Who reported a better quality relationship with the Paying Parent and more regular contact (the 'longer relationship, friendly, regular contact' separation type) were more likely to have a maintenance arrangement in place than other separation types who reported no or limited contact. This is consistent with previous literature and a parallel study conducted on child maintenance outcomes of Direct Pay clients, which demonstrate that frequent contact and friendliness of relationship between parents is associated with an increased likelihood of child maintenance payments.
- With very low incomes (less than £15,600 per year) also experienced greater barriers. This group was less likely to have a maintenance arrangement in place at three months compared with parents in other income groups.

---

<sup>23</sup> For the purposes of this report, we use the end of the CSA's liability for the case as a proxy for closure of the CSA case, although technically the case remains open until all arrears are settled.

## Survey of Child Support Agency Case Closure Outcomes

At 12 months, the proportion of Receiving Parents in the nil-assessed and non-compliant segments who did not have a maintenance arrangement in place remained the same as at three months (68 per cent). At both time points, around a quarter of parents in these segments had an arrangement, including Direct Pay, Collect and Pay, a FBA or a court arrangement. A slightly smaller proportion of parents reported being in the process of setting up an arrangement at 12 months.

At 12 months, the 'longer relationship, regular contact, friendly' separation type were more likely to have a maintenance arrangement than other separation types. This suggests that the separation type (quality of relationship, nature of break up and levels of contact) plays an important role in whether a maintenance arrangement can be sustained over time.

### 7.2.2 Types of arrangements set up

#### CMS arrangements

In terms of the types of arrangement that were established by parents, at three months, half of Receiving Parents with an arrangement had a CMS arrangement (50 per cent) and half had a FBA (50 per cent). A greater proportion of parents had a Direct Pay arrangement (31 per cent) than a Collect and Pay arrangement (19 per cent).

For those in the nil-assessed and non-compliant segments, the situation changed slightly over time. At 12 months, a higher proportion of Receiving Parents in the nil-assessed and non-compliant segments had a Direct Pay arrangement (34 per cent) than at three months (26 per cent) and a lower proportion had a Collect and Pay arrangement. A slightly lower proportion also had FBAs (45 per cent at 12 months compared with 49 per cent at three months).

Overall, the proportion of parents with a new CMS case was smaller than expected. Around a fifth of all Receiving Parents whose case had been closed three months earlier had a CMS arrangement (17 per cent). This is substantially lower than the estimates of 63 per cent of CSA clients making an application to the CMS in the Department for Work and Pensions' impact assessment of the new statutory scheme (DWP, 2012b).

Those in the compliant groups were more likely to have a CMS arrangement than other sample groups at three months. No significant differences were found between the nil-assessed and non-compliant segments at 12 months.

#### FBAs

There is some evidence that case closure and the new statutory scheme may be contributing to the policy objective of encouraging some parents with more amicable relationships to have a FBA rather than using the CMS to establish a statutory arrangement. Overall, at three months, half of Receiving Parents with an arrangement had a FBA.

Those in the 'longer relationship, friendly, regular contact' separation type were more likely than those with other types of separation to have a FBA.

### 7.2.3 When arrangements were set up

At three months, three-quarters of Receiving Parents with a new arrangement in place reported that their arrangement started in the month they received the letter from the CSA informing them of the end of the CSA's liability for the case. Less than one in ten Receiving Parents said their new arrangement began at six months (around when the first letter was sent from the CSA) or between six and one months before the end of the CSA's liability (approximately the time between the first and second letter from the CSA).

This suggests that the end of liability letter being sent by the CSA to parents may be a trigger for some parents in setting up a new arrangement. Earlier communications are likely to have less immediate effects on parents' actions.

### 7.2.4 Amount of maintenance received

The median amount of maintenance received was between £100 and £200 per month with those in the non-compliant and nil-assessed sample segments tending to receive less maintenance. With two in five Receiving Parents having a gross annual household income of less than £15,600, it is evident that child maintenance payments represent a substantial proportion of the annual income of the household.

### 7.2.5 Effectiveness of arrangements

Looking at whether an arrangement is set up or not is a fairly crude way of understanding parents' child maintenance situations and interactions between parents. A more nuanced approach is to consider how effective an arrangement is in terms of the timeliness of payments, whether the full maintenance amount is received and Receiving Parents' perceptions of how well the arrangement is working.

The research found that at three months, around half of Receiving Parents with a new arrangement, had an effective arrangement.

At three months, there were differences in the effectiveness of the arrangements of Receiving Parents by sample segment, type of arrangement and parents' separation characteristics. Those most likely to have an effective arrangement tended to:

- be in the compliant (admin) and compliant (system) groups;
- have a FBA; and
- be in the 'longer relationship, regular contact, friendly' separation type.

Conversely, those appearing to face the greatest barriers to having an effective maintenance arrangement appeared to be those:

- in the non-compliant CSA segment;
- with a CMS arrangement; and
- in the 'not married, shorter relationship, no contact' separation type.

Twelve months after case closure, one in ten parents in the nil-assessed and non-compliant segments had an effective arrangement in place. This was very similar to the proportion of parents in these segments with an effective arrangement at three months.

## Survey of Child Support Agency Case Closure Outcomes

At three months, although the majority of Receiving Parents did not have a fully effective arrangement in place, when comparing the amount of maintenance received under current arrangements to that received previously under CSA arrangements:

- the majority of Receiving Parents reported receiving around the same amount or more than before.
- most also reported feeling that their current arrangement was working as well or better than their previous CSA arrangement.

This indicates that for a minority of parents who are able to establish a new arrangement, there are some improvements.

## 7.3 Decision-making processes behind setting up a new child maintenance arrangement

### 7.3.1 The influence of charges on decision making

In two-thirds of cases with a CMS arrangement, the Receiving Parent paid the £20 application fee to the CMS. Although the majority of this group said this fee was very or quite easy to afford, around a third reported that it was difficult. Furthermore, for Receiving Parents without a maintenance arrangement at three months, the £20 CMS application fee was cited as a factor in the decision by nearly a third. This indicates that the application fee may be acting as a barrier to some families accessing the CMS.

Of those with a Collect and Pay arrangement, the majority said the ongoing four per cent charge for Collect and Pay was very or quite easy to afford, but over a quarter found it difficult. In addition, collection fees appear to have affected parents' decision to use Direct Pay rather than Collect and Pay:

- two in five Receiving Parents with a Direct Pay arrangement cited a desire to avoid Collect and Pay charges as the reason for choosing Direct Pay; and
- half said the charges were a factor in their decision;
- Paying Parents who were in touch with the CMS also said the charges were a strong disincentive.

There is also some evidence that collection fees have influenced those with no maintenance arrangement. Around a quarter of Receiving Parents with no arrangement said that the ongoing charges for Collect and Pay influenced their decision to have no maintenance arrangement.

This indicates that the application and collection fees may be preventing some parents who are unable to set up an effective FBA from accessing the CMS. While the amounts of maintenance received, if any, when they had a CSA case are not known, there is a risk of reduced financial wellbeing for these Receiving Parents and their children. The Collect and Pay charges may be contributing to the policy objective of reducing collection costs by enabling the collection of statutory maintenance directly between parents. However, only some Direct Pay arrangements are effective, indicating that the charges may be disincentivising some parents from using Collect and Pay even when Direct Pay is not working.



Charges also appear to have influenced the decision to have a FBA to some extent. Of those Receiving Parents with a FBA:

- around a quarter said that their decision was influenced by the £20 CMS application fee (among those who were involved in the decision to have this type of arrangement);
- a third said that Collect and Pay charges affected their decision to have a FBA a lot, or to some extent.

Some Paying Parents stated that wanting to avoid the charges for using the CMS was one factor in choosing a FBA.

This indicates that the charges introduced are contributing to the objective of encouraging some parents to have a FBA rather than a statutory arrangement to a degree. Nonetheless, some of these FBAs are not fully effective, suggesting a risk that fees may be preventing parents who might benefit from a statutory arrangement from applying for one.

### **7.3.2 Using the CMS instead of making a FBA**

The reasons why parents chose to use the CMS rather than setting up a FBA were varied. The most common reasons were that they thought:

- the Paying Parent would be more likely to pay if the CMS was involved; and
- the Paying Parent would not pay with a FBA.

Around two-thirds also said that they had tried a FBA in the past and it had not worked. Three-quarters of parents said it was because it was difficult to talk about money with the Paying Parent and half reported that it was because they did not want any contact with the Paying Parent.

This indicates that for many parents using the CMS is not their preferred option and they have tried to make their own FBA in the first instance. Again, it also suggests that parents who are able to talk with their ex-partner and have maintained a reasonable level of contact are more likely to be able to set up a private arrangement without the need for assistance from the CMS.

### **7.3.3 Choosing Direct Pay over Collect and Pay**

Paying Parents offered further insights into why Direct Pay is chosen. Some expressed a positive preference for Direct Pay or FBAs because of the greater autonomy and simpler administration they offered. Of those Paying Parents who expressed a preference for Direct Pay, this was because they felt it offered an accurate maintenance calculation, proof of maintenance payments, and an intermediary between themselves and the Receiving Parent. These factors could be emphasised in marketing and communications materials designed to inform parents of the benefits of using Direct Pay.

### 7.3.4 Choosing Collect and Pay over Direct Pay

Receiving Parents' reasons for choosing Collect and Pay over Direct Pay were similar to those cited for choosing a CMS arrangement over a FBA:

- the vast majority chose Collect and Pay because the Paying Parent had a track record of not paying in the past;
- three-quarters said it was because they didn't want to have contact with the Paying Parent;
- two-thirds because they and the Paying Parent could not talk about money.

Notably, around half of Receiving Parents using Collect and Pay cited domestic violence as a reason for having this type of arrangement. This indicates, unsurprisingly, that Collect and Pay is preferred by and suited to those parents where other types of arrangement have not worked and the relationship is very negative.

### 7.3.5 Choosing a FBA over Direct Pay

Among Receiving and Paying Parents with a FBA, by far the most frequent reason given for choosing a FBA over Direct Pay was that it was easier to make a FBA and that it was more flexible than other types of arrangements. Another cluster of reasons given for choosing a FBA centred on having a positive relationship with the ex-partner.

Nearly a third of Receiving Parents said that they had a FBA because they did not know about the Direct Pay option, suggesting a potential need for clearer communications from the CMS about the maintenance options available.

## 7.4 Main reasons why new arrangements fail or are not set up

At three months and 12 months, the vast majority of Receiving Parents with no maintenance arrangement, said that they had not attempted to set one up. By far the most common reason for this was because they thought the Paying Parent would not pay. This was also the most common reason given by those who had attempted to set up an arrangement, but it had not worked.

Almost a quarter of Receiving Parents who had not tried to set up an arrangement stated that the reason for not having an arrangement was that there was a domestic violence issue. This suggests that there could be a greater focus on supporting this group of parents by, for example, promoting the option to use Collect and Pay (where appropriate) and understanding barriers to take up of the £20 application fee waiver.

Paying Parents' explanations for having no arrangement fell into three categories.

- Firstly, some felt that they had been treated unfairly, so were unwilling to pay maintenance (for example, in disputes about contact). This meant that, on CSA case closure, the Paying Parent would not instigate a new arrangement themselves, and if the Receiving Parent did not do so, no arrangement would be in place. Again, this suggests the potential need for strengthened communications to Receiving Parents about how to set up a new arrangement.

## Survey of Child Support Agency Case Closure Outcomes

- Secondly, where circumstances had changed, some Paying Parents were no longer eligible to pay maintenance (for example, where care was now shared, or the child was no longer in full-time education).
- Thirdly, some Paying Parents reported that the Receiving Parent preferred not to receive their financial support for the children.

When asked about barriers to effective arrangements, Receiving Parents with arrangements that were not fully effective identified a range of issues. The most common reasons given were that:

- the Paying Parent did not pay;
- they were dissatisfied with the amount received; and
- the relationship with the Paying Parent was difficult.

For their part, Paying Parents described barriers related to:

- affordability of maintenance payments (particularly among those with fluctuating incomes or periods of ill health);
- incorrect or out of date Direct Pay calculations (based on previous income data);
- and difficulties accessing payment details for Receiving Parents; and
- perceived inaccuracies of the maintenance calculations, and insufficient consideration of current circumstances.

This suggests that increased communication by the CMS about being able to collect and pass on Receiving Parent contact details could help to sustain arrangements and to ensure they work well. In addition, reviewing processes for collecting data to inform the Direct Pay calculation and the formula and criteria used could be helpful.

## 7.5 Conclusions

A key aim of the Child Maintenance Reforms is to encourage and support more families to make their own collaborative FBAs. For parents unable to set up their own private arrangement, facilitating the transfer of statutory maintenance directly between parents through Direct Pay is intended to reduce the costs of administering the service.

The study showed that the majority of parents did not set up a new arrangement after their CSA case closed. Unsurprisingly, parents in the compliant (admin) and compliant (system) segments were more likely to set up a new arrangement than those in the nil-assessed and non-compliant segments (70 per cent in the compliant (admin) group and 52 per cent in the compliant (system) segment). In cases where an arrangement was established, around half of Receiving Parents had an arrangement that was not fully effective. This indicates that aspects of the case closure process are not working as intended and that former CSA clients in the remaining case closure segments could benefit from improved support to establish new child maintenance arrangements.

## **Survey of Child Support Agency Case Closure Outcomes**

Furthermore, the rates of application to the CMS have been much lower than expected. Around a fifth of parents whose CSA case had closed three months earlier had applied to the CMS. This is substantially lower than the estimates of 63 per cent of CSA clients making an application to the CMS in the Department for Work and Pensions' impact assessment of the new statutory scheme (DWP, 2012b).

A minority of former CSA clients were able to establish a FBA. Where FBAs are set up, they tend to work better than CMS arrangements. This is in line with the policy objective to support and encourage parents to make FBAs. However, there is some evidence to suggest that at least some parents have a FBA because they want to avoid CMS charges, rather than because a FBA is working well for them and is the most appropriate method.

This reflects the situation for cases closed up to April 2016. Case closure is due to end in 2017 and further research will be required to assess the full case closure programme.

# Appendix A

## Additional tables

Unless specified otherwise, tables presented here exclude ‘don’t know’ and ‘refused’ responses from the base.

Due to rounding, weighted base totals may not equate exactly to the individual column figures added together. Also due to rounding percentage figures may not add up to exactly 100 per cent.

Note: Cluster 1: Parents were married, were together for a long period of time and separated a while ago. Domestic violence was present in the relationship. Children currently have little to no contact with the Paying Parent and the Receiving Parent has no contact.

Cluster 2: Parents were married or cohabitating, were together for a long period of time and separated a while ago. Children and the Receiving Parent see the Paying Parent once a week or more often. The parents’ relationship is friendly.

Cluster 3: Parents were married, were together for a long period of time and separated more recently. Children and the Receiving Parent currently have frequent contact with the Paying Parent. The relationship between parents is currently neutral to unfriendly.

Cluster 4: Parents cohabitated, were together for a shorter period of time and separated more recently. The current relationship between parents is neutral to friendly.

Cluster 5: Parents were not married, were together a short period of time and separated a while ago. Children and the Receiving Parent currently have no contact with the Paying Parent.

### A.1 Chapter 2 – Parent whose CSA cases have been closed: Background and separation characteristics

**Table A.1 Gender**

	Percentage
Female	97
Male	3
<i>Unweighted base</i>	2,798

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.2 CSA case closures segment**

	Percentage
Nil-assessed	47
Non-compliant	15
Compliant (admin)	7
Compliant (system)	31
<i>Unweighted base</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.3 Age**

	Percentage
20-25	3
26-30	16
31-35	24
36-40	22
41-45	18
46-50	12
51+	6
<i>Unweighted base</i>	<i>2,787</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.4 Age groups, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Age	%	%	%	%	
20-25	3	6	1	1	3
26-30	22	16	8	9	16
31-35	23	27	19	26	24
36-40	21	21	20	23	22
41-45	16	17	27	20	18
46-50	9	10	17	15	12
51+	6	5	8	6	6
<i>Weighted base</i>	<i>1,309</i>	<i>427</i>	<i>199</i>	<i>855</i>	<i>2,790</i>
<i>Unweighted base</i>	<i>1,349</i>	<i>498</i>	<i>330</i>	<i>610</i>	<i>2,787</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.5 Number of children in the household**

	Percentage
1	23
2	37
3	24
4	11
5 or more	6
<i>Unweighted base</i>	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.6 Age of children in the household**

	Percentage
0-5	34
6-11	56
12-15	51
16-19	34
<i>Unweighted base</i>	2,798

Base: Parents whose CSA cases have been closed at three months.

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100.

**Table A.7 Number of children, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Number of children	%	%	%	%	
1	24	23	22	21	23
2	39	32	34	37	37
3	22	26	26	25	24
4	10	12	12	12	11
5 or more	5	7	7	5	5
<i>Weighted base</i>	1,311	428	201	858	2,798
<i>Unweighted base</i>	1,353	499	333	613	2,798

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.8 Whether there is a 0-5 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has a 0-5 year old?</b>	%	%	%	%	
Yes, has a 0-5 year old	36	39	23	29	33
No, does not have a 0-5 year old	64	61	77	71	67
<i>Weighted base</i>	1,311	428	201	858	2,798
<i>Unweighted base</i>	1,353	499	333	613	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.9 Whether there is a 12-15 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has a 12-15 year old?</b>	%	%	%	%	
Yes, has a 12-15 year old	47	49	53	56	51
No, does not have a 12-15 year old	53	51	47	44	49
<i>Weighted base</i>	1,311	428	201	858	2,798
<i>Unweighted base</i>	1,353	499	333	613	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.10 Whether there is a 16-19 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has a 16-19 year old?</b>	%	%	%	%	
Yes, has a 16-19 year old	29	34	41	41	34
No, does not have a 16-19 year old	71	66	59	59	66
<i>Weighted base</i>	1,311	428	201	858	2,798
<i>Unweighted base</i>	1,353	499	333	613	2,798

Base: Parents whose CSA cases have been closed at three months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.11 Number of eligible children in the household**

	Percentage
1	73
2	22
3	4
4	1
5 or more	0
<i>Unweighted base</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed.

**Table A.12 Whether there is an eligible 0-5 year old in the household**

	Percentage
Yes	9
No	91
<i>Unweighted base</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.13 Whether there is an eligible 0-5 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has an eligible 0-5 year old?</b>	%	%	%	%	
Yes, has an eligible 0-5 year old	10	14	5	6	9
No, does not have an eligible 0-5 year old	90	86	95	94	91
<i>Weighted base</i>	<i>1311</i>	<i>428</i>	<i>201</i>	<i>858</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>1353</i>	<i>499</i>	<i>333</i>	<i>613</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.14 Whether there is an eligible 6-11 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has an eligible 6-11 year old?</b>	%	%	%	%	
Yes, has an eligible 6-11 year old	46	39	38	31	40
No, does not have an eligible 6-11 year old	54	61	62	69	60
<i>Weighted base</i>	<i>1,311</i>	<i>428</i>	<i>201</i>	<i>858</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>1,353</i>	<i>499</i>	<i>333</i>	<i>613</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.15 Whether there is an eligible 12-15 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Has an eligible 12-15 year old?</b>	%	%	%	%	
Yes, has an eligible 12-15 year old	42	42	46	50	45
No, does not have an eligible 12-15 year old	58	58	54	50	55
<i>Weighted base</i>	<i>1,311</i>	<i>428</i>	<i>201</i>	<i>858</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>1,353</i>	<i>499</i>	<i>333</i>	<i>613</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.16 Whether there is an eligible 16-19 year old in the household, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Has an eligible 16-19 year old?	%	%	%	%	
Yes, has an eligible 16-19 year old	14	14	21	23	17
No, does not have an eligible 16-19 year old	86	86	79	77	83
<i>Weighted base</i>	<i>1,311</i>	<i>428</i>	<i>201</i>	<i>858</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>1,353</i>	<i>499</i>	<i>333</i>	<i>613</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.17 Ethnicity**

	Percentage
White English/Welsh/Scottish/Northern Irish/British	87
Irish	0
Other white	1
Mixed white and black Caribbean	1
Mixed white and black African	1
Mixed white and Asian	0
Other mixed	1
Black Caribbean	1
Black African	2
Other black/black British	1
Indian	1
Pakistani	1
Bangladeshi	1
Chinese	0
Other Asian	0
Arab	0
Other ethnic group	1
<i>Unweighted base</i>	<i>2,781</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.18 Ethnicity, by CSA case closures segment**

Ethnicity	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
White English/Welsh/ Scottish/Northern Irish/British	83	91	94	90	87
Irish	0	0	0	0	0
Other white	2	1	1	1	1
Mixed white and black Caribbean	1	1	0	1	1
Mixed white and black African	0	0	0	1	0
Mixed white and Asian	0	0	0	0	0
Other mixed	1	0	0	0	1
Black Caribbean	2	1	0	1	1
Black African	3	1	1	2	2
Other black/black British	2	0	2	1	1
Indian	1	0	0	0	1
Pakistani	1	1	0	2	1
Bangladeshi	1	0	0	0	0
Chinese	0	0	0	0	0
Other Asian	0	0	0	0	0
Arab	0	0	0	0	0
Other ethnic group	2	1	0	0	1
<i>Weighted base</i>	<i>1,300</i>	<i>428</i>	<i>200</i>	<i>855</i>	<i>2,783</i>
<i>Unweighted base</i>	<i>1,340</i>	<i>499</i>	<i>332</i>	<i>610</i>	<i>2,781</i>

Base: Parents whose CSA cases have been closed at three months.

Note: Due to rounding, columns may not add up to 100 per cent.

**Table A.19 Partner status**

	Percentage
Couple household	35
Single parent household	65
<i>Unweighted base</i>	<i>2,787</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.20 Currently in paid work**

	Percentage
Yes, currently in paid work	66
No, not currently in paid work	34
<i>Unweighted base</i>	<i>2,783</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.21 Whether currently in paid work, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Currently in paid work?	%	%	%	%	
Yes, currently in paid work	66	64	75	66	66
No, not currently in paid work	34	36	25	34	34
<i>Weighted base</i>	<i>1,300</i>	<i>426</i>	<i>198</i>	<i>853</i>	<i>2,778</i>
<i>Unweighted base</i>	<i>1,345</i>	<i>497</i>	<i>332</i>	<i>609</i>	<i>2,783</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.22 Whether spouse or partner is currently in paid work**

	Percentage
Yes, currently in paid work	86
No, not currently in paid work	14
<i>Unweighted base</i>	<i>921</i>

Base: Parents whose CSA cases have been closed and who have spouses or partners at three months.

**Table A.23 Whether Paying Parent is currently in paid work**

	Percentage
Yes, currently in paid work	81
No, not currently in paid work	19
<i>Unweighted base</i>	<i>1,921</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.24 Whether Paying Parent is currently in paid work, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Paying Parent currently in paid work?	%	%	%	%	
Yes, currently in paid work	75	88	90	82	81
No, not currently in paid work	25	12	10	18	19
<i>Weighted base</i>	<i>804</i>	<i>301</i>	<i>163</i>	<i>631</i>	<i>1,898</i>
<i>Unweighted base</i>	<i>849</i>	<i>345</i>	<i>278</i>	<i>449</i>	<i>1,921</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.25 Gross annual household income**

	Percentage
2,599 or below	0
2,600-5,199	2
5,200-10,399	13
10,400-15,599	24
15,600-20,799	17
20,800-25,999	11
26,000-31,199	15
31,200-36,399	4
36,400-39,999	3
40,000-46,799	4
46,800-51,999	2
52,000+	5
<i>Unweighted base</i>	<i>2,450</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.26 Gross annual household income, by CSA case closures segment**

Gross annual household income	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
2,599 or below	1	0	1	0	0
2,600-5,199	1	2	1	2	2
5,200-10,399	13	14	10	11	12
10,400-15,599	25	25	23	22	24
15,600-20,799	18	19	13	15	17
20,800-25,999	10	10	13	13	11
26,000-31,199	14	14	16	17	15
31,200-36,399	4	5	6	4	4
36,400-39,999	3	2	2	3	3
40,000-46,799	4	3	4	5	4
46,800-51,999	2	2	2	2	2
52,000+	5	4	10	5	5
<i>Weighted base</i>	<i>1,161</i>	<i>388</i>	<i>171</i>	<i>732</i>	<i>2,452</i>
<i>Unweighted base</i>	<i>1,194</i>	<i>448</i>	<i>286</i>	<i>522</i>	<i>2,450</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.27 Income group**

	Percentage
Very low income – less than £15,600 per year	39
Low income – £15,600-26,000 per year	28
Not low income – more than £26,000 per year	33
<i>Unweighted base</i>	<i>2,450</i>

Base: Parents whose CSA cases have been closed.

**Table A.28 Previous relationship status with Paying Parent**

	Percentage
Married	36
Cohabiting	39
Couple but didn't live together	17
Not a couple	8
<i>Unweighted base</i>	<i>2,764</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.29 Previous relationship status with Paying Parent, by CSA case closures segment**

Previous relationship status	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
Married	38	32	43	35	36
Cohabiting	40	41	38	37	39
Couple but didn't live together	16	17	12	19	17
Not a couple	7	11	7	9	8
<i>Weighted base</i>	<i>1,294</i>	<i>423</i>	<i>199</i>	<i>845</i>	<i>2,761</i>
<i>Unweighted base</i>	<i>1,338</i>	<i>493</i>	<i>330</i>	<i>603</i>	<i>2,764</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.30 Length of relationship with Paying Parent (at end of relationship)**

	Percentage
Less than 1 year	6
1-5 years	42
5-10 years	31
10-20 years	20
More than 20 years	2
<i>Unweighted base</i>	<i>2,485</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.31 Length of former relationship with Paying Parent, by CSA case closures segment**

Length of relationship	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
Less than 1 year	5	7	5	6	6
1-5 years	44	43	33	40	42
5-10 years	31	30	33	32	31
10-20 years	18	19	28	20	20
More than 20 years	2	2	2	1	2
<i>Weighted base</i>	<i>1,179</i>	<i>360</i>	<i>178</i>	<i>744</i>	<i>2,462</i>
<i>Unweighted base</i>	<i>1,229</i>	<i>430</i>	<i>298</i>	<i>528</i>	<i>2,485</i>

Base: Parents whose CSA cases have been closed at three months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.32 Length of separation from Paying Parent (at time of interview)**

	Percentage
Less than 1 year	0
1-5 years	11
5-10 years	36
More than 10 years	53
<i>Unweighted base</i>	<i>2,041</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.33 Length of separation from Paying Parent, by CSA case closures segment**

Length of separation	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
Less than 1 year	0	0	2	0	0
1-5 years	11	15	8	10	11
5-10 years	41	37	40	24	36
More than 10 years	47	48	51	66	53
<i>Weighted base</i>	<i>993</i>	<i>298</i>	<i>154</i>	<i>539</i>	<i>1,984</i>
<i>Unweighted base</i>	<i>1,039</i>	<i>355</i>	<i>258</i>	<i>389</i>	<i>2,041</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.34 Nature of the relationship break-up**

	Percentage
Very bitter	50
Quite bitter	25
Neither bitter nor friendly	17
Quite friendly	5
Friendly	3
<i>Unweighted base</i>	<i>2,463</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.35 Concerns of being unsafe or at risk of harm when with the Paying Parent**

	Percentage
Yes	43
No	57
<i>Unweighted base</i>	<i>2,723</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.36 Frequency of contact with Paying Parent in last year**

	Percentage
Once a week or more often	9
Once or twice a month	12
A few times a year or less often	22
Not at all	57
<i>Unweighted base</i>	<i>2,760</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.37 Nature of current relationship with Paying Parent**

	Percentage
Friendly	36
Neither friendly nor unfriendly	42
Unfriendly	22
<i>Unweighted base</i>	<i>1,167</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.38 Frequency of face-to-face contact between child and Paying Parent in the last year**

	Percentage
Once a week or more often	15
Once or twice a month	17
A few times a year or less often	19
No face-to-face contact	49
<i>Unweighted base</i>	<i>2,758</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.39 Frequency of contact between child and Paying Parent, by CSA case closures segment**

Frequency of contact	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
Once a week or more often	15	13	18	17	15
Once or twice a month	16	15	24	18	17
A few times a year or less often	18	19	19	19	19
Not at all	51	53	39	46	49
<i>Weighted base</i>	<i>1285</i>	<i>423</i>	<i>200</i>	<i>845</i>	<i>2,753</i>
<i>Unweighted base</i>	<i>1331</i>	<i>492</i>	<i>332</i>	<i>603</i>	<i>2,758</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.40 Age, by separation type**

Age	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
20-25	0	3	0	6	4	3
26-30	7	23	10	19	21	16
31-35	15	22	20	28	29	24
36-40	23	20	22	19	22	22
41-45	28	17	22	15	13	18
46-50	20	9	17	8	7	12
51+	8	6	8	4	4	6
<i>Weighted base</i>	<i>588</i>	<i>227</i>	<i>441</i>	<i>515</i>	<i>1,020</i>	<i>2,790</i>
<i>Unweighted base</i>	<i>684</i>	<i>213</i>	<i>502</i>	<i>467</i>	<i>921</i>	<i>2,787</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.41 Number of children in the household, by separation type**

Number of children	CSA case closures segment					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
1	18	17	15	28	28	23
2	37	39	38	37	35	37
3	25	29	26	21	23	24
4	12	10	15	9	10	11
5 or more	7	5	6	5	4	5
<i>Weighted base</i>	589	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.42 Whether there is a 0-5 year old in the household, by separation type**

0-5 year old present?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	21	37	25	42	39	33
No	79	63	75	58	61	67
<i>Weighted base</i>	588	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.43 Whether there is a 6-11 year old in the household, by separation type**

6-11 year old present?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	43	70	58	55	61	56
No	57	30	42	45	39	44
<i>Weighted base</i>	589	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.44 Whether there is a 12-15 year old in the household, by separation type**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
12-15 year old present?	%	%	%	%	%	%
Yes	56	45	58	49	47	51
No	44	55	42	51	53	49
<i>Weighted base</i>	589	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.45 Whether there is a 16-19 year old in the household, by separation type**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
16-19 year old present?	%	%	%	%	%	%
Yes	52	28	43	25	26	34
No	48	72	57	75	74	66
<i>Weighted base</i>	588	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

**Table A.46 Number of eligible children in the household, by separation type**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Number of children	%	%	%	%	%	%
1	63	62	52	81	85	73
2	29	29	35	18	13	22
3	7	7	9	1	1	4
4	1	1	3	0	0	1
5 or more	0	0	1	0	0	0
<i>Weighted base</i>	589	227	442	515	1,025	2,798
<i>Unweighted base</i>	686	213	504	468	927	2,798

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.47 Whether has an eligible 0-5 year old in the household, by separation type**

Eligible 0-5 year old?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	5	13	7	13	10	9
No	95	87	93	87	90	91
<i>Weighted base</i>	<i>589</i>	<i>227</i>	<i>442</i>	<i>515</i>	<i>1,025</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>686</i>	<i>213</i>	<i>504</i>	<i>468</i>	<i>927</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.48 Whether has an eligible 6-11 year old in the household, by separation type**

Eligible 6-11 year old?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	27	57	47	37	41	40
No	73	43	53	63	59	60
<i>Weighted base</i>	<i>589</i>	<i>227</i>	<i>442</i>	<i>515</i>	<i>1,025</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>686</i>	<i>213</i>	<i>504</i>	<i>468</i>	<i>927</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.49 Whether has an eligible 12-15 year old in the household, by separation type**

Eligible 12-15 year old?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	53	40	53	41	39	45
No	47	60	47	59	61	55
<i>Weighted base</i>	<i>589</i>	<i>227</i>	<i>442</i>	<i>515</i>	<i>1,025</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>686</i>	<i>213</i>	<i>504</i>	<i>468</i>	<i>927</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.50 Whether has an eligible 16-19 year old in the household, by separation type**

Eligible 16-19 year old?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	26	11	20	12	15	17
No	74	89	80	88	85	83
<i>Weighted base</i>	<i>589</i>	<i>227</i>	<i>442</i>	<i>515</i>	<i>1,025</i>	<i>2,798</i>
<i>Unweighted base</i>	<i>686</i>	<i>213</i>	<i>504</i>	<i>468</i>	<i>927</i>	<i>2,798</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.51 Ethnicity, by separation type**

Ethnicity	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
White English/Welsh/ Scottish/Northern Irish/ British	88	88	82	89	88	87
Irish	0	0	0	0	0	0
Other white	1	1	1	1	2	1
Mixed white and black Caribbean	0	1	1	1	1	1
Mixed white and black African	0	1	1	1	0	0
Mixed white and Asian	1	0	1	0	0	0
Other Mixed	0	1	1	1	0	1
Black Caribbean	1	2	1	2	2	1
Black African	1	3	4	2	2	2
Other black/black British	2	1	1	2	1	1
Indian	1	1	1	0	1	1
Pakistani	2	0	2	0	1	1
Bangladeshi	0	0	1	0	0	0
Chinese	0	0	0	0	0	0
Other Asian	0	1	0	0	0	0
Arab	0	1	0	0	0	0
Other ethnic group	2	0	2	1	1	1
<i>Weighted base</i>	<i>586</i>	<i>226</i>	<i>441</i>	<i>514</i>	<i>1,015</i>	<i>2,783</i>
<i>Unweighted base</i>	<i>684</i>	<i>212</i>	<i>503</i>	<i>465</i>	<i>917</i>	<i>2,781</i>

Base: Parents whose CSA cases have been closed at three months.

Note: Due to rounding, columns may not add up to 100 per cent.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.52 Partner status of respondents, by separation type**

Partner status	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Couple household	37	26	32	34	38	35
Single parent household	63	74	68	66	62	65
<i>Weighted base</i>	<i>587</i>	<i>227</i>	<i>441</i>	<i>511</i>	<i>1,022</i>	<i>2,787</i>
<i>Unweighted base</i>	<i>684</i>	<i>213</i>	<i>503</i>	<i>464</i>	<i>923</i>	<i>2,787</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.53 Whether currently in paid work, by separation type**

Currently in paid work?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Yes	74	64	73	65	60	66
No	26	36	27	35	40	34
<i>Weighted base</i>	<i>585</i>	<i>224</i>	<i>442</i>	<i>512</i>	<i>1,014</i>	<i>2,778</i>
<i>Unweighted base</i>	<i>683</i>	<i>212</i>	<i>504</i>	<i>466</i>	<i>918</i>	<i>2,783</i>

Base: Parents whose CSA cases have been closed at three months.

**Table A.54 Gross annual household income, by separation type**

Income	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
2,599 or below	0	0	0	0	1	0
2,600-5,199	1	1	2	2	2	2
5,200-10,399	9	19	11	12	14	12
10,400-15,599	23	26	21	25	26	24
15,600-20,799	19	17	15	15	17	17
20,800-25,999	11	9	14	13	9	11
26,000-31,199	15	14	16	16	14	15
31,200-36,399	3	5	5	5	4	4
36,400-39,999	3	2	3	2	3	3
40,000-46,799	5	5	4	4	4	4
46,800-51,999	2		3	2	1	2
52,000+	8	1	6	4	4	5
<i>Weighted base</i>	<i>513</i>	<i>203</i>	<i>406</i>	<i>451</i>	<i>879</i>	<i>2,452</i>
<i>Unweighted base</i>	<i>604</i>	<i>194</i>	<i>459</i>	<i>409</i>	<i>784</i>	<i>2,450</i>

Base: Parents whose CSA cases have been closed at three months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.55 Income group, by separation type**

Income group	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Very low income – less than £15,600 per year	34	47	34	40	42	39
Low income – £15,600-26,000 per year	30	26	29	28	26	28
Not low income –more than £26,000 per year	36	27	37	32	32	33
<i>Weighted base</i>	513	203	406	451	879	2,452
<i>Unweighted base</i>	604	194	459	409	784	2,450

Base: Parents whose CSA cases have been closed at three months.

**Table A.56 Gender at 12 months**

	Percentage
Female	96
Male	4
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.57 CSA case closures segment at 12 months**

	Percentage
Nil-assessed	92
Non-compliant	8
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.58 Age at 12 months**

	Percentage
20-25	4
26-30	20
31-35	23
36-40	21
41-45	17
46-50	10
51+	5
<i>Unweighted base</i>	996

Base: Parents whose CSA cases have been closed.

**Table A.59 Age by case closures segment at 12 months**

	Nil-assessed	Non-compliant	Percentage Total
20-25	4	2	4
26-30	21	8	20
31-35	23	25	23
36-40	21	24	21
41-45	16	24	17
46-50	10	10	10
51+	5	7	5
<i>Unweighted base</i>	756	240	996
<i>Weighted base</i>	913	84	997

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.60 Number of children in the household at 12 months**

	Percentage
1	23
2	36
3	26
4	12
5 or more	4
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.61 Age of children in the household**

	Percentage
0-5	35
6-11	59
12-15	49
16-19	32
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100.

**Table A.62 Whether there is a 17+ year old in the household, by CSA case closures segment at 12 months**

	Nil-assessed	Non-compliant	Percentage Total
No	69	59	68
Yes	31	41	32
<i>Unweighted base</i>	757	241	998
<i>Weighted base</i>	914	84	998

Base: Parents whose CSA cases have been closed at 12 months at 12 months.

**Table A.63 Number of eligible children in the household at 12 months**

	Percentage
1	73
2	22
3	5
4	1
5 or more	0
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.64 Whether there is an eligible 0-5 year old in the household at 12 months**

	Percentage
No	93
Yes	7
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.65 Whether there is an eligible 6-11 year old in the household at 12 months**

	Percentage
No	57
Yes	43
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.66 Whether there is an eligible 12-15 year old in the household at 12 months**

	Percentage
No	56
Yes	44
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.67 Whether there is an eligible 16-19 year old in the household at 12 months**

	Percentage
No	83
Yes	17
<i>Unweighted base</i>	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.68 Whether there is an eligible 6-11 year old in the household, by CSA case closures segment at 12 months**

	CSA case closures segment		Total
	Nil-assessed	Non-compliant	
Has an eligible 6-11 year old?	%	%	%
Yes, does not have an eligible 6-11 year old	56	65	57
Yes, has an eligible 6-11 year old	44	35	43
<i>Weighted base</i>	914	84	998
Unweighted base	757	241	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.69 Ethnicity at 12 months**

	Percentage
White English/Welsh/Scottish/Northern Irish/British	84
Irish	0
Other white	2
Mixed white and black Caribbean	1
Mixed white and black African	1
Mixed white and Asian	0
Other mixed	1
Black Caribbean	2
Black African	1
Other black/black British	2
Indian	1
Pakistani	1
Bangladeshi	1
Chinese	0
Other Asian	1
Arab	0
Other ethnic group	2
<i>Unweighted base</i>	996

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.70 Partner status at 12 months**

	<b>Percentage</b>
Couple household	39
Single parent household	61
<i>Unweighted base</i>	<i>997</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.71 Currently in paid work at 12 months**

	<b>Percentage</b>
Yes, currently in paid work	69
No, not currently in paid work	31
<i>Unweighted base</i>	<i>994</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.72 Whether spouse or partner is currently in paid work at 12 months**

	<b>Percentage</b>
Yes, currently in paid work	86
No, not currently in paid work	15
<i>Unweighted base</i>	<i>344</i>

Base: Parents whose CSA cases have been closed at 12 months and who have spouses or partners.

**Table A.73 Whether Paying Parent is currently in paid work at 12 months**

	<b>Percentage</b>
Yes, currently in paid work	50
No, not currently in paid work	11
Don't know	40
<i>Unweighted base</i>	<i>996</i>

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.74 Employment status of Paying Parent, by CSA case closures segment at 12 months**

Is Paying Parent in paid work?	CSA case closures segment		
	Nil-assessed %	Non-compliant %	Total %
Yes	49	59	50
No	11	7	11
Don't know	40	34	40
<i>Weighted base</i>	909	84	994
<i>Unweighted base</i>	755	241	994

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.75 Gross annual household income at 12 months**

	Percentage
2,599 or below	0
2,600-5,199	1
5,200-10,399	10
10,400-15,599	23
15,600-20,799	16
20,800-25,999	14
26,000-31,199	16
31,200-36,399	5
36,400-39,999	4
40,000-46,799	4
46,800-51,999	2
52,000+	5
<i>Unweighted base</i>	921

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.76 Income group at 12 months**

	Percentage
Very low income – less than £15,600 per year	33
Low income – £15,600-26,000 per year	30
Not low income – more than £26,000 per year	37
<i>Unweighted base</i>	921

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.77 Previous relationship status with Paying Parent at 12 months**

	Percentage
Married	37
Cohabiting	41
Couple but didn't live together	16
Not a couple	7
<i>Unweighted base</i>	<i>988</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.78 Length of relationship with Paying Parent (at end of relationship) at 12 months**

	Percentage
Less than 1 year	6
1-5 years	43
5-10 years	31
10-20 years	18
More than 20 years	2
<i>Unweighted base</i>	<i>912</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.79 Length of separation from Paying Parent (at time of interview) at 12 months**

	Percentage
Less than 1 year	0
1-5 years	7
5-10 years	40
More than 10 years	53
<i>Unweighted base</i>	<i>789</i>

Base: Parents whose CSA cases have been closed at 12 months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.80 Nature of the relationship break-up at 12 months**

	Percentage
Very bitter	50
Quite bitter	25
Neither bitter nor friendly	17
Quite friendly	5
Friendly	3
<i>Unweighted base</i>	<i>903</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.81 Concerns of being unsafe or at risk of harm when with the Paying Parent at 12 months**

	Percentage
Yes	47
No	53
<i>Unweighted base</i>	<i>978</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.82 Frequency of contact with Paying Parent in last year at 12 months**

	Percentage
Once a week or more often	7
Once or twice a month	12
A few times a year or less often	17
Not at all	64
<i>Unweighted base</i>	<i>987</i>

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.83 Current contact Paying Parent, by CSA case closures segment at 12 months**

Thinking about the last year, how often did you see the Paying Parent?	CSA case closures segment		Total
	Nil-assessed	Non-compliant	
	%	%	%
Once a week or more often	7	4	6
Once or twice a month	13	6	12
A few times a year or less often	17	19	17
Not at all	64	71	64
<i>Weighted base</i>	<i>897</i>	<i>84</i>	<i>981</i>
<i>Unweighted base</i>	<i>747</i>	<i>240</i>	<i>987</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.84 Nature of current relationship with Paying Parent at 12 months**

	Percentage
Friendly	14
Neither friendly nor unfriendly	16
Unfriendly	6
No relationship	64
<i>Unweighted base</i>	<i>991</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.85 Frequency of face-to-face contact between child and Paying Parent in the last year**

	Percentage
Once a week or more often	14
Once or twice a month	16
A few times a year or less often	17
No face-to-face contact	54
<i>Unweighted base</i>	<i>989</i>

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.86 Frequency of contact between child and Paying Parent, by CSA case closures at 12 months**

	CSA case closures segment		
	Nil-assessed	Non-compliant	Total
<b>Child face-to-face contact with the Paying Parent?</b>	%	%	%
Once a week or more often	14	8	14
Once or twice a month	16	13	16
A few times a year or less often	16	25	17
No face-to-face contact	54	54	54
<i>Weighted base</i>	<i>900</i>	<i>84</i>	<i>984</i>
<i>Unweighted base</i>	<i>748</i>	<i>241</i>	<i>989</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.87 Separation type at 12 months**

	Percentage
Cluster 1	24
Cluster 2	7
Cluster 3	11
Cluster 4	18
Cluster 5	40
<i>Unweighted base</i>	<i>998</i>

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.88 Gender, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
<b>Gender</b>	%	%	%	%	%	%
Female	96	97	98	89	98	96
Male	4	3	2	11	2	4
<i>Weighted base</i>	<i>234</i>	<i>72</i>	<i>112</i>	<i>181</i>	<i>399</i>	<i>998</i>
<i>Unweighted base</i>	<i>291</i>	<i>62</i>	<i>132</i>	<i>151</i>	<i>362</i>	<i>998</i>

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.89 Age, by separation type at 12 months**

Age	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
20-25	-	4	-	7	6	4
26-30	9	28	10	20	29	20
31-35	17	22	18	28	26	23
36-40	25	20	26	16	20	21
41-45	25	16	18	16	12	17
46-50	16	6	17	8	6	10
51+	8	5	11	5	2	5
<i>Weighted base</i>	234	72	112	181	399	997
<i>Unweighted base</i>	290	62	132	151	361	996

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.90 Number of children in the household, by separation type**

Number of children	CSA case closures segment					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
1	15	27	10	25	28	23
2	38	28	40	35	35	36
3	29	25	29	24	23	26
4	11	17	14	12	11	12
5 or more	6	3	8	4	3	4
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.91 Whether there is a 0-5 year old in the household, by separation type at 13 months**

0-5 year old present?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
No	76	61	74	63	58	66
Yes	24	39	26	37	42	34
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.92 Whether there is a 6-11 year old in the household, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
6-11 year old present?	%	%	%	%	%	%
No	58	26	46	40	33	41
Yes	42	74	54	60	67	59
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.93 Whether there is a 12-16 year old in the household, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
12-16 year old present?	%	%	%	%	%	%
No	42	63	46	55	54	51
Yes	58	37	54	45	46	49
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.94 Whether there is a 17+ year old in the household, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
17+ year old present?	%	%	%	%	%	%
No	49	78	50	75	79	68
Yes	51	22	50	25	21	32
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.95 Number of eligible children in the household, by separation type at 12 months**

Number of eligible children	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
1	62	62	48	78	85	73
2	29	29	37	20	13	22
3	7	9	9	2	2	4
4	2	-	4	-	-	1
5 or more	-	-	3	-	-	0
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.96 Whether has an eligible under 6 in the household, by separation type at 12 months**

Eligible under 6?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
No	98	91	87	89	94	93
Yes	2	9	13	11	6	7
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.97 Whether has an eligible 6-11 year old in the household, by separation type at 12 months**

Eligible 6-11 year old?	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
No	73	33	52	61	52	57
Yes	27	67	48	39	48	43
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.98 Whether has an eligible 12-16 year old in the household, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Eligible 12-16 year old?	%	%	%	%	%	%
No	45	69	52	57	61	56
Yes	55	31	48	43	39	44
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.99 Whether has an eligible 17+ year old in the household, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Eligible 17+ year old?	%	%	%	%	%	%
No	75	94	73	88	86	83
Yes	25	6	27	12	14	17
<i>Weighted base</i>	234	72	112	181	399	998
<i>Unweighted base</i>	291	62	132	151	362	998

Base: Parents whose CSA cases have been closed at 12 months.

**Table A.100 Partner status of respondents, by separation type at 12 months**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Partner status	%	%	%	%	%	%
Couple household	39	35	28	32	46	39
Single parent household	61	65	72	68	54	61
<i>Weighted base</i>	233	72	112	181	399	997
<i>Unweighted base</i>	290	62	132	151	362	997

Base: Parents whose CSA cases have been closed at 12 months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.101 Employment status of Paying Parent, by separation type at 12 months**

Is paying parent currently in paid work?	Separation type					Total %
	Cluster 1 %	Cluster 2 %	Cluster 3 %	Cluster 4 %	Cluster 5 %	
Yes	48	59	62	60	41	50
No	6	23	17	19	6	11
Don't know	46	18	21	21	53	40
<i>Weighted base</i>	<i>234</i>	<i>72</i>	<i>112</i>	<i>178</i>	<i>398</i>	<i>994</i>
<i>Unweighted base</i>	<i>291</i>	<i>62</i>	<i>132</i>	<i>150</i>	<i>361</i>	<i>996</i>

Base: Parents whose CSA cases have been closed at 12 months.

## A.2 Chapter 3 – Child Maintenance outcomes at three plus months

**Table A.102 Maintenance arrangement at three plus months**

	Percentage
Has a maintenance arrangement	36
In the process of setting a maintenance arrangement up	8
No maintenance arrangement	56
<i>Unweighted base</i>	<i>2,768</i>

Base: All parents surveyed at three plus months.

**Table A.103 Maintenance arrangement, by CSA case closures segment**

Maintenance arrangement	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
Has a maintenance arrangement	23	28	70	52	36
In the process of setting a maintenance arrangement up	7	13	8	8	8
No maintenance arrangement	70	59	23	41	56
<i>Weighted base</i>	<i>1,298</i>	<i>424</i>	<i>199</i>	<i>844</i>	<i>2,765</i>
<i>Unweighted base</i>	<i>1,341</i>	<i>494</i>	<i>330</i>	<i>603</i>	<i>2,768</i>

Base: All parents surveyed at three plus months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.104 Maintenance arrangement, by separation type**

Maintenance arrangement	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
	%	%	%	%	%	%
Has a maintenance arrangement	34	57	47	43	24	36
In the process of setting a maintenance arrangement up	10	4	7	5	9	8
No maintenance arrangement	55	39	46	52	67	56
<i>Weighted base</i>	<i>582</i>	<i>224</i>	<i>435</i>	<i>511</i>	<i>1,013</i>	<i>2,765</i>
<i>Unweighted base</i>	<i>680</i>	<i>211</i>	<i>497</i>	<i>464</i>	<i>916</i>	<i>2,768</i>

Base: All parents surveyed at three plus months.

**Table A.105 Maintenance arrangement, by low income status**

Maintenance arrangement	Low income status			Total
	Very low income – less than £15,600 per year	Low income – £15,600 – 26,000 per year	Not low income – more than £26,000 per year	
	%	%	%	%
Has a maintenance arrangement	32	35	39	36
In the process of setting a maintenance arrangement up	9	10	6	8
No maintenance arrangement	58	55	56	56
<i>Weighted base</i>	<i>944</i>	<i>674</i>	<i>807</i>	<i>2,425</i>
<i>Unweighted base</i>	<i>936</i>	<i>681</i>	<i>808</i>	<i>2,425</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.106 Number of eligible children, by maintenance arrangement**

	<b>N</b>
Has a maintenance arrangement	1,392
In the process of setting a maintenance arrangement up	287
No maintenance arrangement	2,050
<i>Unweighted base</i>	<i>3,729</i>

Base: All parents surveyed at three plus months.

**Table A.107 Number of eligible children, by maintenance arrangement type at three plus months**

	<b>N</b>
CMS arrangement	701
FBA	650
Court arrangement	14
None	2,049
In the process of setting up an arrangement	287
<i>Unweighted base</i>	<i>3,701</i>

Base: All parents surveyed at three plus months.

**Table A.108 Type of maintenance arrangement**

	<b>Percentage</b>
Direct Pay	11
Collect and Pay	7
FBA	18
Court arrangement	0
No arrangement	57
In process of setting up an arrangement	8
<i>Unweighted base</i>	<i>2,734</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.109 Type of child maintenance arrangement**

	Percentage
CMS arrangement	50
FBA	49
Court arrangement	0
<i>Unweighted base</i>	993

Base: Parents surveyed at three plus months with a child maintenance arrangement.

**Table A.110 Maintenance arrangement type, by CSA case closures segment**

Maintenance arrangement type	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
CMS arrangement	12	18	42	26	19
FBA	12	13	33	29	19
Court arrangement	0	0	1	0	0
No arrangement	76	68	25	44	61
Weighted base	1,203	365	181	776	2,525
Unweighted base	1,235	437	302	555	2,529

Base: All parents surveyed at three plus months.

**Table A.111 Maintenance arrangement, by separation type**

Maintenance arrangement type	Separation type					Total %
	Cluster 1 %	Cluster 2 %	Cluster 3 %	Cluster 4 %	Cluster 5 %	
CMS arrangement	25	7	23	15	20	19
FBA	12	52	26	31	6	19
Court arrangement	1	0	1	0	0	0
No arrangement	62	41	50	54	74	61
<i>Weighted base</i>	516	214	399	483	913	2,525
<i>Unweighted base</i>	606	199	456	441	827	2,529

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.112 Maintenance arrangement, by separation type**

Maintenance arrangement type	Separation type					Total %
	Cluster 1 %	Cluster 2 %	Cluster 3 %	Cluster 4 %	Cluster 5 %	
CMS arrangement	66	12	46	32	77	50
FBA	32	88	53	67	23	49
Court arrangement	1	0	2	0	0	1
<i>Weighted base</i>	<i>194</i>	<i>126</i>	<i>198</i>	<i>221</i>	<i>237</i>	<i>976</i>
<i>Unweighted base</i>	<i>226</i>	<i>117</i>	<i>224</i>	<i>204</i>	<i>222</i>	<i>993</i>

Base: All parents surveyed at three plus months with a maintenance arrangement.

**Table A.113 Whether Receiving Parent has made an arrangement through the CMS**

	Percentage
Yes, has made an arrangement through the CMS	49
No, has not made an arrangement through the CMS	51
<i>Unweighted base</i>	<i>1,022</i>

Base: All parents surveyed at three plus months.

**Table A.114 Whether Receiving Parent has made a Direct Pay or Collect and Pay arrangement**

	Percentage
Direct Pay (parents sort out payments themselves)	62
Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent)	38
<i>Unweighted base</i>	<i>497</i>

Base: All parents surveyed at three plus months with Direct Pay or Collect and Pay arrangements.

**Table A.115 Type of FBA**

	Percentage
Financial arrangement	82
Non-financial arrangement	18
<i>Unweighted base</i>	<i>466</i>

Base: All parents surveyed at three plus months with a FBA.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.116 FBA type, by CSA case closures segment**

FBA type	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
Financial arrangement	75	74	90	87	82
Non-financial arrangement	25	26	10	13	18
<i>Weighted base</i>	146	47	59	226	478
<i>Unweighted base</i>	145	53	102	166	466

Base: All parents surveyed at three plus months with a FBA.

**Table A.117 FBA type, by low income status**

FBA type	Low income status			Total
	Very low income – less than £15,600 per year	Low income – £15,600 – 26,000 per year	Not low income – more than £26,000 per year	
	%	%	%	%
Financial arrangement	76	79	90	82
Non-financial arrangement	24	21	10	18
<i>Weighted base</i>	145	126	152	423
<i>Unweighted base</i>	140	126	146	412

Base: All parents surveyed at three plus months with a FBA.

**Table A.118 FBA type, by partner status**

FBA type	Partner status		Total
	Couple household	Single parent household	
Financial arrangement	88	79	82
Non-financial arrangement	12	21	18
<i>Weighted base</i>	159	318	478
<i>Unweighted base</i>	152	313	466

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.119 How long the arrangement had been in place at time of interview**

	Percentage
Same month as interview	5
One to three months before interview	63
Four to six months before interview	13
Seven to twelve months before interview	5
More than one year before interview	14
<i>Unweighted base</i>	784

Base: All parents surveyed at three plus months.

**Table A.120 Whether arrangements started before or after case closure**

	Percentage
Before case closure	34
Same month as case closure	22
After case closure	44
<i>Unweighted base</i>	899

Base: All parents surveyed at three plus months.

**Table A.121 Whether arrangements started before or after six month letter**

	Percentage
Before six-month letter	17
Same month as six month letter	0
After six month letter	83
<i>Unweighted base</i>	785

Base: All parents surveyed at three plus months.

**Table A.122 Whether arrangements started before or after one month letter**

	Percentage
Before 1 month later	22
Same month as 1 month letter	3
After 1 month letter	75
<i>Unweighted base</i>	785

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.123 How long arrangement started after case closure (excluding those set up before case closed)**

	Percentage
Arrangement started same month as case closure	33
Within one month	29
Within two to three months	36
Within four to six months	2
<i>Unweighted base</i>	593

Base: All parents surveyed at three plus months whose arrangements started after case closure.

**Table A.124 Length of time arrangement has been in place, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Length of time</b>	%	%	%	%	%
Started same month as interview	5	7	4	5	5
Started one to three months before interview	49	52	73	72	63
Started four to six months before interview	18	18	11	8	13
Started seven to twelve months before interview	7	6	3	4	5
Started more than one year before interview	22	17	9	11	14
<i>Weighted base</i>	220	101	108	347	776
<i>Unweighted base</i>	231	121	179	253	784

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.125 Whether arrangements started before or after 6 month letter, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Before or after</b>	%	%	%	%	%
Before	23	20	11	14	17
Same month	1	1	0	0	0
After	76	79	89	86	83
<i>Weighted base</i>	<i>220</i>	<i>102</i>	<i>108</i>	<i>347</i>	<i>777</i>
<i>Unweighted base</i>	<i>231</i>	<i>122</i>	<i>179</i>	<i>253</i>	<i>785</i>

Base: All parents surveyed at three plus months.

**Table A.126 Whether arrangements started before or after 1 month letter, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Before or after</b>	%	%	%	%	%
Before	31	26	13	17	22
Same month	5	4	1	3	3
After	64	70	86	80	75
<i>Weighted base</i>	<i>220</i>	<i>102</i>	<i>108</i>	<i>347</i>	<i>777</i>
<i>Unweighted base</i>	<i>231</i>	<i>122</i>	<i>179</i>	<i>253</i>	<i>785</i>

Base: All parents surveyed at three plus months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.127 How long arrangement started after CSA arrangement ended (excluding those set up before case closed), by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
When started	%	%	%	%	%
Same month as case closure	25	36	30	37	33
Within one month	25	15	30	34	29
Two to three months	43	46	38	29	36
Four to six months	7	3	2	0	2
<i>Weighted base</i>	<i>141</i>	<i>71</i>	<i>93</i>	<i>278</i>	<i>583</i>
<i>Unweighted base</i>	<i>155</i>	<i>85</i>	<i>149</i>	<i>204</i>	<i>593</i>

Base: All parents surveyed at three plus months whose arrangements started after case closure.

### A.3 Chapter 3.2 – Child Maintenance outcomes at 12+ months

**Table A.128 Number of eligible children, by maintenance arrangement at 3 months**

	Percentage
Whose parent has an arrangement	27
Whose parent is in the process of setting an arrangement	5
Whose parent does not have an arrangement	67
<i>Unweighted base</i>	<i>998</i>

Base: Parents surveyed at 12+ months.

**Table A.129 Type of child maintenance arrangement**

	Percentage
Direct Pay	9
Collect and Pay	5
FBA	12
Court arrangement	1
No arrangement	68
In the process of setting up and arrangement	5
<i>Unweighted base</i>	<i>976</i>

Base: Parents surveyed at 12+ months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.130 Maintenance arrangement type, by low income status at 12 months**

Arrangement type	Low income status			Total
	Very low income – less than £15,600 per year	Low income – £15,600 – 26,000 per year	Not low income – more than £26,000 per year	
	%	%	%	%
Direct Pay	32	41	30	34
Collect and Pay	24	19	14	19
FBA	42	38	54	45
Court arrangement	2	1	3	2
<i>Weighted base</i>	<i>81</i>	<i>64</i>	<i>105</i>	<i>250</i>
<i>Unweighted base</i>	<i>79</i>	<i>76</i>	<i>99</i>	<i>254</i>

Base: Parents with an arrangement at 12+ months with an arrangement.

**Table A.131 Number of eligible children, by maintenance arrangement at three months**

	Number of children
Whose parent has a CMS arrangement at 3+ months	237
Whose parent has a FBA at 3+ months	148
Whose parent has a court arrangement at 3+ months	8
Whose parent does not have an arrangement at 3+ months	845
<i>Unweighted base</i>	<i>998</i>

Base: Parents surveyed at 12+ months.

**Table A.132 Type of FBA at 12 months**

	Percentage
Financial arrangement	74
Non-financial arrangement	26
<i>Unweighted base</i>	<i>100</i>

Base: Parents surveyed at 12+ months who have a FBA.

**Table A.133 Whether has made arrangement through the CMS at 12 months**

	Percentage
Yes, has made an arrangement through the CMS	58
No, has not made arrangement through the CMS	42
<i>Unweighted base</i>	<i>342</i>

Base: Parents surveyed at 12+ months who have an arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.134 Type of CMS arrangement at 12 months**

	Percentage
Direct Pay	59
Collect and Pay	41
<i>Unweighted base</i>	<i>208</i>

Base: Parents surveyed at 12+ months who have a CMS arrangement.

**Table A.135 How long the arrangement had been in place at time of interview at 12 months**

	Percentage
Same month as interview	2
One to three months before interview	20
Four to six months before interview	18
Seven to twelve months before interview	42
More than one year before interview	18
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

**Table A.136 Whether arrangements started before or after case closure at 12 months**

	Percentage
Before case closure	18
Same month as case closure	17
After case closure	65
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

**Table A.137 Whether arrangements started before or after six month letter at 12 months**

	Percentage
Before six-month letter	10
Same month as six-month letter	1
After six-month letter	89
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.138 Whether arrangements started before or after one month letter at 12 months**

	Percentage
Before one-month letter	14
Same month as one-month letter	4
After one-month letter	83
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

**Table A.139 Whether arrangements started before or after at case closure at 12 months**

	Percentage
Arrangement started before case closure	65
Arrangement started at the same time as case closure	17
Arrangement started after case closure	18
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

**Table A.140 Timing of new arrangements at 12 months**

	Percentage
Before six-month letter	10
At or between six-month and one-month letter	8
Month of case closure	17
After case closure	65
<i>Unweighted base</i>	<i>167</i>

Base: All parents surveyed at 12+ months who have an arrangement.

**Table A.141 Maintenance arrangement, by separation type at three months (nil-assessed and non-compliant)**

Maintenance arrangement type	Separation type					Total
	Domestic violence, no contact	Longer relationship, regular contact, friendly	Domestic violence, unfriendly, frequent contact	Cohabitated, short relationship, friendly	Not married, short relationship, no contact'	
	%	%	%	%	%	%
Direct Pay	27	9	23	21	43	26
Collect and Pay	44	4	26	13	36	25
FBA	28	86	48	65	22	49
Court arrangement	-	-	3	1	-	1
<i>Weighted base</i>	<i>68</i>	<i>62</i>	<i>90</i>	<i>91</i>	<i>85</i>	<i>396</i>
<i>Unweighted base</i>	<i>94</i>	<i>57</i>	<i>108</i>	<i>89</i>	<i>86</i>	<i>434</i>

Base: Nil-assessed and non-compliant segments at three plus months.

## A.4 Chapter 4 – Effectiveness of Child Maintenance arrangements at three plus months

**Table A.142 How effective arrangement is**

	Percentage
Effective arrangement	17
Non-effective arrangement	15
No arrangement	69
<i>Unweighted base</i>	<i>2,588</i>

Base: All parents surveyed at three plus months.

**Table A.143 How effective arrangement is (of all those being paid)**

	Percentage
Effective arrangement	54
Non-effective arrangement	47
<i>Unweighted base</i>	<i>837</i>

Base: Parents surveyed at three plus months being paid child maintenance.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.144 How effective FBA is**

	Percentage
Effective arrangement	12
Non-effective arrangement	5
Other type of arrangement	83
<i>Unweighted base</i>	2,483

Base: Parents surveyed at three plus months with a FBA.

**Table A.145 How effective FBA is (of all those being paid)**

	Percentage
Effective arrangement	71
Non-effective arrangement	29
<i>Unweighted base</i>	424

Base: Parents surveyed at three plus months with a FBA who are being paid child maintenance.

**Table A.146 How effective the FBA is, by type of FBA**

	Percentage
Effective financial arrangement	67
Non-effective financial arrangement	21
Effective ad-hoc arrangement	4
Non-effective ad-hoc arrangement	8
<i>Unweighted base</i>	423

Base: Parents surveyed at three plus months with a FBA.

**Table A.147 Overall effectiveness, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Effectiveness</b>	%	%	%	%	%
Effective arrangement	10	6	40	28	17
Non-effective arrangement	10	18	26	18	15
No arrangement	80	76	33	54	68
<i>Weighted base</i>	1,233	401	181	759	2,575
<i>Unweighted base</i>	1,279	467	301	541	2,588

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.148 Overall effectiveness (of those with an arrangement), by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Effectiveness	%	%	%	%	%
Effective arrangement	50	25	60	61	54
Non-effective arrangement	50	75	40	39	46
<i>Weighted base</i>	<i>241</i>	<i>96</i>	<i>121</i>	<i>352</i>	<i>811</i>
<i>Unweighted base</i>	<i>257</i>	<i>117</i>	<i>205</i>	<i>258</i>	<i>837</i>

Base: Parents surveyed at three plus months with an arrangement.

**Table A.149 Overall effectiveness, by separation type**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Effectiveness	%	%	%	%	%	%
Effective arrangement	15	38	22	22	9	17
Non-effective arrangement	15	15	22	16	11	15
No arrangement	70	47	57	61	81	68
<i>Weighted base</i>	<i>543</i>	<i>208</i>	<i>408</i>	<i>473</i>	<i>943</i>	<i>2,575</i>
<i>Unweighted base</i>	<i>631</i>	<i>194</i>	<i>468</i>	<i>434</i>	<i>861</i>	<i>2,588</i>

Base: All parents surveyed at three plus months.

**Table A.150 Overall effectiveness (of those with an arrangement), by separation type**

	Separation type					Total
	Cluster 1	Cluster 2	Cluster 3	Cluster 4	Cluster 5	
Effectiveness	%	%	%	%	%	%
Effective arrangement	50	71	50	58	45	54
Non-effective arrangement	50	29	50	42	55	46
<i>Weighted base</i>	<i>160</i>	<i>109</i>	<i>177</i>	<i>183</i>	<i>181</i>	<i>811</i>
<i>Unweighted base</i>	<i>184</i>	<i>102</i>	<i>201</i>	<i>174</i>	<i>176</i>	<i>837</i>

Base: Parents surveyed at three plus months with an arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.151 Overall effectiveness, by low income status**

	Low income status			Total
	Very low income – less than £15,600 per year	Low income – £15,600 – 26,000 per year	Not low income – more than £26,000 per year	
<b>Effectiveness</b>	%	%	%	%
Effective arrangement	13	17	20	17
Non-effective arrangement	15	13	15	15
No arrangement	72	70	65	68
Weighted base	886	629	756	2,271
Unweighted base	875	642	763	2,280

Base: All parents surveyed at three plus months.

**Table A.152 Overall effectiveness, by type of maintenance arrangement**

	Type of maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
<b>Effectiveness</b>	%	%	%	%
Effective arrangement	35	72	*	54
Non-effective arrangement	65	28	*	46
<i>Weighted base</i>	<i>375</i>	<i>418</i>	<i>6</i>	<i>799</i>
<i>Unweighted base</i>	<i>400</i>	<i>413</i>	<i>8</i>	<i>821</i>

Base: All parents surveyed at three plus months.

**Table A.153 Overall effectiveness of FBA, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Effectiveness</b>	%	%	%	%	
Effective arrangement	67	44	73	78	71
Non-effective arrangement	33	56	27	22	29
<i>Weighted base</i>	<i>129</i>	<i>42</i>	<i>56</i>	<i>203</i>	<i>429</i>
<i>Unweighted base</i>	<i>130</i>	<i>48</i>	<i>96</i>	<i>150</i>	<i>424</i>

Base: Parents surveyed at three plus months with a FBA.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.154 Proportion of maintenance received**

	Percentage
All of it	72
Most of it	8
Some of it	7
None of it	13
<i>Unweighted base</i>	<i>788</i>

Base: All parents surveyed at three plus months.

**Table A.155 Proportion of maintenance received, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Proportion	%	%	%	%	
All of it	67	47	80	78	72
Most of it	7	10	7	9	8
Some of it	7	13	8	6	7
None of it	18	30	4	8	13
<i>Weighted base</i>	<i>222</i>	<i>85</i>	<i>113</i>	<i>353</i>	<i>773</i>
<i>Unweighted base</i>	<i>235</i>	<i>104</i>	<i>190</i>	<i>259</i>	<i>788</i>

Base: All parents surveyed at three plus months.

**Table A.156 Timeliness of maintenance payments**

	Percentage
Always on time	57
Usually on time	21
Varies	12
Usually late	6
Always late	4
<i>Unweighted base</i>	<i>720</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.157 How well arrangement is working**

	Percentage
Very well	34
Fairly well	36
Not very well	9
Not at all well	21
<i>Unweighted base</i>	<i>874</i>

Base: All parents surveyed at three plus months.

**Table A.158 How well arrangement is working, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>How well it works</b>	%	%	%	%	
Very well	29	18	34	41	34
Fairly well	37	29	40	35	36
Not very well	8	16	8	9	9
Not at all well	26	37	17	15	21
<i>Weighted base</i>	<i>264</i>	<i>98</i>	<i>123</i>	<i>368</i>	<i>852</i>
<i>Unweighted base</i>	<i>278</i>	<i>117</i>	<i>210</i>	<i>269</i>	<i>874</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.159 Reasons why current arrangement is not working well, by CSA case closures segment**

Reasons	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
He/she doesn't pay	76	82	60	54	68
You are not happy with the amount of maintenance you receive	44	34	69	48	46
He/she is not happy with the amount of maintenance he/she should pay	36	35	46	32	36
He/she can't afford to pay	9	6	5	4	6
The two of you do not have a good relationship now	45	38	47	54	47
Disagreements about contact with the children	17	11	13	12	14
The Paying Parent changes when or how much he/she pays	33	27	42	42	36
None	1	1	3	6	3
<i>Weighted base</i>	<i>90</i>	<i>51</i>	<i>31</i>	<i>88</i>	<i>260</i>
<i>Unweighted base</i>	<i>104</i>	<i>63</i>	<i>54</i>	<i>66</i>	<i>287</i>

Base: All parents surveyed at three plus months.

Note: Respondents were able to give multiple answers to this question.

**Table A.160 Monthly amount of maintenance received per month**

	Percentage
Less than £100 per month	28
£100 – 200 per month	38
£200 – 300 per month	20
More than £300 per month	14
<i>Unweighted base</i>	<i>677</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.161 Monthly amount received, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Amount received	%	%	%	%	
Less than £100 per month	39	34	20	24	28
£100 – 200 per month	38	39	41	36	38
£200 – 300 per month	16	16	23	22	20
More than £300 per month	7	11	16	17	14
<i>Weighted base</i>	<i>179</i>	<i>66</i>	<i>103</i>	<i>328</i>	<i>677</i>
<i>Unweighted base</i>	<i>189</i>	<i>78</i>	<i>171</i>	<i>239</i>	<i>677</i>

Base: All parents surveyed at three plus months.

**Table A.162 Amount of maintenance received per month, by type of child maintenance arrangement**

	Type of child maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
Amount received	%	%	%	%
Less than £100 per month	38	21	*	28
£100 – 200 per month	26	47	*	38
£200 – 300 per month	20	20	*	20
More than £300 per month	16	12	*	14
<i>Weighted base</i>	<i>282</i>	<i>387</i>	<i>6</i>	<i>675</i>
<i>Unweighted base</i>	<i>289</i>	<i>380</i>	<i>7</i>	<i>676</i>

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.163 Whether Receiving Parent receives more or less money with their current arrangement, compared to previous arrangement**

	Percentage
Receives more money with current arrangement	31
Receives less money with current arrangement	23
Receives about the same	25
Has not been paid yet in new arrangement	9
Not possible to compare the two arrangements	12
<i>Unweighted base</i>	945

Base: All parents surveyed at three plus months.

**Table A.164 Whether Receiving Parent thinks the current arrangement works better or worse than previous maintenance arrangement**

	Percentage
Better	36
About the same	46
Worse	18
<i>Unweighted base</i>	822

Base: All parents surveyed at three plus months.

**Table A.165 Whether Paying Parent receives more or less under their current arrangement compared to previous CSA arrangement, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Receives more or less</b>	%	%	%	%	
More money with current arrangement	29	36	29	32	31
Less money with current arrangement	18	23	28	25	23
About the same	20	14	28	30	25
Has not been paid yet in new arrangement	13	18	7	5	9
Not possible to compare the two arrangements	20	9	7	8	12
<i>Weighted base</i>	269	107	131	414	921
<i>Unweighted base</i>	289	130	223	303	945

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.166 Whether Receiving Parent receives more or less under the current arrangement, compared to previous arrangement, by type of maintenance arrangement**

	Type of maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
Received more or less	%	%	%	%
More money with current arrangement	35	27	*	31
Less money with current arrangement	25	21	*	23
About the same	14	37	*	25
Has not been paid yet in new arrangement	17	1	*	9
Not possible to compare the two arrangements	9	14	*	12
<i>Weighted base</i>	<i>477</i>	<i>439</i>	<i>6</i>	<i>921</i>
<i>Unweighted base</i>	<i>501</i>	<i>435</i>	<i>8</i>	<i>945</i>

Base: All parents surveyed at three plus months.

**Table A.167 Whether current arrangement works better or worse than previous CSA arrangement, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Works better or worse	%	%	%	%	
Better	42	53	35	28	36
About the same	45	29	47	51	46
Worse	13	18	18	21	18
<i>Weighted base</i>	<i>224</i>	<i>96</i>	<i>119</i>	<i>367</i>	<i>806</i>
<i>Unweighted base</i>	<i>242</i>	<i>116</i>	<i>197</i>	<i>267</i>	<i>822</i>

Base: All parents surveyed at three plus months.

**Table A.168 Whether the current arrangement works better or worse than the previous CSA arrangement, by type of child maintenance arrangement**

	Type of child maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
<b>Works better or worse</b>	%	%	%	%
Better	35	37	*	36
About the same	41	51	*	46
Worse	24	12	*	18
<i>Weighted base</i>	379	402	5	786
<i>Unweighted base</i>	398	394	6	798

Base: All parents surveyed at three plus months.

## A.4 Chapter 4 – Effectiveness of child maintenance arrangements at 12 months

**Table A.169 How effective arrangement is at 12 months**

	Percentage
Effective arrangement	10
Non-effective arrangement	13
No arrangement	77
<i>Unweighted base</i>	865

Base: All parents surveyed at 12+ months.

**Table A.170 How effective FBA is at 12 months**

	Percentage
Effective arrangement	4
Non-effective arrangement	2
Other type of arrangement	94
<i>Unweighted base</i>	867

Base: Parents surveyed at 12+ months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.171 Overall effectiveness, by CSA case closures segment at 12 months**

How effective arrangement is	CSA case closures segment		Total
	Nil-assessed	Non-compliant	
	%	%	%
Effective arrangement	10	10	10
Non-effective arrangement	12	20	13
No arrangement	78	70	77
<i>Weighted base</i>	798	70	868
<i>Unweighted base</i>	663	202	865

Base: Parents surveyed at 12+ months.

**Table A.172 How effective FBA is at 12 months**

	Percentage
Effective arrangement	70
Non-effective arrangement	31
<i>Unweighted base</i>	49

Base: Parents surveyed at 12+ months who have a FBA.

**Table A.173 Proportion of maintenance received at 12 months**

	Percentage
All of it	66
Most of it	6
Some of it	7
None of it	21
<i>Unweighted base</i>	188

Base: All parents surveyed at 12+ months who have a financial arrangement.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.174 Timeliness of maintenance payments at 12 months**

	Percentage
Always on time	50
Usually on time	30
Varies	9
Usually late	4
Always late	7
<i>Unweighted base</i>	156

Base: All parents surveyed at 12+ months who receive financial maintenance.

**Table A.175 Timeliness of payments received, by CSA case closures segment at 12 months**

How often are the maintenance payments on time?	CSA case closures segment		Total %
	Nil-assessed %	Non-compliant %	
Always on time	52	*	50
Usually on time	30	*	30
Varies	8	*	9
Usually late	3	*	4
Always late	7	*	7
<i>Weighted base</i>	127	14	141
<i>Unweighted base</i>	113	43	156

Base: Parents surveyed at 12+ months who receive financial maintenance.

**Table A.176 How well arrangement is working**

	Percentage
Very well	26
Fairly well	44
Not very well	6
Not at all well	24
<i>Unweighted base</i>	266

Base: All parents surveyed at 12+ months who have an arrangement

## A.5 Chapter 5 – Deciding to have a CMS arrangement

**Table A.177 Who decided which type of arrangement to have**

	Percentage
Mainly the Receiving Parent	41
Mainly the Paying Parent	18
Decision made together	30
CMS made the decision	12
<i>Unweighted base</i>	982

Base: All parents surveyed at three plus months.

**Table A.178 Who decided which type of arrangement to have, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
Who decided	%	%	%	%	
Mainly the Receiving Parent	45	46	35	38	41
Mainly the Paying Parent	17	9	22	20	18
Decision made together	28	29	32	30	30
CMS made the decision	10	16	11	12	12
<i>Weighted base</i>	286	114	135	433	968
<i>Unweighted base</i>	303	136	227	316	982

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.179 Who decided which type of arrangement to have, by type of child maintenance arrangement**

	Type of child maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
<b>Who decided</b>	%	%	%	%
Mainly the Receiving Parent	62	19	*	41
Mainly the Paying Parent	12	24	*	18
Decision made together	6	54	*	30
CMS made the decision	20	3	*	12
<i>Weighted base</i>	485	475	7	967
<i>Unweighted base</i>	509	464	8	981

Base: All parents surveyed at three plus months.

**Table A.180 Happiness with decision to set up arrangement**

	Percentage
Very happy	16
Quite happy	33
Not very happy	28
Not at all happy	23
<i>Unweighted base</i>	295

Base: All parents surveyed at three plus months.

**Table A.181 Happiness with decision to set up arrangement, by type of child maintenance arrangement**

	Type of child maintenance arrangement			Total
	CMS arrangement	FBA	Court arrangement	
<b>Happiness</b>	%	%	%	%
Very happy	15	17	*	16
Quite happy	28	40	*	33
Not very happy	28	29	*	28
Not at all happy	30	14	*	23
<i>Weighted base</i>	147	123	2	272
<i>Unweighted base</i>	161	131	2	294

Base: All parents surveyed at three plus months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.182 Who paid the £20 application fee to use the Child Maintenance Service**

	Percentage
Receiving Parent paid	68
Paying Parent paid	3
Neither parent paid the fee/fee waived (e.g. due to domestic violence)	29
<i>Unweighted base</i>	478

Base: All parents surveyed at three plus months.

**Table A.183 How easy or difficult was for Receiving Parents to afford the £20 application fee to use the Child Maintenance Service**

	Percentage
Very easy	18
Quite easy	48
Quite difficult	24
Very difficult	11
<i>Unweighted base</i>	322

Base: Receiving Parents who paid the £20 application fee.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.184 Reasons why parents decided to make a Direct Pay arrangement over Collect and Pay, by CSA case closures segment**

Reasons	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
You wanted to use Collect and Pay, but the Child Maintenance Service said you must use Direct Pay	*	*	7	25	23
You wanted to use Collect and Pay, but the Paying Parent would not agree to it	*	*	15	22	20
You wanted to avoid paying the charges for using Collect and Pay	*	*	47	37	42
You think a Direct Pay arrangement will work for you and the Paying Parent	*	*	77	64	68
You and the Paying Parent have a good relationship now	*	*	14	10	11
You and the Paying Parent can talk about money	*	*	24	11	12
You or the Paying Parent wanted to have a more flexible arrangement	*	*	20	6	10
None	*	*	3	9	5
<i>Weighted base</i>	<i>40</i>	<i>16</i>	<i>34</i>	<i>73</i>	<i>163</i>
<i>Unweighted base</i>	<i>44</i>	<i>17</i>	<i>51</i>	<i>53</i>	<i>165</i>

Base: Parents surveyed at three plus months with a Direct Pay arrangement.

Note: Respondents were able to give multiple answers to this question.

**Table A.185 Impact of additional charges on decision to use Collect and Pay**

	Percentage
A lot	36
To some extent	15
Not much	13
Not at all	28
Did not know about the charges for using Collect and Pay	9
<i>Unweighted base</i>	<i>161</i>

Base: Parents surveyed at three plus months using Collect and Pay.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.186 Whether Receiving Parent would prefer to have a Collect and Pay arrangement**

	Percentage
Yes, would prefer to have a Collect and Pay arrangement	56
No, does not want a Collect and Pay arrangement	42
Would prefer a different arrangement	2
Would prefer not to have an arrangement at all	1
<i>Unweighted base</i>	295

Base: All parents surveyed at three plus months.

**Table A.187 How easy or difficult it is for the Receiving Parent to afford the ongoing four per cent charge for using Collect and Pay**

	Percentage
Very easy	31
Quite easy	42
Quite difficult	13
Very difficult	15
<i>Unweighted base</i>	139

Base: Parents surveyed at three plus months with a Collect and Pay arrangement.

**Table A.188 Reasons why the Receiving Parent and Paying Parent decided to make a FBA over a Direct Pay arrangement**

	Percentage
You didn't know about the new CMS Direct Pay option	30
You and the Paying Parent can talk about money	58
You have a good relationship now	49
It is easier to make a FBA	79
It is more flexible than using the CMS	50
You or the Paying Parent didn't want to pay the charges for using the CMS	31
You or the Paying Parent could not afford to pay the charges for using the CMS	16
You thought the Paying Parent would be more likely to pay if no one else was involved	29
The Paying Parent would not agree to use the CMS	24
The Paying Parent couldn't afford to pay you any money, but was willing to support your child/ren in other ways	11
<i>Unweighted base</i>	327

Base: Parents surveyed at three plus months with a FBA.

Note: Respondents were able to give multiple answers to this question.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.189 Reasons why parents chose a FBA over Direct Pay, by CSA case closures segment**

Reasons	CSA case closures segment				Total
	Nil-assessed %	Non-compliant %	Compliant (admin) %	Compliant (system) %	
You didn't know about the new CMS Direct Pay option	33	*	19	33	30
You and the Paying Parent can talk about money	61	*	67	54	58
You have a good relationship now	54	*	54	45	49
It is easier to make a FBA	83	*	74	78	79
It is more flexible than using the CMS	56	*	44	47	50
You or the Paying Parent didn't want to pay the charges for using the CMS	31	*	42	29	31
You or the Paying Parent could not afford to pay the charges for using the CMS	18	*	15	16	16
You thought the Paying Parent would be more likely to pay if no one else was involved	37	*	30	19	29
The Paying Parent would not agree to use the CMS	27	*	22	20	24
The Paying Parent couldn't afford to pay you any money, but was willing to support your child/ren in other ways	16	*	8	6	11
None	4	*	5	5	5
<i>Weighted base</i>	<i>109</i>	<i>38</i>	<i>40</i>	<i>160</i>	<i>346</i>
<i>Unweighted base</i>	<i>101</i>	<i>41</i>	<i>67</i>	<i>118</i>	<i>327</i>

Base: Parents surveyed at three plus months with a FBA.

Note: Respondents were able to give multiple answers to this question.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.190 Effect of £20 application fee on the decision to have a FBA**

	Percentage
A lot	18
To some extent	8
Not much	5
Not at all	46
Did not know about the charges for using Collect and Pay	23
<i>Unweighted base</i>	321

Base: Parents surveyed at three plus months with a FBA.

**Table A.191 Effect of Collect and Pay charges on decision to make a FBA instead of Collect and Pay**

	Percentage
A lot	26
To some extent	8
Not much	5
Not at all	37
Did not know about the charges for using Collect and Pay	24
<i>Unweighted base</i>	324

Base: Parents surveyed at three plus months with a FBA.

**Table A.192 Whether the Receiving Parent has tried to make other maintenance arrangements since receiving the letters about CSA case closure**

	Percentage
Yes, tried to make an arrangement	15
No, did not try to make an arrangement	85
<i>Unweighted base</i>	1,553

Base: All parents surveyed at three plus months.



## Survey of Child Support Agency Case Closure Outcomes

**Table A.193 Whether the Receiving Parent has tried to make other maintenance arrangements since receiving the letters about CSA case closure, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Tried to make other arrangements</b>	%	%	%	%	
Yes, tried to make an arrangement	12	17	13	20	15
No, did not try to make an arrangement	88	83	88	80	85
<i>Weighted base</i>	<i>923</i>	<i>251</i>	<i>46</i>	<i>350</i>	<i>1,570</i>
<i>Unweighted base</i>	<i>936</i>	<i>301</i>	<i>73</i>	<i>243</i>	<i>1,553</i>

Base: All parents surveyed at three plus months.

**Table A.194 Reasons why Receiving Parent has not tried to make an arrangement, by CSA case closures segment**

	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
<b>Reasons</b>	%	%	%	%	
He/she just won't pay	71	75	64	61	69
He/she could not afford to pay	15	10	12	19	15
He/she is paying for children in his/her new family	17	18	19	19	17
You don't want to have contact with him/her	35	30	45	48	37
You don't know how to contact him/her	29	31	31	36	31
Disagreements about contact with your child/children	20	20	22	23	21
You prefer not to receive maintenance	15	8	16	21	15
You got back together	1	1	1	1	1
There was a domestic violence issue	22	19	27	27	23
None	6	5	7	7	6
<i>Weighted base</i>	<i>812</i>	<i>207</i>	<i>40</i>	<i>282</i>	<i>1,341</i>
<i>Unweighted base</i>	<i>832</i>	<i>256</i>	<i>62</i>	<i>193</i>	<i>1,343</i>

Base: Parents surveyed at three plus months who had not tried to make an arrangement.

Note: Respondents were able to give multiple answers to this question.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.195 Extent the decision not to have a child maintenance arrangement influenced by the £20 application fee**

	Percentage
A lot	21
To some extent	8
Not much	6
Not at all	40
Did not know about the application fee	26
<i>Unweighted base</i>	<i>1,487</i>

Base: All parents surveyed at three plus months.

**Table A.196 Extent the decision not to have an arrangement was influenced by the Collect and Pay charges**

	Percentage
A lot	18
To some extent	6
Not much	7
Not at all	40
Did not know about the charges for using Collect and Pay	29
<i>Unweighted base</i>	<i>1,478</i>

Base: All parents surveyed at three plus months without an arrangement.

**Table A.197 Extent the decision not to have an arrangement was influenced by the Collect and Pay charges, by CSA case closures segment**

Extent of influence	CSA case closures segment				Total
	Nil-assessed	Non-compliant	Compliant (admin)	Compliant (system)	
	%	%	%	%	
A lot	15	15	24	27	18
To some extent	6	7	3	7	6
Not much	8	5	8	6	7
Not at all	43	39	40	31	40
Did not know about the charges for using Collect and Pay	28	33	25	28	29
<i>Weighted base</i>	<i>877</i>	<i>241</i>	<i>43</i>	<i>329</i>	<i>1,489</i>
<i>Unweighted base</i>	<i>894</i>	<i>287</i>	<i>69</i>	<i>228</i>	<i>1,478</i>

Base: All parents surveyed at three plus months without an arrangement.

## A.6 Chapter 6 – Longer term changes in maintenance arrangements

**Table A.198** Types of longer term child maintenance outcome

	Percentage
Sustainable arrangement	9
Newer arrangement	8
Failed arrangement	6
Longer term no arrangement	71
In the process of setting arrangement up	6
<i>Unweighted base</i>	<i>866</i>

Base: All parents surveyed at 12+ months.

**Table A.199** Sustained arrangement, by arrangement type at 12 months

	CSA case closures segment				Total
	CMS arrangement	FBA	Court arrangement	No arrangement	
Long-term sustained arrangement	%	%	%	%	
No	44	*	*	100	91
Yes	56	*	*	-	9
<i>Weighted base</i>	<i>98</i>	<i>48</i>	<i>4</i>	<i>664</i>	<i>814</i>
<i>Unweighted base</i>	<i>121</i>	<i>42</i>	<i>4</i>	<i>634</i>	<i>801</i>

Base: All parents surveyed at 12+ months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.200 Why arrangements were sustainable in the long term by type of arrangement type at 12 months**

Why arrangement sustainable	Type of child maintenance arrangement			Total %
	CMS arrangement %	FBA %	Court arrangement %	
Paying parent can afford to pay	44	51	*	47
He/she is happy with the amount he/she pays	23	56	*	42
Paying Parent and your child/ children have regular contact	13	67	*	43
You and Paying Parent have regular contact	-	35	*	20
You and Parent can talk about money	6	32	*	21
You and Parent have a good relationship now	3	35	*	21
You have to put a lot of work into the arrangement to make it work	34	46	*	40
<i>Weighted base</i>	59	76	5	140
<i>Unweighted base</i>	68	64	5	137

Base: All parents surveyed at 12+ months who have an arrangement for nine months or more.

Note: Respondents were able to give multiple answers to this question.

**Table A.201 Newer arrangement, by arrangement type at 12 months**

Long-term sustained arrangement	CSA case closures segment				Total %
	CMS arrangement %	FBA %	Court arrangement %	No arrangement %	
No	56	*	*	100	92
Yes	44	*	*	-	8
<i>Weighted base</i>	98	48	4	664	814
<i>Unweighted base</i>	121	42	4	634	801

Base: All parents surveyed at 12+ months.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.202 Newer arrangement at three months, by arrangement type at 12 months**

	CSA case closures segment				Total
	CMS arrangement	FBA	Court arrangement	No arrangement	
<b>Long-term sustained arrangement</b>	%	%	%	%	%
No	82	*	*	95	92
Yes	18	*	-	5	8
<i>Weighted base</i>	84	44	1	630	759
<i>Unweighted base</i>	97	43	1	589	730

Base: All parents surveyed at 12+ months.

**Table A.203 Reasons why you don't have a child maintenance arrangement with  
Paying Parent: you are planning to set up an arrangement but have not  
done it yet**

	Percentage
No	95
Yes	5
<i>Unweighted base</i>	588

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.204 Reasons why you don't have a child maintenance arrangement with  
Paying Parent: he/she just won't pay**

	Percentage
No	21
Yes	79
<i>Unweighted base</i>	588

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.205 Reasons why you don't have a child maintenance arrangement with  
Paying Parent: he/she cannot not afford to pay**

	Percentage
No	85
Yes	15
<i>Unweighted base</i>	588

Base: Parents surveyed at 12+ months with no arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.206 Reasons why you don't have a child maintenance arrangement with Paying Parent: he/she is paying for children in his/her new family**

	Percentage
No	83
Yes	17
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.207 Reasons why you don't have a child maintenance arrangement with Paying Parent: you don't want to have contact with him/her**

	Percentage
No	65
Yes	36
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.208 Reasons why you don't have a child maintenance arrangement with Paying Parent: you don't know how to contact him/her**

	Percentage
No	72
Yes	28
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.209 Reasons why you don't have a child maintenance arrangement with Paying Parent: you have disagreements about contact with your child/ children**

	Percentage
No	82
Yes	18
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

## Survey of Child Support Agency Case Closure Outcomes

**Table A.210 Reasons why you don't have a child maintenance arrangement with Paying Parent: you prefer not to receive maintenance**

	Percentage
No	82
Yes	18
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.211 Reasons why you don't have a child maintenance arrangement with Paying Parent: you got back together**

	Percentage
No	99
Yes	1
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

**Table A.212 Reasons why you don't have a child maintenance arrangement with Paying Parent: there is a domestic violence issue**

	Percentage
No	78
Yes	22
<i>Unweighted base</i>	<i>588</i>

Base: Parents surveyed at 12+ months with no arrangement.

# Appendix B

## Additional detail on survey methodology

### B.1 Fieldwork timings

Child Support Agency (CSA) cases in different segments were closed over different time periods. As a consequence, fieldwork for each segment also took place at different times. As Figure B.1 below shows, three-month fieldwork for the:

- nil-assessed segment took place between August 2015 and December 2015;
- non-compliant segment took place between October 2015 and February 2016;
- compliant (admin) segment took place between February 2016 and May 2016; and
- compliant (system) segment took place between February 2016 and April 2016.

The three-month survey covered the full case closure period of the nil-assessed, non-compliant and complaint (admin) cases and part of the case closure period for the compliant (system) cases.

Only the nil-assessed and non-compliant groups were included in the 12-month survey. This was due to the staggered closure of cases by the CSA, which meant that 12 months had not yet passed since closure for compliant (admin) cases and compliant (system) cases by the end of the study's fieldwork period. Twelve-month fieldwork for the:

- nil-assessed segment took place between May 2016 and July 2016; and
- non-compliant segment took place between July 2016 and September 2016.



Figure B.1 CSA fieldwork timetable

Case closure month (3 month)	Fieldwork month	S1: Nil-assessed	S2: Non-compliant	S3: Compliant (clerical)	S4: Compliant (system)
May-15	Aug-15	3-month survey	3-month survey	3-month survey	3-month survey
Jun-15	Sep-15				
Jul-15	Oct-15				
Aug-15	Nov-15				
Sep-15	Dec-15				
Oct-15	Jan-16				
Nov-15	Feb-16	12-month survey	12-month survey	3-month survey	3-month survey
Dec-15	Mar-16				
Jan-16	Apr-16				
Feb-16	May-16				
Mar-16	Jun-16				
Apr-16	Jul-16				
	Aug-16				
	Sep-16				

## B.2 Sampling

This study used a sample frame of Receiving Parents whose CSA case was closed, and included all parents in Department for Work and Pension’s (DWP’s) administrative records. For the three-month survey, each month DWP selected a sample from the full list of customers whose CSA case had been closed three months earlier.

The sample frame was stratified by segment (i.e. nil-assessed, non-compliant, compliant (clerical) and compliant (system)) and cases were selected at random with unequal probabilities of selection. Using this approach ensured analysis could be carried out at both the total sample and segment level. Differential selection probabilities were adjusted at the weighting stage (see below).

Each month the new sample frame was sent from DWP to NatCen Social Research (NatCen). The sample file included the name and contact details of the Receiving Parent and also the name of the Paying Parent. NatCen statisticians checked each sample for duplicates comparing new and previously delivered sample files. Once checked, a sub-sample of cases was selected. This selection adjusted for any deviations in the response rate from the original assumptions. All customers selected for the survey sample were sent an opt-out letter.

For the 12-month, survey, there was a longitudinal sample and an additional cross-sectional (boost) sample. The longitudinal sample was Receiving Parents who had taken part in the three-month survey and agreed to be recontacted nine months later for the 12-month survey. The cross-sectional sample was introduced to boost the size of the 12-month survey’s non-compliant segment sample, and therefore facilitate analysis. This boost sample included parents whose CSA case had been closed in the same period as those in the longitudinal sample (July 2015 to September 2015), but who had not taken part in the three-month survey.

### B.3 Child selection

Family circumstances can be complex; parents may have more than one child with more than one ex-partner, and in turn, have more than one maintenance arrangement. At the start of the telephone interview, questions were asked to determine which children qualified for child maintenance from the Paying Parent named in the sample file.

Children were considered 'eligible' for selection if they were:

- aged 15 or under, or aged 16 to 19 and in full-time education;
- living with the responding Receiving Parent;
- provided with day-to-day care by the respondent, or the respondent was their principal carer;
- the natural or adopted child of the Paying Parent named in the sample file.

Children who met these criteria were flagged in the sample. If these initial questions indicated that there were no eligible children in the household, the interview was brought to an end. For those where there were eligible children, the interview proceeded and an automated system randomly selected one child to feed forward into the final section of the questionnaire, which asked questions about the relationship between the Paying Parent and the selected child.

### B.4 Coding and editing

The computer assisted telephone interviewing (CATI) programme ensures that the correct routing is followed throughout the questionnaire, and applies range and consistency error checks. These checks allow interviewers to clarify and query any data discrepancies directly with the respondent. A separate 'in-house' editing process was also used, which covered some of the more complex data checking, combined with the coding process for open answers.

Following briefings by the NatCen research team, the data was coded by a team of coders under the management of the NatCen Operations team, using a second version of the CATI programme, which included additional checks and codes for open answers. 'Other specify' questions were used when respondents volunteer an alternative response to the precoded choice offered to them. These questions were back-coded to the original list of precoded responses where possible (using a new set of variables rather than overwriting interviewer coding). Queries and difficulties that could not be resolved by the coder or the team were referred to researchers for resolution.

Once the data set was clean, the analysis file of question-based and derived variables was set up in SPSS, and all questions and answer codes labelled.

## B.5 Derived variables

Because the final data was the product of a complex CATI programme, some variables needed for analysis had to be recoded or created by combining existing variables.

Derived variables used in the analysis fall into the following types:

- 1 Key demographic variables, which have been grouped into categories for ease of analysis (e.g. age and household income groups).
- 2 Variables computed using data from the original dataset (e.g. the number of eligible children).
- 3 Those combining responses from a number of different variables to create a particular measure (e.g. the effectiveness of maintenance arrangements).

## B.6 Latent class analysis

The typology of separation types used throughout the report was constructed using latent class analysis (LCA). This is a multivariate statistical technique used to categorise individuals into underlying groups or 'latent classes' based on their responses to a series of survey questions. LCA consists of three stages of analysis: a) identifying the number of groups or classes that best fit the data; b) generating the probabilities of class membership for each respondent; and c) assigning individual cases to the class for which they had the highest probability. This process was carried out separately for each wave of the survey. The software Latent Gold (version 4.0) was used to carry out this analysis.

The first stage of LCA consisted of identifying the number of latent classes that best fits the data. To do this we examined models ranging from two to ten classes, comparing their fit to the data. Because there is no definitive method of determining the optimal number of classes, we rely on measure of fit such as Akaike's Information Criterion (AIC) and the Bayesian Information Criterion (BIC). In comparing different models using the same set of data, models with the lowest values of these indicators are generally preferred. This must also be balanced, however, with the interpretability of the classes that result from the model.

According to the BIC, AIC and AIC3, the optimal number of classes in both surveys is greater than ten. A solution with so many classes, however, is not readily interpretable or substantively meaningful and produces very small classes. Table B.1 and Table B.2 show the goodness of fit statistics for the models which produced the most useful and user-friendly class interpretations across survey waves, those with four, five and six clusters.

## Survey of Child Support Agency Case Closure Outcomes

**Table B.1 Latent class models and goodness of fit statistics, separation type models – three-month survey**

	Model with 4 clusters	Model with 5 clusters	Model with 6 clusters
Log-likelihood (LL)	-27,346	-27,133	-27,052
BIC (based on LL)	55,168	54,845	54,786
AIC (based on LL)	54,812	54,411	54,275
AIC3 (based on LL)	54,872	54,484	54,361
Entropy R-squared	0.87	0.83	0.80
Classification errors	0.07	0.11	0.13

Note: BIC (Bayesian Information Criterion), AIC (Akaike Information Criterion), AIC3 (Akaike Information Criterion 3).

**Table B.2 Latent class models and goodness of fit statistics, separation type models – 12-month survey**

	Model with 4 clusters	Model with 5 clusters	Model with 6 clusters
Log-likelihood (LL)	-9,846	-9,773	-9,711
BIC (based on LL)	20,107	20,051	20,016
AIC (based on LL)	19,812	19,693	19,594
AIC3 (based on LL)	19,872	19,766	19,680
Entropy R-squared	0.81	0.83	0.83
Classification errors	0.11	0.10	0.12

Note: BIC (Bayesian Information Criterion), AIC (Akaike Information Criterion), AIC3 (Akaike Information Criterion 3).

Next, class sizes and probabilities of class membership for the latent class models of separation types were examined. The size of clusters showed that models with six or more classes had one group with very few cases across surveys, making models with more than five clusters unfeasible. The model with four clusters was preferable from a sample size standpoint; however, it was felt to be missing an important class which was revealed under the five-cluster solution.

The probabilities of class membership also supported the selection of a five-cluster solution. In theory, the ideal model would be one in which individuals have a probability of 1.0 of being in one class and a probability of 0.0 of being in other classes, however, in reality this figure is lower. Analysis of the average membership probability of each class showed that the lowest average membership probability in any class under the five-cluster solution was 0.87 in the three and the 12-month surveys. Under the six-cluster solution, this figure was 0.79 in both waves. This suggests that the five-cluster model fits the data as well, if not better, than the model with six clusters (also suggested by the entropy R-squared and the percentage of classification errors shown in Table B.1).

Taken together, the goodness of fit statistics, interpretability, cluster sizes and class membership probabilities suggested that a five-cluster solution was optimal. Table B.3 and Table B.4 show the variables used in the latent class analysis and how they relate to each cluster.

## Survey of Child Support Agency Case Closure Outcomes

**Table B.3 Variables in latent class analysis, by separation type – three-month survey**

	Cluster1	Cluster2	Cluster3	Cluster4	Cluster5	Total
	%	%	%	%	%	%
<b>Years since separation</b>						
Less than 1 year	0	0	1	1	0	0
1-5 years	9	19	18	11	8	11
5-10 years	34	41	42	36	33	36
More than 10 years	58	40	40	53	59	53
<b>Length of relationship</b>						
Less than 1 year	0	4	1	6	12	6
1-5 years	8	40	10	64	70	42
5-10 years	45	33	41	30	17	31
10-20 years	43	23	44	0	0	20
More than 20 years	4	1	4	0	0	2
<b>Previous relationship</b>						
Married	73	38	76	5	13	36
Cohabiting	25	39	22	54	47	39
Couple but didn't live together	2	14	1	26	28	17
Not a couple	0	9	0	15	13	8
<b>Acrimony of breakup</b>						
Very bitter	65	37	59	38	45	50
Quite bitter	22	23	25	30	25	25
Neither bitter nor friendly	9	23	10	23	21	17
Quite friendly	2	10	4	5	5	5
Friendly	2	7	1	4	3	3
<b>Children's face-to-face contact with PP</b>						
Once a week or more often	9	100	16	14	1	15
Once or twice a month	12	0	39	42	2	17
A few times a year or less often	17	0	35	33	9	19
No face-to-face contact	62	0	10	11	89	49
<b>Domestic violence</b>						
Yes	57	20	56	31	41	43
No	43	80	44	69	59	57
<b>RP's face-to-face contact with PP</b>						
Once a week or more often	0	98	5	2	0	9
Once or twice a month	0	2	33	33	0	11
A few times a year or less often	0	0	62	65	0	22
Not at all	100	0	0	0	100	57
<b>Current relationship with PP</b>						
Friendly	0	65	20	37	0	15
Neither unfriendly nor friendly	0	26	50	42	0	18
Unfriendly	0	9	31	20	0	9
No relationship	100	0	0	0	100	58

## Survey of Child Support Agency Case Closure Outcomes

**Table B.4 Variables in latent class analysis, by separation type – 12-month survey**

	Cluster1	Cluster2	Cluster3	Cluster4	Cluster5	Total
	%	%	%	%	%	%
<b>Years since separation</b>						
Less than 1 year	1	0	0	0	0	0
1-5 years	4	7	10	8	9	7
5-10 years	36	57	49	36	37	39
More than 10 years	59	36	41	56	55	53
<b>Length of relationship</b>						
Less than 1 year	0	5	2	3	13	6
1-5 years	9	43	21	51	70	43
5-10 years	48	25	26	41	17	31
10-20 years	39	22	46	5	0	18
More than 20 years	4	4	5	0	0	2
<b>Previous relationship</b>						
Married	73	48	86	2	16	37
Cohabiting	26	38	13	72	45	41
Couple but didn't live together	1	13	1	19	27	16
Not a couple	0	1	0	7	12	6
<b>Acrimony of breakup</b>						
Very bitter	66	49	61	37	42	50
Quite bitter	22	16	23	24	30	25
Neither bitter nor friendly	9	17	10	24	20	17
Quite friendly	1	10	6	10	3	5
Friendly	1	8	0	5	4	3
<b>Children's face-to-face contact with PP</b>						
Once a week or more often	8	99	11	17	1	14
Once or twice a month	9	1	36	47	2	16
A few times a year or less often	19	0	42	30	6	17
No face-to-face contact	63	0	11	6	90	54
<b>Domestic violence</b>						
Yes	67	32	53	35	41	47
No	33	68	47	65	59	53
<b>RP's face-to-face contact with PP</b>						
Once a week or more often	0	90	1	0	0	6
Once or twice a month	0	10	27	47	0	12
A few times a year or less often	0	0	72	53	0	17
Not at all	100	0	0	0	100	64
<b>Current relationship with PP</b>						
Friendly	0	71	16	42	0	14
Neither unfriendly nor friendly	0	25	57	44	0	16
Unfriendly	0	5	28	14	0	6
No relationship	100	0	0	0	100	64

## Survey of Child Support Agency Case Closure Outcomes

The five clusters are described below.

### **Cluster 1: Domestic violence, no contact**

Typically, this group had the following characteristics:

- Likely to have been married;
- Likely to have been together for five or more years;
- Separated five or more years ago;
- Likely to have experienced domestic violence;
- Bitter break up;
- Little to no contact between children and Paying Parent;
- No relationship with Paying Parent.

### **Cluster 2: Longer relationship, regular contact, friendly**

Typically, this group had the following characteristics:

- Likely to have been married or cohabitated;
- Likely to have been together for one to ten years;
- Separated five or more years ago;
- Bitter break up;
- Parent and Child/ren see Paying Parent frequently;
- Relationship between parents tends to be friendly.

### **Cluster 3: Domestic violence, regular contact, unfriendly**

Typically, this group had the following characteristics:

- Likely to have been married;
- Likely to have been together for five or more years;
- Separated less than five years ago;
- Likely to have experienced domestic violence;
- Bitter break up;
- Mixed contact between children and Paying Parent;
- Mixed contact with Paying Parent;
- Relationship between parents tends to be neutral to unfriendly.

## Survey of Child Support Agency Case Closure Outcomes

### Cluster 4: Cohabitated, short relationship, friendly

Typically, this group had the following characteristics:

- Likely to have cohabitated;
- Likely to have been together less than five years;
- Separated five or more years ago;
- Bitter break up;
- Frequent contact between children and Paying Parent;
- Parent sees Paying Parent a few times a year;
- Relationship between parents tends to be neutral to friendly.

### Cluster 5: Not married, short relationship, no contact

Typically, this group had the following characteristics:

- Likely to have been married or cohabitated;
- Likely to have been together less than five years;
- Separated five or more years ago;
- Bitter break up;
- Children have no face-to-face contact with Paying Parent;
- No relationship with Paying Parent.

## B.7 Weighting

A total of four separate weights were created for analysis: two for the three-month survey (both cross-sectional) and two for the 12-month survey (one longitudinal and one cross-sectional). The weights were intended to take account of technical issues such as sample design and non-response, and to ensure that the data matched the overall population as closely as possible (based on characteristics such as gender, Government Office Region, number of eligible children and age).

### Three-month survey

The three-month survey covered all four segments of parents. Two weights were generated:

- **Cross-sectional weight – follow-up sample (wt\_w1\_longit).** This weight was designed to be used for cross-sectional analysis of the longitudinal sample in the three-month survey. The weighting included calibration; a procedure which ensures the achieved sample matches the population on key characteristics (in this case, gender, region, number of eligible children and age within sample group). This adjustment reduces non-response bias. Table A.5 presents the population figures, unweighted estimates and weighted estimates for the variables used in the calibration.
- **Cross-sectional weight – wave 1 (wt\_w1\_xsec).** This second weight was intended for cross-sectional analysis of the whole dataset (i.e. all respondents completing the three-month survey). As with the first weight calibration was performed using population totals from the period covered by the survey.



## Survey of Child Support Agency Case Closure Outcomes

**Table B.5** Three-month survey: weight for use with longitudinal respondents, three-month survey

	Population figures (%)	Unweighted (%)	Weighted (%)
<b>Gender</b>			
Female	96.0	97.0	96.0
Male	4.0	3.0	4.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>GOR</b>			
North East	5.9	4.3	5.9
North West	14.1	11.8	14.1
Yorkshire and The Humber	10.0	8.6	10.0
East Midlands	7.4	8.2	7.4
West Midlands	9.5	9.6	9.5
East of England	7.7	9.7	7.7
London	10.4	12.7	10.4
South East	11.5	12.8	11.5
South West	7.9	9.1	7.9
Wales	6.1	5.8	6.1
Scotland	8.6	7.2	9.2
Northern Ireland	0.8	0.2	0.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Number of Children</b>			
1	71.3	72.0	71.3
2	22.9	22.6	22.9
3+	5.8	5.3	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Segment</b>			
Segment 1	91.6	78.2	91.6
Segment 2	8.4	21.8	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Age group</b>			
Less than 30	19.7	6.9	19.7
30-34	23.3	16.8	23.3
35-39	22.0	22.2	22.0
40-44	17.3	24.2	17.3
45+	17.6	29.9	17.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

## Survey of Child Support Agency Case Closure Outcomes

Table B.6 presents population figures, unweighted estimates and weighted estimates for the variables used in the calibration.

**Table B.6 Weight for use with all three-month survey respondents (three-month survey)**

	Population	Unweighted	Weighted
<b>Gender</b>			
Female	96.8	97.1	96.8
Male	3.2	2.9	3.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>GOR</b>			
North East	5.9	4.4	5.9
North West	13.5	11.5	13.5
Yorkshire and The Humber	9.6	8.3	9.6
East Midlands	7.4	8.0	7.4
West Midlands	9.5	9.6	9.5
East of England	8.0	9.4	8.0
London	9.5	11.2	9.5
South East	12.0	13.9	12.0
South West	8.5	9.9	8.5
Wales	6.0	6.2	6.0
Scotland	8.4	7.6	9.8
Northern Ireland	1.6	0.2	0.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Number of Children</b>			
1	72.6	72.6	72.6
2	22.1	21.6	22.1
3+	5.2	5.8	5.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Segment</b>			
Segment 1	46.9	48.4	46.9
Segment 2	15.3	17.8	15.3
Segment 3	7.2	11.9	7.2
Segment 4	30.7	21.9	30.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Age group</b>			
Less than 30	15.0	7.3	15.0
30-34	22.9	16.7	22.9
35-39	22.5	22.1	22.5
40-44	18.8	23.2	18.8
45+	20.7	30.7	20.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

**Twelve-month survey**

Two weights were computed for the 12-month survey:

- The third weight (**wt\_w2\_longit**) was designed for longitudinal analysis of data from respondents taking part in both the three month and 12-month surveys. The longitudinal sample was adjusted to take account of panel attrition (i.e. to account for those more likely to drop out of the study). This process involved creating a response model using step-wise logistic regression. The dependent variable in this model was whether the participant had taken part at 12 months, while the predictors (the independent variables) came from the three month dataset. The final model was used to compute response probability for each participant. This third weight is equal to the inverse of the response probabilities multiplied by the calibration weight from the previous wave. Weighted and unweighted estimates are presented in Table B.7, below.

**Table B.7 Weight for use in longitudinal analysis of respondents taking part in both the three and 12-month survey**

	Population	Unweighted	Weighted
<b>Gender</b>			
Female	96.0	97.4	95.9
Male	4.0	2.6	4.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>GOR</b>			
North East	5.9	4.3	5.8
North West	14.1	11.3	14.3
Yorkshire and The Humber	10.0	9.1	10.0
East Midlands	7.4	7.2	7.3
West Midlands	9.5	9.8	9.4
East of England	7.7	10.9	7.7
London	10.4	11.3	10.6
South East	11.5	14.1	11.7
South West	7.9	10.2	7.9
Wales	6.1	4.8	6.0
Scotland	8.6	6.7	8.9
Northern Ireland	0.8	0.3	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Number of Children</b>			
1	71.3	69.9	71.2
2	22.9	24.1	23.1
3+	5.8	6.0	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

*Continued*

## Survey of Child Support Agency Case Closure Outcomes

**Table B.7 Continued**

	Population	Unweighted	Weighted
<b>Segment</b>			
Segment 1	91.6	80.7	91.6
Segment 2	8.4	19.3	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Age group</b>			
Less than 30	19.7	6.3	19.7
30-34	23.3	15.8	23.4
35-39	22.0	21.5	22.0
40-44	17.3	25.7	17.2
45+	17.6	30.7	17.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>How often Paying Parent sees the children</b>			
Once a week or more often	14.1	12.4	14.1
Once or twice a month	15.5	14.7	15.6
A few times a year or less often	17.8	19.6	17.9
No face-to-face contact	52.5	53.3	52.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Were unsafe or at risk (self-perception)</b>			
Yes	45.2	48.5	45.0
No	51.5	49.6	51.5
Missing	3.3	1.9	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

- The final weight (**wt\_w2\_xsect**) was intended for cross-sectional analysis of the whole 12-month survey dataset (i.e. all respondents completing the 12-month survey). This weight was generated by calibrating the final sample so that selected variables matched population distributions for the time period of interest. Table A.8 displays population figures, unweighted estimates and weighted estimates for variables used in the calibration.

## Survey of Child Support Agency Case Closure Outcomes

**Table B.8 Population figures, unweighted estimates and weighted estimates for variables used in the calibration**

	Population	Unweighted	Weighted
<b>Gender</b>			
Female	96.0	97.4	96.0
Male	4.0	2.6	4.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>GOR</b>			
North East	5.9	4.1	5.9
North West	14.1	11.5	14.1
Yorkshire and The Humber	10.0	9.4	10.0
East Midlands	7.4	7.2	7.4
West Midlands	9.5	9.9	9.5
East of England	7.7	10.7	7.7
London	10.4	11.1	10.4
South East	11.5	14.3	11.5
South West	7.9	10.3	7.9
Wales	6.1	4.7	6.1
Scotland	8.6	6.3	9.0
Northern Ireland	0.8	0.3	0.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Number of Children</b>			
1	71.3	70.3	71.3
2	22.9	23.9	22.9
3+	5.8	5.7	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Segment</b>			
Segment 1	91.6	75.9	91.6
Segment 2	8.4	24.1	8.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Age group</b>			
Less than 30	19.7	6.4	19.7
30-34	23.3	16.1	23.3
35-39	22.0	21.1	22.0
40-44	17.3	25.6	17.3
45+	17.6	30.8	17.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>

# Appendix C

## Questionnaires

### C.1 Three-month questionnaire

#### SURVEY OF CSA CASE CLOSURE CLIENTS THREE-MONTH QUESTIONNAIRE

24 November 2015

#### **Questionnaire contents:**

Section A: Introduction

Section B: Household information

Section C: Experience of case closure

Section D: What is status of current arrangement

Section E: How the current arrangement came about

Section F: How the current arrangement works

Section G: Previous CSA arrangement

Section H: Relationship between Paying Parent and children

Section I: Past and current relationship between respondent and Paying Parent

Section J: Socio demographics

Section K: Recontact and data linkage

#### **Questionnaire conventions:**

- Question names are given in bold.
- Routing instructions are given in {curly brackets} above each question.
- Where a 'textfill' of some kind has been used this is flagged by {TEXTFILL:}. For the purpose of this document the textfills are described inside the brackets as opposed to literally stated. e.g. {TEXTFILL: child name} represents the child's name, for example, Andrew.
- Interviewer instructions are included after the question in capitals.
- Don't know and refused responses are permissible at every question unless otherwise specified.
- The instruction CODE ALL THAT APPLY indicates a multi-coded question. If this is not stated then a single code only should apply.
- **Grey** highlighted text represents a sub-section of the questionnaire.

## Section A: Introduction

### Aims:

- To check eligibility of respondent.
- Will need to take into account low awareness of CSA from nil-assessed cases.

{ask all}

### Alntro1

Good morning/afternoon, my name is .....

I am phoning from NatCen Social Research on behalf of the Department for Work and Pensions.

Please could I speak to {TEXTFILL Sample Forename} {TEXTFILL Sample Surname}?

1. Yes.
2. No.
3. Make appointment to ring back.

{if Alntro=yes}

### Alntro2

INTERVIEWER; ENSURE YOU ARE SPEAKING TO THE NAMED RESPONDENT BEFORE CONTINUING

We'd like your help with an important research study that we wrote to you about recently. The Child Support Agency or CSA is being closed down and replaced with a new government agency – the Child Maintenance Service (CMS) that helps parents make child maintenance arrangements. The government has recently started closing CSA child maintenance cases, and the Department of Work and Pensions have asked NatCen to find out on their behalf, how well this is working for parents, and what they are doing now about their child maintenance. Are you happy to take part?

READ OUT (exact wording not required):

This research is entirely voluntary and won't affect any benefits or tax credits you might be claiming, or any future dealings with government agencies. You can withdraw from the research at any time.

READ OUT EXACTLY:

Also, I'd like to assure you that any information you provide will be held in the strictest of confidence in line with the Data Protection Act (1998) and will only be used for research purposes. You won't be identified in any research findings. The only exception to this is if you tell us about you or someone else you know being at risk of harm. We may have to let the authorities know if you or someone else is at risk.

## Survey of Child Support Agency Case Closure Outcomes

ADD IF NECESSARY:

If you have ever contacted the CSA to ask them to arrange child maintenance, but they ended up telling you that you weren't owed any money, they still created a case for you. This is the case that is being closed down. So even if you have had nothing to do with the CSA recently, your views and experiences of dealing with child maintenance are still very important to us, and we would still very much like to speak to you.

INTERVIEWER: CODE WHETHER CONSENT GAINED

1. Yes.
2. Make appointment to call back.
3. No – THANK AND END.

**{ask all}**

### **A**Letter

Your name has been randomly selected from a list of people who were sent a letter in {TEXTFILL MONTH OF CONTACT FROM SAMPLE} saying their child maintenance case with the CSA was being closed. The letter should have informed you that your CSA case, with {TEXTFILL Paying Parent's first and last name} has now been closed.

Can I check, did you receive this letter?

1. Yes.
2. No.
3. Don't know.
4. Refused.
5. Received letter but never had a CSA arrangement.

**{ask all}**

### **A**safe

We are going to be asking you some questions about any child maintenance arrangements you might have with {TEXTFILL Paying Parent's first name} and about your relationship with him/her. Before we continue could I just check if you can safely talk about these topics and that [textfill paying parent name] is not there with you right now. You don't need to answer any questions you aren't comfortable with, and I can call back at a more convenient time if you prefer.

1. Yes, happy to continue.
2. No, make an appointment for another time.



## Section B: Household information

### Aims:

- Establish number of children in the household.
- Establish whether each child is currently eligible for child maintenance from Paying Parent from the sample.
- Establish age, gender and partner status of respondent.

{ask all}

### BResKids

I'd like to start by asking you a few questions about your family situation.

First, can I ask how many children you have?

INTERVIEWER: ENTER NUMBER OF ALL CHILDREN WHO LIVE WITH THE RESPONDENT OR WHO LIVE ELSEWHERE.

ONLY INCLUDE BIOLOGICAL OR ADOPTED CHILDREN. DO NOT INCLUDE GRANDCHILDREN OR OTHER RELATIVES (UNLESS THE RESPONDENT SAYS THEY HAVE ADOPTED THE CHILDREN).

{BKidAge to BPNam are asked for each child in a loop, starting with the oldest}

### BKidAge

How old is your oldest child?

INTERVIEWER: ENTER AGE OF CHILD IN YEARS.

IF CHILD IS UNDER 1 YEAR OLD, ENTER ZERO, AND ADD AGE IN MONTHS AT NEXT SCREEN.

{if child is between 16 and 20 years of age, BKidAge=16 to 20}

### BKidCheck

Is {TEXTFILL: your 'child's age' year old} in full-time education, not including university or higher education?

INTERVIEWER: FT EDUCATION HERE – ONLY INCLUDES UP TO AND INCLUDING A-LEVEL STANDARD

1. Yes.
2. No.
3. Refused.

## Survey of Child Support Agency Case Closure Outcomes

### BKidLive

And, does {TEXTFILL: your 'child's age' year old} live with you?

1. Yes.
2. No.

{if BKidLive=Yes}

### BKidCar

And, do you provide day-to-day care of {TEXTFILL: your 'child's age' year old}, and consider yourself to be his/her principal provider of care?

INTERVIEWER: BY PRINCIPAL PROVIDER OF CARE, WE MEAN THE PERSON THAT LOOKS AFTER THE CHILD MOST OF THE TIME. IF THE CHILD LIVES WITH THEIR OTHER PARENT SOME OF THE TIME, BUT THEY STILL CONSIDER THEMSELVES TO BE THE PRINCIPAL PROVIDER OF CARE, PLEASE CODE YES HERE.

1. Yes.
2. No.

### BPNam

And, would you mind me asking if {TEXTFILL: your 'child's age' year old}'s other parent is {TEXTFILL Paying Parent's name} or someone else?

1. {TEXTFILL Paying Parent's name} is {TEXTFILL: your 'child's age' year old}'s other parent.
2. Someone else is {TEXTFILL: your 'child's age' year old}'s other parent.
3. Does not know who other parent is.
4. Other parent has died.

{END OF LOOP}

THE PROGRAMME WORKS OUT WHICH CHILDREN ARE RELEVANT TO THE INTERVIEW, THEY NEED TO BE:

- AGED 15 OR UNDER, OR 16 TO 20 IN FULL TIME NON-HIGHER EDUCATION {BKidAge <16 or BKidCheck=1}
- RESIDENT WITH THE RESPONDENT {BKidLive=1}
- THE RESPONDENT CONSIDERS THEMSELVES TO PROVIDE THE Day-to-day CARE AND BE THE PRINCIPAL CARER OF THE CHILD BKidCar=1
- CHILD OF THE NAMED PAYING PARENT FROM THE SAMPLE {BPNam=1}

IF THERE ARE NO CHILDREN WHO ARE RELEVANT TO THE INTERVIEW, THE INTERVIEW ENDS.

{ask all}

**BParLiv**

Could I just check, do you have a husband/wife or partner living in your household?

1. Yes.
2. No.
3. Refused.

**BRAge**

And, would you mind me just asking how old you are?

ENTER AGE.

**BRGen**

INTERVIEWER ENTER RESPONDENT'S GENDER HERE

1. Female.
2. Male.

**Section D: What is status of current arrangement**

**Aims:**

To establish:

- Whether the respondent has an arrangement now?
  - If so what type – family-based arrangement (FBA), CMS (Direct Pay or Collect and Pay) or Court?
- Whether they are in the process of trying to make an arrangement, if so, what type?
- When the arrangement started, whether this was before or after case closure?
- Whether they've tried to make any other arrangements since the letters were received but which have broken down. If they have broken down why?

{ask all}

**DIntro**

I now want to ask you some questions about any child maintenance arrangement you might have now.

**Whether respondent has a child maintenance arrangement in place now**

## Survey of Child Support Agency Case Closure Outcomes

### DMhave

Do you have a child maintenance arrangement in place now with {TEXTFILL Paying Parent's name}? By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

CLARIFY IF NECESSARY: 'Your old CSA case no longer exists, and if you have not set up a new arrangement via the new Child Maintenance Service, or CMS, there is no more old arrangement.'

CLARIFY IF NECESSARY, IF RESPONDENT HAS MENTIONED AN ARREARS CASE:

To have set up a new arrangement such as Direct Pay or Collect and Pay with the new Child Maintenance Service, a £20 fee would have been paid. Setting up a new arrangement for ongoing maintenance through the CMS is not the same as CMS taking over your arrears, which happens automatically.

CLARIFY IF NECESSARY: The CSA will have contacted you about what to do when your case closes, for example talking to Child Maintenance Options helpline, or to the CMS.

1. Yes, has a child maintenance arrangement.
2. No, does not have a child maintenance arrangement.
3. Don't know.
4. Refused.

{If DMHave=No, DK}

### DMPro

Can I check, are you in the process of setting a child maintenance arrangement up?

1. Yes, is in the process of setting one up.
2. No.

### What type of child maintenance arrangement is in place

{if DMhave=Yes or DK/R}

### DMCMS

And, how have you made this arrangement? Have you made an arrangement through the Child Maintenance Service? This could be a Direct Pay arrangement or a Collect and Pay arrangement.

1. Yes, has made an arrangement through the CMS.
2. No, has not made arrangement through the CMS.

{if DMCMS=Yes}

### DMCPDP

And, can I just check, is this a Direct Pay arrangement where the Child Maintenance Service tells you how much {TEXTFILL Paying Parent's name} should pay and you sort out payments between yourselves?

Or, is it a Collect and Pay arrangement where the Child Maintenance Service collects maintenance from {TEXTFILL Paying Parent's name} and pays it to you. There are ongoing charges for using Collect and Pay?

1. Direct Pay (parents sort out payments themselves).
2. Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent).

{if DMCMS=no}

### DMCour

Is there a Court Order or Consent Order {TEXTFILL IF RESPONDENT IS IN SCOTLAND: or a Minute of Agreement} in place for maintenance?

1. Yes.
2. No.

{if DMCour=no}

### DMFBA

A family-based arrangement is where parents agree between themselves how to continue providing for a child after they separate.

It can be a formal agreement, for example written down in a FBA form or parenting plan. Or it can be an informal agreement, for example a promise or pledge made verbally.

Parents can choose what to include in a family-based arrangement, for example: who will provide what support for a child and how often. There is no set format, but a family-based arrangement can be:

- providing money regularly and at an agreed level specifically for the benefit of the child;
- paying for agreed things from time to time for the benefit of the child (e.g. after-school clubs, school fees, holidays, pocket money, etc.);
- non-financial contributions specifically for the benefit of the child (e.g. food, clothes or contributing towards childcare);
- sharing looking after a child or
- any combination of the above.

## Survey of Child Support Agency Case Closure Outcomes

Can I check, do you have a family-based arrangement with {TEXTFILL Paying Parent's name} like this?

1. Yes.
2. No.

{if DMFBA=yes}

### DMFBATyp

I am going to ask you a list of questions about the nature of your family-based arrangement with {Paying Parent name}, and you can answer yes or no to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE  
CODE ALL THAT APPLY

1. As part of your family-based arrangement, does he/she give you regular payments at a set level to support {TEXTFILL: your 'child's age' year old}?
2. Does he/she make payments, but not always regular, specifically for the support of your child/ren, like school fees, holidays or pocket money?
3. Does he/she make non-financial contributions, specifically for the support of your child/ren, like clothes or childcare?
4. Do you share care that is, you both look after your child/ren?
5. Do you receive other financial support from him/her (please specify)?
6. Do you receive other non-financial support from him/her? (please specify)
7. Does he/she provide another type of support? (please specify)

{if DMFBATyp=other financial support}

### DMOthfin

Please tell me what type of other financial support you get: OPEN

{if DMFBATyp=other non-financial support}

### DMNonfin

Please tell me what type of other non-financial support you get: OPEN

{if DMFBATyp=another type of support}

### DMAnoth

Please tell me what type of other type of support you get: OPEN

### Date the arrangement started

{if DMhave=Yes}

## Survey of Child Support Agency Case Closure Outcomes

### **DdateD**

Please could you tell me when your current child maintenance arrangement with {TEXTFILL: Paying Parent name} started?

INTERVIEWER: PLEASE ENCOURAGE RESPONDENT TO GIVE THE DAY, MONTH AND YEAR. IF THEY CAN'T REMEMBER THE EXACT DAY PLEASE ENCOURAGE THEM TO MAKE THEIR BEST GUESS. IF THEY REALLY CAN'T GUESS AT THE DAY, PLEASE ENTER DON'T KNOW <Ctrl K> AT THIS QUESTION FOR THE DAY.

ENTER DAY HERE, AND MONTH AND YEAR AT NEXT QUESTION.

NUMBER OF MONTH, FOR JANUARY 01, FEBRUARY 02 ETC.

{if DMhave=Yes}

### **DdateMY**

ENTER YEAR THAT ARRANGEMENT STARTED

**Whether have tried to make other maintenance arrangements since receiving the letters about CSA Case Closure, which have since broken down**

{ {DMPro=No}

### **DBrek**

Could I check, have you tried to make a maintenance arrangement with {TEXTFILL Paying Parent's name} since your CSA case was closed down three months ago?

1. Yes, tried to make an arrangement.
2. No, did not try to make an arrangement.

{if DBrek=Yes, tried to make an arrangement}

### **DBrekWhy**

I'm going to ask you a list of questions about why this arrangement you've tried to set up with {Paying Parent name} didn't work out, and you can answer Yes or No to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. Did the arrangement not work because he/she just won't pay?
2. Was it because he/she could not afford to pay?
3. Was it because he/she is paying for children in his/her new family?
4. Was it because you don't want to have contact with him/her?
5. Was it because you don't know how to contact him/her?
6. Was it because there were disagreements about contact with your child/children?

## Survey of Child Support Agency Case Closure Outcomes

7. Was it because you prefer not to receive maintenance?
8. Was it because you got back together?
9. Was it because there was a domestic violence issue?
10. Was there any other reason why the arrangement didn't work out? (please specify)

{if DBrekWhy=any other reason}

### **DBrekO**

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

{if DBrek=No, did not tried to make an arrangement}

### **DTryNo**

I'm going to ask you a list of questions about why you didn't try to make an arrangement with {Paying Parent name}, and you can answer Yes or No to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. Did you not try because he/she just won't pay?
2. Was it because he/she cannot not afford to pay?
3. Was it because he/she is paying for children in his/her new family?
4. Was it because you don't want to have contact with him/her?
5. Was it because you don't know how to contact him/her?
6. Was it because you have disagreements about contact with your child/children?
7. Was it because you prefer not to receive maintenance?
8. Was it because you got back together?
9. Was it because there is a domestic violence issue?
10. Was there any other reason why you did not try? (please specify)

{if DBrekWhy=any other reason}

### **DTryNoO**

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

{if DBrekWhy="8, You got back together" or DTryNo="8. You got back together"}

### **DRecon**

Can I check, to what extent was your decision to get back together with {textfill: Paying parent name} influenced by the charges to use the Child Maintenance Service? Was your decision influenced ...



### READ OUT

1. A lot.
2. To some extent.
3. Not much, or
4. Not at all, by the charges for using the Child Maintenance Service?
5. SPONTANEOUS Didn't know there were charges.

## Section E: How the current arrangement came about

### Aims:

To establish:

#### ***If they have an arrangement or are in the process of setting one up:***

- Who decided to have an arrangement of this type?
- Happiness with the decision to have an arrangement of this type.

#### ***CMS arrangements***

- Whether paid application fee and affordability?

#### ***If DP arrangement***

- Why decided to have DP over FBA?
- Why decided to have DP over C&P?
- Whether charges influenced decision to have a DP arrangement?
- Whether would prefer to have a C&P arrangement?

#### ***If C&P arrangement***

- Why decided to have C&P over FBA?
- Why decided to have C&P over DP?
- Views of charges/affordability.

#### ***If Court arrangement***

- Why decided to have court arrangement over FBA?
- Whether charges influenced decision to have a court arrangement?

#### ***If family-based arrangement***

- Why decided to have a FBA over CMS?
- Whether charges influenced decision to have FBA?

## Survey of Child Support Agency Case Closure Outcomes

### ***If no arrangement***

- Reasons why not.
- Whether they have been given a DP assessment but have not yet set the arrangement up?
- Influence of charges on decision not to have an arrangement.
- What help do they need to make an arrangement?

### ***For those with CMS or Court or no arrangement***

- What would help them put a FBA in place?

### **Who decided to have an arrangement of this type**

{ask all those that have an arrangement DMHave=yes }

### **EDec**

Who decided to have a {TEXTFILL ARRANGEMENT TYPE}?

Was the decision made ...

1. ... mainly by you?
2. mainly by {TEXTFILL Paying Parent's name}? or
3. was it a decision you made together?
4. (SPONTANEOUS) CMS made the decision.

### **Happiness with the decision to have an arrangement of this type**

{if EDec= mainly paying parent or CMS}

### **ECPre**

How happy were you with {TEXTFILL DEPENDING ON ANSWER TO EDec: Paying Parent's decision/the decision of the Child Maintenance Service} to set up a {TEXTFILL ARRANGEMENT TYPE}?

Were you ...

READ OUT

1. very happy?
2. quite happy?
3. not very happy? or
4. not at all happy?

### **Whether those with CMS arrangement paid the application fee and views on affordability**

{if has a CMS arrangement, DMCMS}

### EAppfee

To use the Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, did you pay the £20 application fee or did {TEXTFILL Paying Parent's name} pay it?

INTERVIEWER: WE ARE JUST ASKING ABOUT THE APPLICATION FEE HERE, AND NOT THE MONTHLY ON GOING CHARGES FOR COLLECT AND PAY, WHICH WE WILL ASK ABOUT LATER.

1. Respondent paid fee.
2. {TEXTFILL Paying Parent's name} paid fee.
3. Neither parent paid the fee/fee waived (e.g. due to domestic violence).
4. Don't know.

{if EAppfee= respondent paid}

### EAfford

How easy or difficult was it for you to afford the £20 application fee?

Was it ...

READ OUT

1. Very easy?
2. Quite easy?
3. Quite difficult? or
4. Very difficult to afford?

### Reasons why those with Direct Pay arrangements decided to have this type of arrangement

#### Why decided to have DP over FBA

{if respondent has a Direct Pay arrangement and was involved in the decision to have this type of arrangement: if DMCPDP=Direct pay AND EDec-mainly you, or decided together}

### EDpFBA

As mentioned, some separated parents make family-based child maintenance arrangements where they agree between themselves how to provide for a child, without involving the Child Maintenance Service or anyone else.

I'm going to ask you a list of questions about why you have a Child Maintenance Service arrangement instead of making a family-based arrangement, and you can answer yes or no.

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

## Survey of Child Support Agency Case Closure Outcomes

1. Did you go to the Child Maintenance Service because he/she just won't pay?
2. Was it because you don't want any contact with him/her?
3. Was it because you don't know how to contact him/her?
4. Was it because you've tried to make a family-based arrangement in the past and it hasn't worked?
5. Was it because you thought he/she would be more likely to pay if the Child Maintenance Service were involved?
6. Was it because you wanted a Collect and Pay arrangement?
7. Was it because it's difficult for the two of you to talk about money?
8. Was it because you weren't sure how much maintenance should be paid?
9. Was it because there is a domestic violence issue?
10. Was there any other reason you decided to use the CMS? (please specify)

{if EDpFBA= other reason}

### EDpFO

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

### Why decided to have DP over C&P

{if respondent has a Direct Pay arrangement and was involved in the decision to have this type of arrangement: if DMCPDP=Direct pay AND EDec-mainly you, or decided together}

### EDpCP

As well as Direct Pay there is another type of child maintenance arrangement you can make through the Child Maintenance Service, called Collect and Pay. In Collect and Pay, the Child Maintenance Service would collect the maintenance from {TEXTFILL Paying Parent's name} and pay it directly to you.

I am going to ask you a list of questions about why you have a Direct Pay arrangement instead of a Collect and Pay arrangement, and you can answer yes or no.

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

1. Is it because you wanted to use Collect and Pay, but the Child Maintenance Service said you must use Direct Pay?
2. Is it because you wanted to use Collect and Pay, but {TEXTFILL Paying Parent's name} would not agree to it?
3. Is it because you wanted to avoid paying the charges for using Collect and Pay?
4. Is it because you think a Direct Pay arrangement will work for you and {TEXTFILL Paying Parent's name}?

## Survey of Child Support Agency Case Closure Outcomes

5. Is it because you and {TEXTFILL Paying Parent's name} have a good relationship now?
6. Is it because you and {TEXTFILL Paying Parent's name} can talk about money?
7. Is it because you or {TEXTFILL Paying Parent's name} wanted to have a more flexible arrangement?
8. Is there any other reason why you have Direct Pay instead of Collect and Pay? (please specify)

{If EDpCPO=any other reason}

### **EDpCPO**

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

### **Whether charges influenced decision to have DP arrangement**

{if respondent has a Direct Pay arrangement and was involved in the decision to have this type of arrangement: if DMCPDP=Direct pay AND EDec-mainly you, or decided together}

### **EDPChrg**

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he/she pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision to use Direct Pay, instead of Collect and Pay influenced by the charges for using Collect and Pay?

Was your decision influenced ...

READ OUT.

1. A lot.
2. to some extent.
3. not much, or
4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.

### **Whether would prefer to have a C&P arrangement**

{if respondent has a Direct Pay arrangement: if DMCPDP=Direct pay}

## Survey of Child Support Agency Case Closure Outcomes

### ECPpre

Can I check, would you prefer to have a Collect and Pay arrangement with {TEXTFILL Paying Parent's name} where the Child Maintenance Service would collect the maintenance from {TEXTFILL Paying Parent's name} and pay it directly to you?

1. Yes, would prefer to have a Collect and Pay arrangement.
2. No, does not want a Collect and Pay arrangement.
3. Would prefer a different arrangement.
4. Would prefer not to have an arrangement at all.

### Reasons why those with Collect and Pay arrangements decided to have this type of arrangement

#### Why decided to have C&P over DP

{if respondent has a Collect and Pay arrangement and was involved in the decision to have this type of arrangement: if DMCPDP= Collect and Pay AND EDec-mainly you, or decided together}

### ECpDP

As well as Collect and Pay there is another type of child maintenance arrangement you can make through the Child Maintenance Service, called Direct Pay. In Direct Pay, the Child Maintenance Service tell you how much should be paid, then you and {TEXTFILL Paying Parent's name} would sort out the payments between you. There are no ongoing charges for using Direct Pay.

I am going to ask a list of questions about why you and {TEXTFILL Paying Parent's name} have a Collect and Pay arrangement instead of a Direct Pay arrangement, and you can answer yes or no.

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

1. Was it because {TEXTFILL Paying Parent's name} has a track record of not paying you maintenance in the past?
2. Was it because you didn't want to have contact with him/her?
3. Was it because you didn't know how to contact him/her?
4. Was it because you and {TEXTFILL Paying Parent's name} cannot talk about money?
5. Was it because there was a domestic violence issue?
6. Was there any other reason? (please specify)

### View of charging and affordability

{if respondent has a Collect and Pay arrangement, DMCP=2}

## **ECPAffR**

### **How easy or difficult is it for you to afford the ongoing 4% charge for using Collect and Pay?**

Is it ...

#### **READ OUT**

- 1. Very easy?**
- 2. Quite easy?**
- 3. Quite difficult?**
- 4. Very difficult to afford?**

#### **Reasons why those with family-based arrangements decided to have this type of arrangement**

##### **Why decided to have a FBA over a CMS arrangement**

{if respondent has a family-based arrangement and was involved in the decision to have this type of arrangement: if DMFBA=Yes AND EDec-mainly you, or decided together}

##### **Whether charges influenced decision to have a FBA arrangement**

{if respondent has a family-based arrangement and was involved in the decision to have this type of arrangement: if DMFBA=Yes AND EDec-mainly you, or decided together}

## **EFBACHgA**

To use the new Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision to make a family-based arrangement, instead of using the Child Maintenance Service, influenced by the £20 application fee?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- CHARGES WAIVED BECAUSE OF DOMESTIC VIOLENCE
- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

#### **READ OUT**

1. A lot?
2. to some extent?
3. not much? or
4. not at all by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the application fee.

## Survey of Child Support Agency Case Closure Outcomes

### Why decided to have a FBA over a DP arrangement

{if respondent has a family-based arrangement and was involved in the decision to have this type of arrangement: if DMFBA=Yes AND EDec-mainly you, or decided together}

#### **EFBADP**

You can make a maintenance arrangement through the new Child Maintenance Service called Direct Pay, where the Child Maintenance Service works out how much should be paid. Then you and {TEXTFILL Paying Parent's name} sort out the payments between yourselves.

I'm going to ask you a list of questions about why you and {TEXTFILL Paying Parent's name} made a family-based arrangement instead of a Direct Pay arrangement through the Child Maintenance Service. You can answer yes or no.

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

1. Was it because you didn't know about the new Child Maintenance Service Direct Pay option?
2. Was it because you and {TEXTFILL Paying Parent's name} can talk about money?
3. Was it because you have a good relationship now?
4. Was it because it is easier to make a family-based arrangement?
5. Was it because it is more flexible than using the Child Maintenance Service?
6. Was it because you or {TEXTFILL Paying Parent's name} didn't want to pay the charges for using the Child Maintenance Service?
7. Was it because you or {TEXTFILL Paying Parent's name} couldn't afford to pay the charges for using the Child Maintenance Service?
8. Was it because you thought he/she would be more likely to pay if no one else was involved?
9. Was it because {TEXTFILL Paying Parent's name} would not agree to use the Child Maintenance Service?
10. Was it because he/she couldn't afford to pay you any money, but was willing to support your child/ren in other ways?
11. or any other reason. (please specify)

{if EFBACMS= other reason}

#### **EFBADPO**

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.



## EFBACHgB

The Child Maintenance Service, also provides a service called Collect and Pay, where they would collect the money from {TEXTFILL Paying Parent's name} and pay it directly to you.

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he owes, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision to make a family-based arrangement, instead of Collect and Pay influenced by the charges for using Collect and Pay?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- CHARGES WAIVED BECAUSE OF DOMESTIC VIOLENCE
- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

READ OUT.

1. A lot?
2. to some extent?
3. not much? or
4. not at all by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.

## Influence of charges on decision to have no maintenance

{If DMhave =no arrangement in place}

## ENoChgA

To use the Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the £20 application fee?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, IE CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW HE/SHE WOULD NEVER PAY

Was your decision influenced ...

## Survey of Child Support Agency Case Closure Outcomes

### READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the application fee?
5. SPONTANEOUS: Did not know about the application fee.

### **ENoChrgB**

The Child Maintenance Service, provides a service called Collect and Pay. In Collect and Pay, the Child Maintenance Service would collect the maintenance from {TEXTFILL Paying Parent's name} and pay it directly to you.

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the charges for using Collect and Pay?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

### READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.

## **Section F: How the current arrangement works**

### **Aims:**

- All types of arrangement:
  - How much maintenance the respondent gets, and how often.
  - Effectiveness (whether some all, etc paid).

## Survey of Child Support Agency Case Closure Outcomes

If DP arrangement:

- Whether has agreed to a different amount.
- All types of arrangement:
  - How well the respondent thinks the arrangement is working.
  - Why the arrangement doesn't work well?
  - How does the arrangement compare to the previous CSA arrangement?

{if has a maintenance arrangement, DHave=yes}

### **FIntro**

I would now like to ask you a few more questions about the {TEXTFILL TYPE OF ARRANGEMENT} arrangement you have with {TEXTFILL Paying Parent's name} for {TEXTFILL your 'child's age' year old }?

{ask everyone that has a financial maintenance arrangement, i.e. DMaint=yes, but excluding DMFBA=3. non-financial contribution, DMFBA=4 shared care, DMFBA=6 other non-financial support, DMFBA=7 another type of support}

### **FAI**

Thinking about the amount you are supposed to receive from {TEXTFILL Paying Parent's name}, do you usually receive?

READ OUT

1. ... all of it?
2. most of it?
3. some of it?
4. or none of it?
5. (SPONTANEOUS) it varies.
6. (SPONTANEOUS) Have not yet been paid.

{Ask if Fall=all, most, some or varies}

### **FTim**

Thinking about how often you should be paid by him/her, how often are the maintenance payments on time?

Are they ...

READ OUT

1. ... always on time?
2. usually on time?
3. varies?

## Survey of Child Support Agency Case Closure Outcomes

4. usually late? or
5. always late?

### How much maintenance they actually get and how often (technical effectiveness)

#### FAmou

How much child maintenance do you actually receive from him/her?

INTERVIEWER: ENTER AMOUNT IN POUNDS AND PENCE. IF RESPONDENT DOESN'T GET ANYTHING ENTER 0 HERE.

{if FAmou >0}

#### FPer

How often do you get that?

1. Weekly.
2. Fortnightly.
3. Monthly.
4. Quarterly.
5. 6 monthly.
6. Annually.
7. Other time period (please specify).

{if FPer=Other time period}

#### FPerO

ENTER OTHER TIME PERIOD HERE

### How well the respondent thinks the arrangement is working

{if has a maintenance arrangement, DMaint=yes}

#### FWell

And, overall how well do you think your arrangement with {TEXTFILL Paying Parent's name} works ...

READ OUT

1. ... very well?
2. fairly well?
3. not very well? or
4. not at all well?
5. (SPONTANEOUS) too early to say.

## Survey of Child Support Agency Case Closure Outcomes

### Why the arrangement is not working well

{if arrangement does not work well FWell=not very well or not at all well}

#### **FNWell**

Which of the following are reasons why you think your arrangement doesn't work well? You can answer yes or no.

READ OUT EACH CODE AND WAIT FOR A RESPONSE.

CODE ALL THAT APPLY

1. Is it because he/she just doesn't pay?
2. Is it because you are not happy with the amount of maintenance you receive?
3. Is it because he/she is not happy with the amount of maintenance he/she should pay?
4. Is it because he/she can't afford to pay?
5. Is it because the two of you do not have a good relationship now?
6. Is it because of disagreements about contact with the children?
7. Is it because {TEXTFILL Paying Parent's name} changes when he/she pays, or how much he/she pays?
8. Is there any other reason why your arrangement doesn't work well? (please specify)

{if FNWell=any other reason}

#### **FNWellO**

ENTER OTHER REASONS, PLEASE PROBE FOR MORE REASONS.

### How the current arrangement compares to previous CSA arrangement Ok

{ask everyone that has a financial maintenance arrangement, i.e. DMaint=yes, but excluding DMFBA=3. non-financial contribution, DMFBA=4 shared care, DMFBA=6 other non-financial support, DMFBA=7 another type of support}

#### **FCSAMor**

Overall, do you get more or less money with your current {TEXTFILL ARRANGEMENT TYPE}, compared to your previous CSA arrangement?

1. Receives MORE money with current arrangement.
2. Receives LESS money with current arrangement.
3. Receives about the same.
4. Has not been paid yet in new arrangement.
5. Not possible to compare the two arrangements.

## Survey of Child Support Agency Case Closure Outcomes

{if FCSAMore=receives more, less, about the same, or has not been paid yet}

### **FCSABett**

And, overall do you think that your current {TEXTFILL ARRANGEMENT TYPE}, works ...

READ OUT ...

1. ... better?
2. about the same? or
3. worse than your previous CSA arrangement?

### **Effectiveness of previous arrangement**

### **GWell**

Did your previous CSA arrangement with {TEXTFILL Paying Parent's name} work ...

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

1. ... very well?
2. fairly well?
3. not very well? or
4. not at all well?

## Section H: Relationship between Paying Parent and children

### Aims:

- Establish the level and type of contact between Paying Parent and child.

### Whether Paying Parent is in contact with child/ren

FOR THESE QUESTIONS THE PROGRAMME WILL SELECT ONE CHILD IF THERE ARE MULTIPLE CHILDREN WHO QUALIFY FOR CHILD MAINTENANCE WITH THE PAYING PARENT

{ask if respondent has more than one child with the named Paying Parent}

### HSeI

For the next set of questions we will just be asking about the contact, if any, that you and your {TEXTFILL selected child's age } have with {TEXTFILL Paying Parent's name}.

### Type of contact between Paying Parent and selected child

{ask all}

### HFace

In the last year, how often has {TEXTFILL Paying Parent's name} had face-to-face contact with your child, including meeting up and staying overnight?

IF SEPARATION WAS LESS THAN A YEAR AGO ASK THE RESPONDENT TO THINK ABOUT THE TIME SINCE THE SEPARATION.

PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. No face-to-face contact.

## Section I: Past and current relationship between respondent and Paying Parent

### Aims:

Establish:

- Type and length of relationship between respondent and Paying Parent.
- Time since separation.
- Bitterness of separation.
- Level of contact between parents, if any.
- Friendliness of current relationship.
- Whether or not they can discuss financial matters.

### Type of relationship with Paying Parent

{ask all}

#### IReIM

I'd like to ask you a couple of questions about your relationship with {TEXTFILL Paying Parent's name}.

Were you and {TEXTFILL Paying Parent's name} married/in a civil partnership?

1. Yes.
2. No.

{ask if IReIM=No}

#### IReIL

And, did you ever live together?

1. Yes.
2. No.

{ask if not married/civil partnership and not living together, IReIM and IReIL=No}

#### IReIC

Could I just check, did you consider yourself and {TEXTFILL Paying Parent's name} to be a couple?

1. Yes.
2. No.



## Survey of Child Support Agency Case Closure Outcomes

### Length of relationship with Paying Parent

*{ask if was in a relationship with Paying Parent, IReIM=yes, IReIL= yes or IReIC=yes}*

#### ILength

At the time your relationship with {TEXTFILL Paying Parent's name} ended, how long had you been together?

ENTER NUMBER THEN CODE UNIT OF MEASUREMENT AT NEXT QUESTION

IF RELATIONSHIP WAS LESS THAN 1 WEEK, ENTER '0' HERE AND CODE 'WEEKS' AT NEXT QUESTION

*{ask if was in a relationship with Paying Parent, IReIM=yes, IReIL= yes or IReIC=yes}*

#### ILengU

ENTER UNIT

1. Years.
2. Months.
3. Weeks.

### Time since separation Paying Parent

*{ask if was in a relationship with Paying Parent, IReIM=yes, IReIL= yes or IReIC=yes}*

#### IsepM

Could I check when you and {TEXTFILL Paying Parent's name} separated? Please could you tell me the month and the year?

INTERVIEWER: ENTER MONTH AT THIS QUESTION AND YEAR AT NEXT. IF CAN'T REMEMBER ENCOURAGE BEST GUESS.

IF CAN REMEMBER SEASON USE THE FOLLOWING: WINTER= JANUARY, SPRING=APRIL, SUMMER= AUGUST, AUTUMN= OCTOBER

#### IsepY

ENTER YEAR

### How acrimonious the break-up was

*{ask if was in a relationship with Paying Parent, IReIM=yes, IReIL= yes or IReIC=yes}*

#### IBrek

This is quite a personal question, which you don't have to answer if you don't want to, but how would you describe the break-up of your relationship?

Was it ...

## Survey of Child Support Agency Case Closure Outcomes

### READ OUT

1. very bitter;
2. quite bitter;
3. neither bitter nor friendly;
4. quite friendly; or
5. very friendly?

### Whether experienced domestic violence with Paying Parent

{ask all}

#### IDV

Again, this is quite a personal question, but have you ever been concerned that you were unsafe or at risk of harm when with {TEXTFILL Paying Parent's name}?

1. Yes.
2. No.

### Whether any current contact with Paying Parent

{ask all}

#### IExCh

Thinking about the last year, how often did you see {TEXTFILL Paying Parent's name}?

INTERVIEWER: IF SEPARATED IN THE LAST YEAR PLEASE ASK THEM TO THINK ABOUT THE TIME SINCE THE SEPARATION

#### PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. Not at all.

### Friendliness of current relationship with Paying Parent

{if IExCh does not equal Never}

#### IPReIF

How would you describe your relationship with him/her these days? Is it ...

#### READ OUT AND CODE FIRST TO APPLY

1. ... friendly?
2. neither friendly nor unfriendly? or
3. unfriendly?

## Section J: Socio demographics

### Aims:

Establish:

- Economic status of parent and Paying Parent.
- Respondents' education, ethnicity, tenure.
- Household income.

### Economic status of respondent and partner

{ask all}

#### JWYN

We just have a few questions about you and your household. Can I just check, are you currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.

{ask if respondent lives with a partner, BParLiv= yes}

#### JParW

Can I just check, is your husband/wife or partner currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.

### Economic status of Paying Parent

{if JParW=yes}

## Survey of Child Support Agency Case Closure Outcomes

### JExJYN

Is {TEXTFILL Paying Parent's name} currently in paid work? INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.
3. Don't know.

### Ethnicity

{ask all}

### JEthnic

What is your ethnic group?

CODE AS APPROPRIATE: PROMPT TO SPECIFY IF NEEDED:

1. White English/Welsh/Scottish/Northern Irish/British.
2. Irish.
3. Gypsy or Irish Traveller.
4. Other white.
5. Mixed white and black Caribbean.
6. Mixed white and black African.
7. Mixed white and Asian.
8. Other mixed.
9. Black Caribbean.
10. Black African.
11. Other black/black British.
12. Indian.
13. Pakistani.
14. Bangladeshi.
15. Chinese.
16. Other Asian.
17. Arab.
18. Other ethnic group (please specify)

**Income**

{Ask All}

**JInc**

I am now going to ask you some questions about your household income.

{Ask all}

**JIncBP**

I will read out some different levels of income for you to choose from. Please could you tell me if you'd prefer me to read out weekly, monthly or annual amounts.

1. weekly.
2. monthly.
3. yearly.

{Ask all}

**JIncBW**

Thinking of your household's total [weekly/monthly/annual] income from all sources, before any deductions for income tax, National Insurance, and so on, is it £[500 per week/2,167 per month/26,000 per year] or more?

1. Yes.
2. No.

{If JIncBW=Yes}

**JIncUp**

And is it £[770 per week/3,334 per month/40,000 per year] or more?

1. Yes.
2. No.

{If JIncUp=Yes}

**JincUp1**

And is it ... READ OUT

1. between [£770 and £899/£3,334 and £3,899/£40,000 and £46,799]?
2. between [£900 and £999/£3,900 and £4,332/£46,800 and £51,999]? or
3. [£1,000/£4,333/£52,000]and over?

{If JIncUp=No}

## Survey of Child Support Agency Case Closure Outcomes

### JIncUp2

And is it ... READ OUT

1. between [£500 and £599/£2,167 and £2,599/£26,000 and £31,199]?
2. between [£600 and £699/£2,600 and £3,032/£31,200 and £36,399]? or
3. between [£700 and £769/£3,033 and £3,333/£36,400 and £39,999]?

{If JIncBW=No}

### JIncDw

Is it less than £[200 per week/867 per month/10,400 per year]?

1. Yes.
2. No.

{If JIncDw=Yes}

### JIncDw1

And is it ... READ OUT

1. up to [£49/£216/£2,599]?
2. between [£50 and £99/£217 and £432/£2,600 and £5,199]? or
3. between [£100 and £199/£433 and £866/£5,200 and £10,399]?

{If JIncDw=No}

### JIncDw2

And is it ... READ OUT

1. between [£200 and £299/£867 and £1,299/£10,400 and £15,599];
2. between [£300 and £399/£1,300 and £1,733/£15,600 and £20,799]; or
3. between [£400 and £499/£1,734 and £2,166/£20,800 and £25,999]?

## Section K: Recontact and data linkage

### Aim:

- Gain permission for data linkage and recontact and details for recontact.

### Consent to data linkage

#### KLink

The information we've collected from you today is really important in helping the Department for Work and Pensions, the DWP, to understand how well the closing down of the CSA is working for parents. The DWP would like to add information they hold on your child maintenance records to your answers to this interview, this will give them a better picture of how well the closure of the CSA has worked for different kinds of people.

If you agree, we will pass DWP a code that links your answers in this interview to your government records. They would do this for research and statistical purposes only. Your answers would only be seen by a small number of specialist researchers within the DWP and no-one else, and would be kept confidential to the search team. So any dealings you might have with the DWP, Child Maintenance Service, or any other government agencies will not be affected at all, in any way.

Would it be ok for us to let DWP match your answers to your records?

1. Yes.
2. No.

### Permission to recontact

{ask all}

#### KPer

Would it be possible to contact you again in nine months to conduct a follow-up interview? You do not have to agree to an interview at this stage, I'm just asking if we might be able to call you to find out if you are interested.

INTERVIEWER NOTE: IT IS IMPORTANT THAT AS MANY RESPONDENTS AS POSSIBLE AGREE TO BE CONTACTED AGAIN FOR THE FOLLOW UP INTERVIEWS. THE NEXT INTERVIEW WILL BE VERY SIMILAR, BUT SHORTER

JUST UPDATING WHAT THEY'VE TOLD US ABOUT THEIR CURRENT CHILD MAINTENANCE SITUATION

1. Yes.
2. No.

ask if KPer= Yes }

## Survey of Child Support Agency Case Closure Outcomes

### **KAddchk**

Could I just check I have your correct phone contact?

INTERVIEWER: READ OUT CONTACT DETAILS AND MAKE ANY AMENDMENTS NECESSARY

IF ONLY HAVE 1 PHONE NUMBER PROMPT FOR ANOTHER

NAME ...

PHONE NUMBER 1

PHONE NUMBER 2

(check phone number and address)

### **KStable**

And in case you move house or change your telephone number between now and any further interviews, it would be useful to have contact details for a friend or relative who could put us in touch with you. Could we have these details?

PROMPT: Don't forget to tell this person that you have given us their contact details.

1. Yes.
2. No.

{if KStable=yes}

### **KStabAd**

INTERVIEWER: ENTER STABLE PHONE NUMBER.

PHONE NUMBER

INTERVIEWER: PLEASE ASK FOR STABLE CONTACT NAME AND RELATIONSHIP

### **KSupport**

Thank you for talking to us, as we know it's not always easy to talk about personal issues like this. If you have any concerns about domestic violence you can get support from the National Domestic Violence Helpline on 0808 2000 247. If you are at all concerned for the safety of yourself or your children you should call the police on 999. I'd also just like to check if you think you might need any contact details of organisations that offer support to separated and lone parents?

### **ADD IF NECESSARY**

CM Options provide information and support about child maintenance, you can contact them on

0800 988 0988 or their website is [www.cmoptions.org](http://www.cmoptions.org)



## Survey of Child Support Agency Case Closure Outcomes

For more information and support for separated parents, the Sorting Out Separation website has links to a wide range of approved organisations and services. Their website is [www.sortingoutseparation.org.uk](http://www.sortingoutseparation.org.uk)

**{ask all}**

**KThank**

That is the end of the interview, thank you very much for your time.

## C.2 Twelve-months longitudinal questionnaire

### SURVEY OF CSA CASE CLOSURE CLIENTS 12-MONTH LONGITUDINAL QUESTIONNAIRE:

23 March 2016

#### Questionnaire contents:

Section A: Introduction

Section B: Household information

Section C: Current maintenance status

Section E: Reasons for current maintenance situation

Section F: How the current arrangement works

Section G: Relationship between Paying Parent and children

Section H: Past and current relationship between respondent and Paying Parent

Section I: Socio demographics

Section J: Recontact and data linkage

#### Questionnaire conventions:

- Question names are given in bold.
- Routing instructions are given in {curly brackets} above each question.
- Where a 'textfill' of some kind has been used this is flagged by {TEXTFILL:}. For the purpose of this document the textfills are described inside the brackets as opposed to literally stated. e.g. {TEXTFILL: child age} represents the child's age, for example, 'Your 10 year old'.
- Interviewer instructions are included after the question in capitals.
- Don't know and refused responses are permissible at every question unless otherwise specified.
- The instruction CODE ALL THAT APPLY indicates a multi-coded question. If this is not stated then a single code only should apply.
- **Grey** highlighted text represents a sub-section of the questionnaire.
- **Green** variable names in square brackets i.e. [CStop] are references to the same questions on the three-month questionnaire. All questions either have a reference or have **NEW** where there is no equivalent on the three-month questionnaire.

## Section A: Introduction

### Aims:

- To introduce the survey.

{ask all}

### AIntro1 [CStop]

Good morning/afternoon, my name is .....

I am phoning from NatCen Social Research on behalf of the Department for Work and Pensions.

Please could I speak to {TEXTFILL Sample Forename} {TEXTFILL Sample Surname}?

1. Yes.
2. No.
3. Make appointment to ring back.

{if AIntro=yes}

### AIntro2 SIMILAR TO AIntro2

INTERVIEWER; ENSURE YOU ARE SPEAKING TO THE NAMED RESPONDENT BEFORE CONTINUING

READ OUT (exact wording not required):

Around nine months ago, you took part in a telephone interview about the Child Support Agency or CSA being closed where we asked you about any child maintenance arrangements that you had made. We'd like to speak to you again, to find out if your situation has changed since we last spoke. Are you happy to take part?

This research is entirely voluntary and won't affect any benefits or tax credits you might be claiming, or any future dealings with government agencies. You can withdraw from the research at any time.

READ OUT EXACTLY:

Also, I'd like to assure you that any information you provide will be held in the strictest of confidence in line with the Data Protection Act (1998) and will only be used for research purposes. You won't be identified in any research findings. The only exception to this is if you tell us about you or someone else you know being at risk of harm. We may have to let the authorities know if you or someone else is at risk.

ADD IF NECESSARY: Even if your situation is still the same as when we last spoke, we'd like to carry out a short interview with you. This will be really helpful for the Department for Work and Pensions to understand people's experiences of the CSA being closed.

NatCen Social Research is an independent research organisation, and we are carrying out this research for the Department for Work and Pensions, but we do not represent the Department for Work and Pensions.

## Survey of Child Support Agency Case Closure Outcomes

INTERVIEWER: CODE WHETHER CONSENT GAINED

1. Yes.
2. Make appointment to call back.
3. No – THANK AND END.

{ask all}

### Asafe

We are going to be asking you some questions about any child maintenance arrangements you might have with {TEXTFILL Paying Parent's first name} {TEXTFILL Paying Parent's last name} and about your relationship with him/her. Before we continue could I just check if you can safely talk about these topics and that {TEXTFILL Paying Parent's first name} is not there with you right now. You don't need to answer any questions you aren't comfortable with, and I can call back at a more convenient time if you prefer.

1. Yes, happy to continue.
2. No, make an appointment for another time.

## Section B: Household information

### Aims:

- Establish number of children in the household.
- Establish whether each child is currently eligible for child maintenance from Paying Parent from the sample.
- Establish partner status of respondent.

{ask all}

### BResKids

I'd like to start by asking you a few questions about your family situation.

First, can I ask how many children you have?

INTERVIEWER: ENTER NUMBER OF ALL CHILDREN WHO LIVE WITH THE RESPONDENT OR WHO LIVE ELSEWHERE.

ONLY INCLUDE BIOLOGICAL OR ADOPTED CHILDREN. DO NOT INCLUDE GRANDCHILDREN OR OTHER RELATIVES (UNLESS THE RESPONDENT SAYS THEY HAVE ADOPTED THE CHILDREN).

{BKidAge to BPNam are asked for each child in a loop, starting with the oldest}

### BKidAge

How old is your oldest child?

INTERVIEWER: ENTER AGE OF CHILD IN YEARS.

## Survey of Child Support Agency Case Closure Outcomes

IF CHILD IS UNDER 1 YEAR OLD, ENTER ZERO, AND ADD AGE IN MONTHS AT NEXT SCREEN.

{if child is between 16 and 19 years of age, BKidAge=16 to 19}

### **BKidCheck**

Is {TEXTFILL: your 'child's age' year old} in full-time education, not including university or higher education?

INTERVIEWER: FT EDUCATION HERE- ONLY INCLUDES UP TO AND INCLUDING A-LEVEL STANDARD

1. Yes.
2. No.
3. Refused.

### **BKidLive**

And, does {TEXTFILL: your 'child's age' year old} live with you?

1. Yes.
2. No.

{if BKidLive=Yes}

### **BKidCar**

And, do you provide day-to-day care of {TEXTFILL: your 'child's age' year old}, and consider yourself to be his/her principal provider of care?

INTERVIEWER: BY PRINCIPAL PROVIDER OF CARE, WE MEAN THE PERSON THAT LOOKS AFTER THE CHILD MOST OF THE TIME. IF THE CHILD LIVES WITH THEIR OTHER PARENT SOME OF THE TIME, BUT THEY STILL CONSIDER THEMSELVES TO BE THE PRINCIPAL PROVIDER OF CARE, PLEASE CODE YES HERE.

1. Yes.
2. No.

### **BPNam**

And, would you mind me asking if {TEXTFILL: your 'child's age' year old}'s other parent is {TEXTFILL Paying Parent's name} or someone else?

1. {TEXTFILL Paying Parent's name} is {TEXTFILL: your 'child's age' year old}'s other parent.
2. Someone else is {TEXTFILL: your 'child's age' year old}'s other parent.
3. Does not know who other parent is.
4. Other parent has died.

{END OF LOOP}

## Survey of Child Support Agency Case Closure Outcomes

THE PROGRAMME WORKS OUT WHICH CHILDREN ARE RELEVANT TO THE INTERVIEW, THEY NEED TO BE:

- AGED 15 OR UNDER, OR 16 TO 19 IN FULL TIME NON-HIGHER EDUCATION  
{BKidAge <16 or BKidCheck=1}

AND

- RESIDENT WITH THE RESPONDENT {BKidLive=1}

AND

- THE RESPONDENT CONSIDERS THEMSELVES TO PROVIDE THE Day-to-day CARE AND BE THE PRINCIPAL CARER OF THE CHILD BKidCar=1

AND

- CHILD OF THE NAMED PAYING PARENT FROM THE SAMPLE {BPNam=1}

IF THERE ARE NO CHILDREN WHO ARE RELEVANT TO THE INTERVIEW, THE INTERVIEW ENDS.

**{ask all}**

### **BParLiv**

Could I just check, do you have a husband/wife or partner living in your household?

1. Yes.
2. No.
3. Refused.

## **Section C: Current maintenance status**

### **Aims:**

Find out if any maintenance arrangement is in place.

#### ***If has arrangement:***

- what type (CMS: DP/C&P; Court or FBA);
- when was the arrangement set up

#### ***If no current arrangement:***

- Did they have an arrangement that broke down in the last nine months (since the last interview):

#### ***If so:***

- what type (CMS: DP/C&P; Court or FBA);
- when did the arrangement break down;
- how long was it in place for?

**{ask all}**

### Clntro [DIntro]

I now want to ask you some questions about any child maintenance arrangement you might have now.

**Whether respondent has a child maintenance arrangement in place now, if so what type and when was it set up?**

### CMhave [DMhave]

Do you have a child maintenance arrangement in place now with {TEXTFILL Paying Parent's name}? By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

CLARIFY IF NECESSARY IF RESPONDENT IS CONFUSED ABOUT CSA ARRANGEMENT:

The arrangement you had through the Child Support Agency (CSA) was shut down in (LIABILITY END DATE). If you have not set up a new arrangement with {TEXTFILL Paying Parent's name} since then, then you no longer have a child maintenance arrangement.

The CSA will have contacted you at the time about what to do when your case closed, for example getting in contact with Child Maintenance Options.

CLARIFY IF NECESSARY IF RESPONDENT HAS AN ARRANGEMENT BUT ISN'T GETTING ANY PAYMENTS:

We would like to find out about any arrangement you have with {TEXTFILL PAYING PARENT} even if payments aren't being made. We will ask you how well the arrangement is working, later.

CLARIFY IF NECESSARY, IF RESPONDENT HAS MENTIONED AN ARREARS CASE:

We want to find out if you have set up a new arrangement for ongoing maintenance. To have set up a new arrangement for ongoing maintenance with the new Child Maintenance Service (CMS), a £20 fee would have been paid. If you have maintenance from the past owed to you- 'arrears', then the CMS may have taken over getting these arrears paid to you. We want to know about new arrangements for ongoing maintenance, not arrears only arrangements.

INTERVIEWER: IF THE RESPONDENT HAS CONTACTED CMS, BUT HAS NOT HEARD BACK CODE 'Don't know'.

1. Yes, has a new child maintenance arrangement (set up since the CSA arrangement ended).
2. No, does not have a new child maintenance arrangement.
3. Don't know.
4. Refused.

{If CMHave=No, Don't know or refused}

## Survey of Child Support Agency Case Closure Outcomes

### CMPro [DMPPro]

Can I check, are you in the process of setting a child maintenance arrangement up?

CLARIFY IF NECESSARY: The arrangement you had through the Child Support Agency (CSA) was shut down in (LIABILITY END DATE). We want to know if you are in the process of setting up a new arrangement with {TEXTFILL Paying Parent's name}.

1. Yes, is in the process of setting one up.
2. No.

{if CMhave=Yes or CMPro=Yes}

### CMCMS [DMCMS]

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}***

And, how {have you made/will you make} this arrangement?

{Have you made/will you make} an arrangement through the Child Maintenance Service? This could be a Direct Pay arrangement or a Collect and Pay arrangement.

1. Yes, has made an arrangement through the CMS.
2. No, has not made arrangement through the CMS.

{if CMCMS=Yes}

### CMCPDP [DMCPDP]

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}***

And, can I just check, {is this/will this be} a Direct Pay arrangement where the Child Maintenance Service tells you how much {TEXTFILL Paying Parent's name} should pay and you sort out payments between yourselves.

Or, {is this/will this be} a Collect and Pay arrangement where the Child Maintenance Service collects maintenance from {TEXTFILL Paying Parent's name} and pays it to you. There are ongoing charges for using Collect and Pay.

3. Direct Pay (parents sort out payments themselves).
4. Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent).

{if CMCMS=no}



### CMCour [DMCour]

*{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}*

{Is there/will there be} a Court Order or Consent Order {TEXTFILL IF RESPONDENT IS IN SCOTLAND: or a Minute of Agreement} in place for maintenance?

1. Yes.
2. No.

{if CMCour=no}

### CMFBA [DMFBA]

*{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}*

A family-based arrangement is where parents agree between themselves how to continue providing for a child after they separate.

It can be a formal agreement, for example written down in a FBA form or parenting plan. Or it can be an informal agreement, for example a promise or pledge made verbally.

Parents can choose what to include in a family-based arrangement, for example: who will provide what support for a child and how often. There is no set format, but a family-based arrangement can be:

- providing money regularly and at an agreed level specifically for the benefit of the child;
- paying for agreed things from time to time for the benefit of the child (e.g. after-school clubs, school fees, holidays, pocket money, etc.);
- non-financial contributions specifically for the benefit of the child (e.g. food, clothes or contributing towards childcare);
- sharing looking after a child;
- or any combination of the above.

Can I check, {do you have/will you have} a family-based arrangement with {TEXTFILL Paying Parent's name} like this?

1. Yes.
2. No.

{if CMFBA=yes}

### CMFBATyp [DMFBATyp]

I am going to ask you a list of questions about the nature of your family-based arrangement with {Paying Parent name}, and you can answer yes or no to these.

## Survey of Child Support Agency Case Closure Outcomes

READ OUT EACH CODE AND WAIT FOR A RESPONSE  
CODE ALL THAT APPLY

1. As part of your family-based arrangement, {does/will} he/she give you regular payments at a set level to support {TEXTFILL: your 'child's age' year old}?
2. {Does/Will} he/she make payments, but not always regular, specifically for the support of your child/ren, like school fees, holidays or pocket money?
3. {Does/Will} he/she make non-financial contributions, specifically for the support of your child/ren, like clothes or childcare?
4. {Do/Will} you both look after your child/ren?
5. {Do/Will} you receive other financial support from him/her? (please specify)
6. {Do/Will} you receive other non-financial support from him/her? (please specify)
7. {Does/Will} he/she provide another type of support? (please specify)

{if CMFBATyp=other financial support}

### **CMOthfin [DMOthfin]**

Please tell me what type of other financial support you {get/will get}: OPEN

{if CMFBATyp=other non-financial support}

### **CMNonfin [DMNonfin]**

Please tell me what type of other non-financial support you {get/will get}: OPEN

{if CMFBATyp=another type of support}

### **CMAnoth [DMAnoth]**

Please tell me what type of other type of support you {get/will get}: OPEN

{if CMhave=Yes}

### **CdateD [DdateD]**

Please could you tell me when your current child maintenance arrangement with {TEXTFILL: Paying Parent name} started?

INTERVIEWER: PLEASE ENCOURAGE RESPONDENT TO GIVE THE DAY, MONTH AND YEAR. IF THEY CAN'T REMEMBER THE EXACT DAY PLEASE ENCOURAGE THEM TO MAKE THEIR BEST GUESS. IF THEY REALLY CAN'T GUESS AT THE DAY, PLEASE ENTER DON'T KNOW <Ctrl K> AT THIS QUESTION FOR THE DAY.

ENTER DAY HERE, AND MONTH AND YEAR AT NEXT QUESTION.

NUMBER OF MONTH, FOR JANUARY 01, FEBRUARY 02 ETC.

{if CMhave=Yes}

### **CdateMY [DdateMY]**

ENTER YEAR THAT ARRANGEMENT STARTED

**If no current arrangement, did they have one that broke down in the last nine months (i.e. since the last interview)? If so what type, when did the arrangement break down, and how long was it in place?**

{If CMHave=No and CMPro=No}

### **CMBrok**

Can, I check, since we last spoke to you in {TEXTFILL MONTH/YEAR OF LAST INTERVIEW} have you had a child maintenance arrangement with {TEXTFILL Paying Parent's name} that has broken down? So, this is a child maintenance arrangement that you set up with {TEXTFILL Paying Parent's name} and is no longer in place.

INTERVIEWER IF NECESSARY REMIND RESPONDENT: By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

1. Yes, did have a maintenance arrangement that broke down.
2. No, did not have a maintenance arrangement that broke down.

{If CMBrok=Yes}

### **CBCMS [DMCMS]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}***

I just want to ask you a couple of questions about the arrangement that broke down.

How was this arrangement made?

Was it an arrangement through the Child Maintenance Service? This could be a Direct Pay arrangement or a Collect and Pay arrangement.

1. Yes, had an arrangement through the CMS.
2. No, did not have arrangement through the CMS.

{if CBCMS=Yes}

### **CBCPDP [DMCPDP]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}***

And, can I just check, was this a Direct Pay arrangement where the Child Maintenance Service tells you how much {TEXTFILL Paying Parent's name} should pay and then you sorted out payments between yourselves.

## Survey of Child Support Agency Case Closure Outcomes

Or, was this a Collect and Pay arrangement where the Child Maintenance Service collected maintenance from {TEXTFILL Paying Parent's name} and paid it to you. There are ongoing charges for using Collect and Pay.

1. Direct Pay (parents sort out payments themselves).
2. Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent).

{if CBCMS=no}

### **CBCour [DMCour]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

Was there a Court Order or Consent Order {TEXTFILL IF RESPONDENT IS IN SCOTLAND: or a Minute of Agreement} in place for maintenance?

1. Yes.
2. No.

{if CBCour=no}

### **CBFBA [DMFBA]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

A family-based arrangement is where parents agree between themselves how to continue providing for a child after they separate.

It can be a formal agreement, for example written down in a FBA form or parenting plan. Or it can be an informal agreement, for example a promise or pledge made verbally.

Parents can choose what to include in a family-based arrangement, for example: who will provide what support for a child and how often. There is no set format, but a family-based arrangement can be:

- providing money regularly and at an agreed level specifically for the benefit of the child;
- paying for agreed things from time to time for the benefit of the child (e.g. after-school clubs, school fees, holidays, pocket money, etc.);
- non-financial contributions specifically for the benefit of the child (e.g. food, clothes or contributing towards childcare);
- sharing looking after a child;
- or any combination of the above.

## Survey of Child Support Agency Case Closure Outcomes

Can I check, did you have a family-based arrangement with {TEXTFILL Paying Parent's name} like this?

1. Yes.
2. No.

{if CBFBA=yes}

### **CBFBATyp [DMFBATyp]**

I am going to ask you a list of questions about the nature of your family-based arrangement with {Paying Parent name}, and you can answer yes or no to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. As part of your family-based arrangement, did he/she give you regular payments at a set level to support {TEXTFILL: your 'child's age' year old}?
2. Did he/she make payments, but not always regular, specifically for the support of your child/ren, like school fees, holidays or pocket money?
3. Did he/she make non-financial contributions, specifically for the support of your child/ren, like clothes or childcare?
4. Did you both look after your child/ren?
5. Did you receive other financial support from him/her? (please specify)
6. Did you receive other non-financial support from him/her? (please specify)
7. Did he/she provide another type of support? (please specify)

{if CBFBATyp=other financial support}

### **CBOthfin [DMOthfin]**

Please tell me what type of other financial support you received: OPEN

{if CBFBATyp=other non-financial support}

### **CBNonfin [DMNonfin]**

Please tell me what type of other non-financial support you received: OPEN

{if CMFBATyp=another type of support}

### **CBAnoth [DMAnoth]**

Please tell me what type of other type of support you received: OPEN

{if CMBrok =Yes}

## Survey of Child Support Agency Case Closure Outcomes

### CBdateMY [DdateMY]

Please could you tell me when this arrangement with {TEXTFILL: Paying Parent name} broke down?

NUMBER OF MONTH, FOR JANUARY 01, FEBRUARY 02 ETC.

ENTER MONTH AND YEAR THAT ARRANGEMENT ENDED

{if CMBrok =Yes}

### CBLeng

And, how long had this arrangement been in place, before it broke down?

ENTER NUMBER THEN CODE UNIT OF MEASUREMENT AT NEXT QUESTION

IF RELATIONSHIP WAS LESS THAN 1 WEEK, ENTER '0' HERE AND CODE 'WEEKS' AT NEXT QUESTION

{if CMBrok =Yes}

### CBLengU

ENTER UNIT

1. Years.
2. Months.
3. Weeks.

### For those with C&P arrangements, how easy is it to afford the ongoing charge

{If CMhave=Yes, has a new arrangement AND CMCMS = Yes, made through the CMS AND CMCPDP=Collect and Pay}

### CCPAffR [ECPAffr]

How easy or difficult is it for you to afford the ongoing four per cent charge for using Collect and Pay?

Is it ...

READ OUT

1. Very easy?
2. Quite easy?
3. Quite difficult? or
4. Very difficult to afford?

### For those with a FBA, whether charges influenced decision to have a FBA arrangement

If CMhave=Yes, has a new arrangement AND if CMFBA=Yes}

### CFBACHgA [EFBACHgA]

To use the new Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision to make a family-based arrangement, instead of using the Child Maintenance Service, influenced by the £20 application fee?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- CHARGES WAIVED BECAUSE OF DOMESTIC VIOLENCE
- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the application fee.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

### **For those with a DP arrangement, whether charges influenced decision to have DP arrangement**

If CMhave=Yes, has a new arrangement AND CMCMS = Yes, made through the CMS AND CMCPDP=Direct pay }

### CDPChrg [EDPChrg]

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he/she pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision to use Direct Pay, instead of Collect and Pay influenced by the charges for using Collect and Pay?

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or

## Survey of Child Support Agency Case Closure Outcomes

4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

### Influence of charges on decision to have no maintenance

{If CMhave =no arrangement in place and CMPro=2, no not in process of setting one up}

### CNoChgA [ENoChgA]

To use the Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the £20 application fee?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, IE CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW HE/SHE WOULD NEVER PAY

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the application fee?
5. SPONTANEOUS: Did not know about the application fee.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

### CNoChrgB [ENoChrgB]

The Child Maintenance Service, provides a service called Collect and Pay. In Collect and Pay, the Child Maintenance Service would collect the maintenance from {TEXTFILL Paying Parent's name} and pay it directly to you.

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the charges for using Collect and Pay?



## Survey of Child Support Agency Case Closure Outcomes

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

### Section E: Reasons for current maintenance situation

#### Aims:

***If current arrangement has been in place for nine months or more (i.e. since the last interview)***

- What has made it sustainable NEW

***If they had an arrangement that broke down in the last nine months:***

- Reasons why the arrangement broke down NEW
- What support, if any, would have helped to prevent the arrangement from breaking down? NEW

***If they don't currently have an arrangement, and didn't have one that broke down in the last nine months:***

Reasons why they don't currently have a maintenance arrangement.

***If current arrangement has been in place for nine months or more (i.e. since the last interview) what has made it sustainable***

{if CMHave=yes has an arrangement, AND the arrangement has been in place for nine months or more (date of interview-date arrangement from CDateC CDateMY) }

#### **ESus NEW**

Which of the things I'll read out, are reasons why you think you and {TEXTFILL Paying Parent's name} have been able to keep your maintenance arrangement going since {TEXTFILL Month and Year from CDateMY}?

## Survey of Child Support Agency Case Closure Outcomes

INTERVIEWER: WE WILL BE ASKING RESPONDENTS ABOUT HOW WELL THE ARRANGEMENT IS WORKING LATER.

Is it because ...

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

1. {TEXTFILL Paying Parent's name} can afford to pay;
2. he/she is happy with the amount the he/she pays;
3. {TEXTFILL Paying Parent's name} and your child/children have regular contact;
4. you and {TEXTFILL Paying Parent's name} have regular contact;
5. you and {TEXTFILL Paying Parent's name} can talk about money;
6. you and {TEXTFILL Paying Parent's name} have a good relationship now;
7. you have to put a lot of work into the arrangement to make it work; or
8. is there any other reason (please specify).

{if ESus=any other reason}

### ESusO **NEW**

ENTER OTHER REASONS. PROBE FOR MORE REASONS.

**If they had an arrangement that broke down in the last nine months (i.e. since the last interview) reasons why it broke down and what would have helped to prevent it from breaking down**

{if CMBrok=Yes}

### EBrekWhy [similar to DBrekwhy]

Which of the things I'll read out are reasons why your child maintenance arrangement with {TEXTFILL Paying Parent's name} broke down?

Was it because ...

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. he/she wouldn't pay?
2. he/she could not afford to pay?
3. he/she is paying for children in his/her new family?
4. you don't want to have contact with him/her?
5. you don't know how to contact him/her?
6. there are disagreements about contact with your child/children?

## Survey of Child Support Agency Case Closure Outcomes

7. you prefer not to receive maintenance?
8. you don't know why he/she stopped paying?
9. you got back together?
10. there was a domestic violence issue? or
11. any other reason? (please specify).

{if DBrekWhy=any other reason}

### **EBrekO**

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

{if EBrekWhy=You got back together}

### **ERecon [CRecon]**

Can I check, to what extent was your decision to get back together with {textfill: Paying parent name} influenced by the charges to use the Child Maintenance Service? Was your decision influenced ...

READ OUT

1. A lot?
2. To some extent?
3. Not much? or
4. Not at all, by the charges for using the Child Maintenance Service?
5. (SPONTANEOUS) Didn't know there were charges.

{if CMBrok=Yes}

### **ECMhelp [same as ENBrek from DP 13+ month questionnaire]**

Which of the things I will read out, if any, would have helped you and {TEXTFILL Paying Parent's name} to make your child maintenance arrangement work?

1. if you could have set it up without having contact with {TEXTFILL Paying Parent's name};
2. if the amount {TEXTFILL Paying Parent's name} had to pay could be flexible;
3. if we could have got some help to sort out other issues, like contact with the children;
4. if there was someone else monitoring if he/she paid or not;
5. if there were some kind of repercussions, when he/she didn't pay; or
6. something else would have helped (please specify); or
7. you don't know what would have helped; or
8. nothing would have helped?

## Survey of Child Support Agency Case Closure Outcomes

{if ECMhelp=something else would have helped}

### **ECMhelpO NEW**

ENTER WHAT ELSE WOULD HAVE HELPED PARENTS TO MAKE DIRECT PAY ARRANGEMENT WORK

**If no arrangement in place, and didn't have one that broke down in the last nine months, reasons for no arrangement.**

{If no maintenance arrangement in place, or in progress and didn't have one that broke down: CMhave=No AND CMPro=NO And CMbrok=No}

### **ENoCM [Similar to DTryNo]**

Which of the things I'll read out are reasons why you don't have a child maintenance arrangement with {TEXTFILL: Paying Parent's name}?

Is it because ...

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. you are planning to set up an arrangement but have not done it yet?
2. ... he/she just won't pay?
3. he/she cannot not afford to pay?
4. he/she is paying for children in his/her new family?
5. you don't want to have contact with him/her?
6. you don't know how to contact him/her?
7. you have disagreements about contact with your child/children?
8. you prefer not to receive maintenance?
9. you got back together?
10. there is a domestic violence issue? or
11. any other reason why you did not try? (please specify)

{if ENoCM=You got back together}

### **ENoRec [CRecon]**

Can I check, to what extent was your decision to get back together with {TEXTFILL: Paying parent name} influenced by the charges to use the Child Maintenance Service? Was your decision influenced ...

## Survey of Child Support Agency Case Closure Outcomes

### READ OUT

1. A lot?
2. To some extent?
3. Not much? or
4. Not at all, by the charges for using the Child Maintenance Service?
5. SPONTANEOUS Didn't know there were charges.

## Section F: How the current arrangement works

### Aims:

- Effectiveness of arrangement (using the 3 criteria all/most of payment received; payment always/usually on time, RP thinks it is working very/fairly well).
- For those whose arrangement doesn't work well, why not.

{if has a maintenance arrangement, CMHave=yes}

### FIntro [FIntro]

I would now like to ask you a few more questions about the {TEXTFILL TYPE OF ARRANGEMENT} arrangement you have with {TEXTFILL Paying Parent's name} for {TEXTFILL your 'child's age' year old }?

{ask everyone that has a financial maintenance arrangement, i.e. CMHave=yes, but excluding CMFBA=3. non-financial contribution, CMFBA=4 shared care, CMFBA=6 other non-financial support, CMFBA=7 another type of support}

### FAI

Thinking about the amount you are supposed to receive from {TEXTFILL Paying Parent's name}, do you usually receive?

READ OUT

1. ... all of it?
2. most of it?
3. some of it? or
4. none of it?
5. (SPONTANEOUS) it varies.
6. (SPONTANEOUS) Have not yet been paid

{if Fall=all, most, some or varies)

### FTim [FTim]

Thinking about how often you should be paid by him/her, how often are the maintenance payments on time?

Are they ...

READ OUT

1. ... always on time?
2. usually on time?
3. varies?
4. usually late;? or
5. always late?

## Survey of Child Support Agency Case Closure Outcomes

### How well the respondent thinks the arrangement is working

{if has a maintenance arrangement, CMHave=yes}

#### **FWell [FWell]**

And, overall how well do you think your arrangement with {TEXTFILL Paying Parent's name} works ...

READ OUT

1. ... very well?
2. fairly well?
3. not very well? or
4. not at all well?
5. (SPONTANEOUS) too early to say.

### Why the arrangement is not working well

{if arrangement does not work well FWell=not very well or not at all well}

#### **FNWell [FNWell]**

Which of the following are reasons why you think your arrangement doesn't work well? You can answer yes or no.

READ OUT EACH CODE AND WAIT FOR A RESPONSE.

CODE ALL THAT APPLY

1. Is it because he/she just doesn't pay?
2. Is it because you are not happy with the amount of maintenance you receive?
3. Is it because he/she is not happy with the amount of maintenance he/she should pay?
4. Is it because he/she can't afford to pay?
5. Is it because the two of you do not have a good relationship now?
6. Is it because of disagreements about contact with the children?
7. Is it because {TEXTFILL Paying Parent's name} changes when he/she pays, or how much he/she pays?
8. Is there any other reason why your arrangement doesn't work well? (please specify)

{if FNWell=any other reason}

#### **FNWellIO [FNWellIO]**

ENTER OTHER REASONS, PLEASE PROBE FOR MORE REASONS.

## Section G: Relationship between Paying Parent and children

### Aims:

- Level and type of contact between Paying Parent and child

### Whether Paying Parent is in contact with child/ren

FOR THESE QUESTIONS THE PROGRAMME WILL SELECT ONE CHILD IF THERE ARE MULTIPLE CHILDREN WHO QUALIFY FOR CHILD MAINTENANCE WITH THE PAYING PARENT.

{ask if respondent has more than one child with the named Paying Parent}

### GSeI [HSeI]

For the next set of questions we will just be asking about the contact, if any, that you and your {TEXTFILL selected child's age } have with {TEXTFILL Paying Parent's name}.

I know sometimes these situations can be quite complicated, but I just want to briefly find out what your situation is. My first question is ...

### Type of contact between Paying Parent and selected child

{ask all}

### GFace [HFace]

In the last year, how often has {TEXTFILL Paying Parent's name} had face-to-face contact with your child, including meeting up and staying overnight?

IF SEPARATION WAS LESS THAN A YEAR AGO ASK THE RESPONDENT TO THINK ABOUT THE TIME SINCE THE SEPARATION.

PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. No face-to-face contact.



## Section H: Past and current relationship between respondent and Paying Parent

### Aims:

Establish:

- Level of contact between parents, if any.
- Quality of current relationship.

### Whether any current contact with Paying Parent

{ask all}

### HExCh [IExCh]

Thinking about the last year, how often did you see {TEXTFILL Paying Parent's name}?

INTERVIEWER: IF SEPARATED IN THE LAST YEAR PLEASE ASK THEM TO THINK ABOUT THE TIME SINCE THE SEPARATION.

WE ARE INTERESTED IN WHEN THEY ACTUALLY HAD CONTACT, SO DO NOT INCLUDE SEEING THEM IN THE STREET OR OUT OF THE WINDOW.

PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. Not at all.

### Friendliness of current relationship with Paying Parent

*{if HExCh does not equal not at all}*

### HPRelF [IPReIF] ]

How would you describe your relationship with him/her these days? Is it ...

READ OUT AND CODE FIRST TO APPLY

1. ... friendly?
2. neither friendly nor unfriendly? or
3. unfriendly?

## Survey of Child Support Agency Case Closure Outcomes

### Section I: Socio demographics

#### Aims:

Establish:

- Economic status of parent and Paying Parent.
- Household income.

#### Economic status of respondent and partner

{ask all}

#### IWYN [JWYN]

We just have a few questions about you and your household. Can I just check, are you currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER.

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK.

1. Yes.
2. No.

{ask if respondent lives with a partner, BParLiv= yes}

#### IParW [JParW]

Can I just check, is your husband/wife or partner currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.

#### Economic status of Paying Parent

{ask all}

**IExJYN [JExJYN]**

Is {TEXTFILL Paying Parent's name} currently in paid work? INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER.

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK.

1. Yes.
2. No.
3. Don't know.

**Income**

{Ask All}

**IInc [JInc]**

I am now going to ask you some questions about your household income.

{Ask all}

**IIncBP [JIncBP]**

I will read out some different levels of income for you to choose from. Please could you tell me if you'd prefer me to read out weekly, monthly or annual amounts.

1. weekly.
2. monthly.
3. yearly.

{Ask all}

**IIncBW [JIncBW]**

Thinking of your household's total [weekly/monthly/annual] income from all sources, before any deductions for income tax, National Insurance, and so on, is it £[500 per week/2,167 per month/26,000 per year] or more?

1. Yes.
2. No.

{If IIncBW=Yes}

## Survey of Child Support Agency Case Closure Outcomes

### **IncUp [JIncUp]**

And is it £[770 per week/3,334 per month/40,000 per year] or more?

1. Yes.
2. No.

{If IncUp=Yes}

### **IncUp1 [JIncUp1]**

And is it ... READ OUT

1. between [£770 and £899/£3,334 and £3,899/£40,000 and £46,799]?
2. between [£900 and £999/£3,900 and £4,332/£46,800 and £51,999]? or
3. [£1000/£4,333/£52,000]and over?

{If IncUp=No}

### **IncUp2 [JIncUp2]**

And is it ... READ OUT

1. between [£500 and £599/£2,167 and £2,599/£26,000 and £31,199]?
2. between [£600 and £699/£2,600 and £3,032/£31,200 and £36,399]? or
3. between [£700 and £769/£3,033 and £3,333/£36,400 and £39,999]?

{If IncBW=No}

### **IncDw [JIncDw]**

Is it less than £[200 per week/867 per month/10,400 per year]?

1. Yes.
2. No.

{If IncDw=Yes}

### **IncDw1 [JIncDw1]**

And is it ... READ OUT

1. up to [£49/£216/£2599]?
2. between [£50 and £99/£217 and £432/£2,600 and £5,199]? or
3. between [£100 and £199/£433 and £866/£5,200 and £10,399]?

{If IncDw=No}

**IIncDw2 [JIncDw2]**

And is it ... READ OUT

1. between [£200 and £299/£867 and £1,299/£10,400 and £15,599]?
2. between [£300 and £399/£1,300 and £1,733/£15,600 and £20,799]? or
3. between [£400 and £499/£1,734 and £2,166/£20,800 and £25,999]?

### Section J: Recontact and data linkage

#### Aim:

- Gain permission for data linkage and recontact and details for recontact

#### Consent to data linkage

#### Jlink [Klink]

The information we've collected from you today is really important in helping the Department for Work and Pensions, the DWP, to understand how well the closing down of the CSA is working for parents. The DWP would like to add information they hold on your child maintenance records to your answers to this interview, this will give them a better picture of how well the closure of the CSA has worked for different kinds of people.

If you agree, we will pass DWP a code that links your answers in this interview to your government records. They would do this for research and statistical purposes only. Your answers would only be seen by a small number of specialist researchers within the DWP and no-one else, and would be kept confidential to the research team. So any dealings you might have with the DWP, Child Maintenance Service, or any other government agencies will not be affected at all, in any way.

Would it be ok for us to let DWP match your answers to your records?

1. Yes.
2. No.

{ask all}

#### JSupport [KSupport]

Thank you for talking to us, as we know it's not always easy to talk about personal issues like this. I have some contact details of organisations that can offer support. I need to tell everyone about the National Domestic Violence Helpline on 0808 2000 247. And, I must tell you that if you are at all concerned for the safety of yourself or your children you should call the police on 999. I'd also just like to check if you think you might need any contact details of organisations that offer support to separated and lone parents?

ADD IF NECESSARY

CM Options provide information and support about child maintenance, you can contact them on

0800 988 0988 or their website is [www.cmoptions.org](http://www.cmoptions.org)

For more information and support for separated parents, the Sorting Out Separation website has links to a wide range of approved organisations and services. Their website is [www.sortingoutseparation.org.uk](http://www.sortingoutseparation.org.uk)

{ask all}

#### JThank

That is the end of the interview, thank you very much for your time.

## C.3 Twelve-months longitudinal questionnaire

### SURVEY OF CSA CASE CLOSURE CLIENTS 12-MONTH CROSS-SECTIONAL QUESTIONNAIRE

22 April 2015

#### Questionnaire contents:

Section A: Introduction

Section B: Household information

Section C: Current maintenance status

Section D: Previous Child Maintenance Arrangement

Section E: Reasons for current maintenance situation

Section F: How the current arrangement works.

Section G: Relationship between Paying Parent and children

Section H: Past and current relationship between respondent and Paying Parent

Section I: Socio demographics

Section J: Recontact and data linkage

#### Questionnaire conventions:

- Question names are given in bold.
- Routing instructions are given in {curly brackets} above each question.
- Where a 'textfill' of some kind has been used this is flagged by {TEXTFILL:}. For the purpose of this document the textfills are described inside the brackets as opposed to literally stated. e.g. {TEXTFILL: child age} represents the child's age, for example, 'Your 10 year old'.
- Interviewer instructions are included after the question in capitals.
- Don't know and refused responses are permissible at every question unless otherwise specified.
- The instruction CODE ALL THAT APPLY indicates a multi-coded question. If this is not stated then a single code only should apply.
- **Grey** highlighted text represents a sub-section of the questionnaire
- **Green** variable names in square brackets i.e. **[CStop]** are references to the same questions on the three-month questionnaire. All questions either have a reference or have **NEW** where there is no equivalent on the three-month questionnaire.

## Section A: Introduction

### Aims:

- To introduce the survey.

{ask all}

### AIntro1 [CStop]

Good morning/afternoon, my name is ..... I am phoning from NatCen Social Research on behalf of the Department for Work and Pensions.

Please could I speak to {TEXTFILL Sample Forename} {TEXTFILL Sample Surname}?

1. Yes.
2. No.
3. Make appointment to ring back.

{if AIntro1=yes}

### AIntro2 SIMILAR TO AIntro2

INTERVIEWER: ENSURE YOU ARE SPEAKING TO THE NAMED RESPONDENT BEFORE CONTINUING

We'd like your help with an important research study that we wrote to you about recently. The Child Support Agency or CSA is being closed down and replaced with a new government agency – the Child Maintenance Service (CMS) that helps parents make child maintenance arrangements. The government has recently started closing CSA child maintenance cases, and the Department of Work and Pensions have asked NatCen to find out on their behalf, how well this is working for parents, and what they are doing now about their child maintenance. Are you happy to take part?

READ OUT (exact wording not required):

This research is entirely voluntary and won't affect any benefits or tax credits you might be claiming, or any future dealings with government agencies. You can withdraw from the research at any time.

READ OUT EXACTLY:

Also, I'd like to assure you that any information you provide will be held in the strictest of confidence in line with the Data Protection Act (1998) and will only be used for research purposes. You won't be identified in any research findings. The only exception to this is if you tell us about you or someone else you know being at risk of harm. We may have to let the authorities know if you or someone else is at risk.



## Survey of Child Support Agency Case Closure Outcomes

### ADD IF NECESSARY

If you have ever contacted the CSA to ask them to arrange child maintenance, but they ended up telling you that you weren't owed any money, they still created a case for you. This is the case that is being closed down. So even if you have had nothing to do with the CSA recently, your views and experiences of dealing with child maintenance are still very important to us, and we would still very much like to speak to you.

NatCen Social Research is an independent research organisation, and we are carrying out this research for the Department for Work and Pensions, but we do not represent the Department for Work and Pensions.

### INTERVIEWER: CODE WHETHER CONSENT GAINED

1. Yes.
2. Make appointment to call back.
3. No – THANK AND END.

**{ask all}**

### **Asafe**

We are going to be asking you some questions about any child maintenance arrangements you might have with {TEXTFILL Paying Parent's first name} {TEXTFILL Paying Parent's last name} and about your relationship with him/her. Before we continue could I just check if you can safely talk about these topics and that {TEXTFILL Paying Parent's first name} is not there with you right now. You don't need to answer any questions you aren't comfortable with, and I can call back at a more convenient time if you prefer.

1. Yes, happy to continue.
2. No, make an appointment for another time.

## **Section B: Household information**

### **Aims:**

- Establish number of children in the household.
- Establish whether each child is currently eligible for child maintenance from Paying Parent from the sample.
- Establish age, partner status and gender of respondent.

**{ask all}**

### **BResKids**

I'd like to start by asking you a few questions about your family situation.

First, can I ask how many children you have?

INTERVIEWER: ENTER NUMBER OF ALL CHILDREN WHO LIVE WITH THE RESPONDENT OR WHO LIVE ELSEWHERE.

## Survey of Child Support Agency Case Closure Outcomes

ONLY INCLUDE BIOLOGICAL OR ADOPTED CHILDREN. DO NOT INCLUDE GRANDCHILDREN OR OTHER RELATIVES (UNLESS THE RESPONDENT SAYS THEY HAVE ADOPTED THE CHILDREN).

{BKidAge to BPNam are asked for each child in a loop, starting with the oldest}

### **BKidAge**

How old is your oldest child?

INTERVIEWER: ENTER AGE OF CHILD IN YEARS.

IF CHILD IS UNDER 1 YEAR OLD, ENTER ZERO, AND ADD AGE IN MONTHS AT NEXT SCREEN.

{if child is between 16 and 19 years of age, BKidAge=16 to 19}

### **BKidCheck**

Is {TEXTFILL: your 'child's age' year old} in full-time education, not including university or higher education?

INTERVIEWER: FT EDUCATION HERE- ONLY INCLUDES UP TO AND INCLUDING A-LEVEL STANDARD

1. Yes.
2. No.
3. Refused.

### **BKidLive**

And, does {TEXTFILL: your 'child's age' year old} live with you?

1. Yes.
2. No.

{if BKidLive=Yes}

### **BKidCar**

And, do you provide day-to-day care of {TEXTFILL: your 'child's age' year old}, and consider yourself to be his/her principal provider of care?

INTERVIEWER: BY PRINCIPAL PROVIDER OF CARE, WE MEAN THE PERSON THAT LOOKS AFTER THE CHILD MOST OF THE TIME. IF THE CHILD LIVES WITH THEIR OTHER PARENT SOME OF THE TIME, BUT THEY STILL CONSIDER THEMSELVES TO BE THE PRINCIPAL PROVIDER OF CARE, PLEASE CODE YES HERE.

1. Yes.
2. No.

## Survey of Child Support Agency Case Closure Outcomes

### **BPNam**

And, would you mind me asking if {TEXTFILL: your 'child's age' year old}'s other parent is {TEXTFILL Paying Parent's name} or someone else?

1. {TEXTFILL Paying Parent's name} is {TEXTFILL: your 'child's age' year old}'s other parent.
2. Someone else is {TEXTFILL: your 'child's age' year old}'s other parent.
3. Does not know who other parent is.
4. Other parent has died.

{END OF LOOP}

THE PROGRAMME WORKS OUT WHICH CHILDREN ARE RELEVANT TO THE INTERVIEW, THEY NEED TO BE:

- AGED 15 OR UNDER, OR 16 TO 19 IN FULL TIME NON-HIGHER EDUCATION {BKidAge <16 or BKidCheck=1}
- RESIDENT WITH THE RESPONDENT {BKidLive=1}
- THE RESPONDENT CONSIDERS THEMSELVES TO PROVIDE THE Day-to-day CARE AND BE THE PRINCIPAL CARER OF THE CHILD BKidCar=1
- CHILD OF THE NAMED PAYING PARENT FROM THE SAMPLE {BPNam=1}

IF THERE ARE NO CHILDREN WHO ARE RELEVANT TO THE INTERVIEW, THE INTERVIEW ENDS.

{ask all}

### **BParLiv**

Could I just check, do you have a husband/wife or partner living in your household?

1. Yes.
2. No.
3. Refused.

### **BRAge**

And, would you mind me just asking how old you are?

ENTER AGE.

### **BRGen**

INTERVIEWER ENTER RESPONDENT'S GENDER HERE

1. Female.
2. Male.

## Survey of Child Support Agency Case Closure Outcomes

### Section C: Current maintenance status

#### Aims:

Find out if any maintenance arrangement is in place.

If has arrangement:

- what type (CMS: DP/C&P; Court or FBA);
- when was the arrangement set up.

If no current arrangement:

- Did they have an arrangement that broke down in the last nine months

If so:

- what type (CMS: DP/C&P; Court or FBA)?
- when did the arrangement break down?
- how long was it in place for?

{ask all}

#### Clntro [DIntro]

I now want to ask you some questions about any child maintenance arrangement you might have now.

**Whether respondent has a child maintenance arrangement in place now, if so what type and when was it set up?**

#### CMhave [DMhave]

Do you have a child maintenance arrangement in place now with {TEXTFILL Paying Parent's name}? By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

CLARIFY IF NECESSARY IF RESPONDENT IS CONFUSED ABOUT CSA ARRANGEMENT:

The arrangement you had through the Child Support Agency (CSA) was shut down in (LIABILITY END DATE). If you have not set up a new arrangement with {TEXTFILL Paying Parent's name} since then, then you no longer have a child maintenance arrangement.

The CSA will have contacted you at the time about what to do when your case closed, for example getting in contact with Child Maintenance Options.

CLARIFY IF NECESSARY IF RESPONDENT HAS AN ARRANGEMENT BUT ISN'T GETTING ANY PAYMENTS:

## Survey of Child Support Agency Case Closure Outcomes

We would like to find out about any arrangement you have with {TEXTFILL PAYING PARENT} even if payments aren't being made. We will ask you how well the arrangement is working, later.

CLARIFY IF NECESSARY, IF RESPONDENT HAS MENTIONED AN ARREARS CASE:

We want to find out if you have set up a new arrangement for ongoing maintenance. To have set up a new arrangement for ongoing maintenance with the new Child Maintenance Service (CMS), a £20 fee would have been paid. If you have maintenance from the past owed to you – 'arrears', then the CMS may have taken over getting these arrears paid to you. We want to know about new arrangements for ongoing maintenance, not arrears only arrangements.

INTERVIEWER: IF THE RESPONDENT HAS CONTACTED CMS, BUT HAS NOT HEARD BACK CODE 'Don't know'.

1. Yes, has a new child maintenance arrangement (set up since the CSA arrangement ended).
2. No, does not have a new a child maintenance arrangement.
3. Don't know.
4. Refused.

{If CMHave=No, Don't know or refused}

### **CMPro [DMPPro]**

Can I check, are you in the process of setting a new child maintenance arrangement up?

CLARIFY IF NECESSARY: The arrangement you had through the Child Support Agency (CSA) was shut down in (LIABILITY END DATE). We want to know if you are in the process of setting up a new arrangement with {TEXTFILL Paying Parent's name}.

1. Yes, is in the process of setting one up.
2. No.

{if CMHave=Yes or CMPro=Yes}

### **CMCMS [DMCMS]**

{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CMPro)}

And, how {have you made/will you make} this arrangement?

{Have you made/will you make} an arrangement through the Child Maintenance Service? This could be a Direct Pay arrangement or a Collect and Pay arrangement.

1. Yes, has made an arrangement through the CMS.
2. No, has not made arrangement through the CMS.

{if CMCMS=Yes}

## Survey of Child Support Agency Case Closure Outcomes

### CMCPDP [DMCPDP]

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

And, can I just check, {is this/will this be} a Direct Pay arrangement where the Child Maintenance Service tells you how much {TEXTFILL Paying Parent's name} should pay and you sort out payments between yourselves.

Or, {is this/will this be} a Collect and Pay arrangement where the Child Maintenance Service collects maintenance from {TEXTFILL Paying Parent's name} and pays it to you. There are ongoing charges for using Collect and Pay.

1. Direct Pay (parents sort out payments themselves).
2. Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent).

{if CMCMS=no}

### CMCour [DMCour]

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

{Is there/will there be} a Court Order or Consent Order {TEXTFILL IF RESPONDENT IS IN SCOTLAND: or a Minute of Agreement} in place for maintenance?

1. Yes.
2. No.

{if CMCour=no}

### CMFBA [DMFBA]

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

A family-based arrangement is where parents agree between themselves how to continue providing for a child after they separate.

It can be a formal agreement, for example written down in a FBA form or parenting plan. Or it can be an informal agreement, for example a promise or pledge made verbally.

Parents can choose what to include in a family-based arrangement, for example: who will provide what support for a child and how often. There is no set format, but a family-based arrangement can be:

- providing money regularly and at an agreed level specifically for the benefit of the child;
- paying for agreed things from time to time for the benefit of the child (e.g. after-school clubs, school fees, holidays, pocket money, etc.);

## Survey of Child Support Agency Case Closure Outcomes

- non-financial contributions specifically for the benefit of the child (e.g. food, clothes or contributing towards childcare);
- sharing looking after a child; or
- any combination of the above.

Can I check, {do you have/will you have} a family-based arrangement with {TEXTFILL Paying Parent's name} like this?

1. Yes.
2. No.

{if CMFBA=yes}

### **CMFBATyp [DMFBATyp]**

I am going to ask you a list of questions about the nature of your family-based arrangement with {Paying Parent name}, and you can answer yes or no to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. As part of your family-based arrangement, {does/will} he/she give you regular payments at a set level to support {TEXTFILL: your 'child's age' year old}?
2. {Does/Will} he/she make payments, but not always regular, specifically for the support of your child/ren, like school fees, holidays or pocket money?
3. {Does/Will} he/she make non-financial contributions, specifically for the support of your child/ren, like clothes or childcare?
4. {Do/Will} you both look after your child/ren?
5. {Do/Will} you receive other financial support from him/her (please specify)
6. {Do/Will} you receive other non-financial support from him/her? (please specify)
7. {Does/Will} he/she provide another type of support? (please specify)

{if CMFBATyp=other financial support}

### **CMOthfin [DMOthfin]**

Please tell me what type of other financial support you {get/will get}: OPEN

{if CMFBATyp=other non-financial support}

### **CMNonfin [DMNonfin]**

Please tell me what type of other non-financial support you {get/will get}: OPEN

{if CMFBATyp=another type of support}

## Survey of Child Support Agency Case Closure Outcomes

### CMAnoth [DMAnoth]

Please tell me what type of other type of support you {get/will get}: OPEN

{if CMhave=Yes}

### CdateD [DdateD]

Please could you tell me when your current child maintenance arrangement with {TEXTFILL: Paying Parent name} started?

INTERVIEWER: PLEASE ENCOURAGE RESPONDENT TO GIVE THE DAY, MONTH AND YEAR. IF THEY CAN'T REMEMBER THE EXACT DAY PLEASE ENCOURAGE THEM TO MAKE THEIR BEST GUESS. IF THEY REALLY CAN'T GUESS AT THE DAY, PLEASE ENTER DON'T KNOW <Ctrl K> AT THIS QUESTION FOR THE DAY.

ENTER DAY HERE, AND MONTH AND YEAR AT NEXT QUESTION.

NUMBER OF MONTH, FOR JANUARY 01, FEBRUARY 02 ETC.

{if CMhave=Yes}

### CdateMY [DdateMY]

ENTER YEAR THAT ARRANGEMENT STARTED

**If they have a current arrangement, did they have another arrangement that broke down before the current arrangement was set up but after their CSA case was closed?**

{if CMhave=Yes}

### CInterim NEW (similar to CMBrok)

Can I check, have you had a child maintenance arrangement BEFORE the arrangement we have just been talking about that has **broken down**? So, this is a child maintenance arrangement that you set up with {TEXTFILL Paying Parent's name} since your CSA case has closed, that is since {TEXTFILL MONTH/YEAR WHICH IS LIABILITY END DATE }, and that broke down before your current arrangement started.

INTERVIEWER IF NECESSARY REMIND RESPONDENT: By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

1. Yes, did have a maintenance arrangement that broke down.
2. No, did not have a maintenance arrangement that broke down.

**If no current arrangement, did they have one that broke down in the last 12 months? If so what type, when did the arrangement break down, and how long was it in place?**

{If CMHave=No and CMPro=No}



### **CMBrok**

Can, I check, in the 12 months since your CSA case has closed, that is since {TEXTFILL MONTH/YEAR WHICH IS LIABILITY END DATE } did you make a new child maintenance arrangement with {TEXTFILL Paying Parent's name} that has since broken down? So, this is a new child maintenance arrangement that you set up with {TEXTFILL Paying Parent's name} and is no longer in place.

INTERVIEWER IF NECESSARY REMIND RESPONDENT: By 'child maintenance' I mean any arrangement with {TEXTFILL Paying Parent's name} to continue providing for {TEXTFILL eligible children's names} This could be an arrangement through the new Child Maintenance Service or the Courts, or an arrangement made just between the two of you that could be a financial arrangement, or an agreement that doesn't involve money.

1. Yes, did have a maintenance arrangement that broke down.
2. No, did not have a maintenance arrangement that broke down.

{If CMBrok=Yes}

### **CBCMS [DMCMS]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

I just want to ask you a couple of questions about the arrangement that broke down.

How was this arrangement made?

Was it an arrangement through the Child Maintenance Service? This could be a Direct Pay arrangement or a Collect and Pay arrangement.

1. Yes, had an arrangement through the CMS.
2. No, did not have arrangement through the CMS.

{if CBCMS=Yes}

### **CBCPDP [DMCPDP]**

***{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}***

And, can I just check, was this a Direct Pay arrangement where the Child Maintenance Service tells you how much {TEXTFILL Paying Parent's name} should pay and then you sorted out payments between yourselves.

Or, was this a Collect and Pay arrangement where the Child Maintenance Service collected maintenance from {TEXTFILL Paying Parent's name} and paid it to you. There are ongoing charges for using Collect and Pay.

1. Direct Pay (parents sort out payments themselves).
2. Collect and Pay (CMS collects payment from the ex-partner and pays them to the respondent).

## Survey of Child Support Agency Case Closure Outcomes

{if CBCMS=no}

### **CBCour [DMCour]**

*{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}*

Was there a Court Order or Consent Order {TEXTFILL IF RESPONDENT IS IN SCOTLAND: or a Minute of Agreement} in place for maintenance?

1. Yes.
2. No.

{if CBCour=no}

### **CBFBA [DMFBA]**

*{Sections in brackets are to be textfilled depending on whether they have an arrangement in place (CMHave=Yes or are in the process of setting up an arrangement CPro)}*

A family-based arrangement is where parents agree between themselves how to continue providing for a child after they separate.

It can be a formal agreement, for example written down in a FBA form or parenting plan. Or it can be an informal agreement, for example a promise or pledge made verbally.

Parents can choose what to include in a family-based arrangement, for example: who will provide what support for a child and how often. There is no set format, but a family-based arrangement can be:

- providing money regularly and at an agreed level specifically for the benefit of the child;
- paying for agreed things from time to time for the benefit of the child (e.g. after-school clubs, school fees, holidays, pocket money, etc.);
- non-financial contributions specifically for the benefit of the child (e.g. food, clothes or contributing towards childcare);
- sharing looking after a child;
- or any combination of the above.

Can I check, did you have a family-based arrangement with {TEXTFILL Paying Parent's name} like this?

1. Yes.
2. No.

{if CBFBA=yes}

## Survey of Child Support Agency Case Closure Outcomes

### **CBFBATyp [DMFBATyp]**

I am going to ask you a list of questions about the nature of your family-based arrangement with {Paying Parent name}, and you can answer yes or no to these.

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. As part of your family-based arrangement, did he/she give you regular payments at a set level to support {TEXTFILL: your 'child's age' year old}?
2. Did he/she make payments, but not always regular, specifically for the support of your child/ren, like school fees, holidays or pocket money?
3. Did he/she make non-financial contributions, specifically for the support of your child/ren, like clothes or childcare?
4. Did you both look after your child/ren?
5. Did you receive other financial support from him/her (please specify)
6. Did you receive other non-financial support from him/her? (please specify)
7. Did he/she provide another type of support? (please specify)

{if CBFBATyp=other financial support}

### **CBOthfin [DMOthfin]**

Please tell me what type of other financial support you received: OPEN

{if CBFBATyp=other non-financial support}

### **CBNonfin [DMNonfin]**

Please tell me what type of other non-financial support you received: OPEN

{if CMFBATyp=another type of support}

### **CMAnoth [DMAnoth]**

Please tell me what type of other type of support you received: OPEN

{if CMBrok =Yes}

### **CBdateMY [DdateMY]**

Please could you tell me when this arrangement with {TEXTFILL: Paying Parent name} broke down?

NUMBER OF MONTH, FOR JANUARY 01, FEBRUARY 02 ETC.

ENTER MONTH AND YEAR THAT ARRANGEMENT ENDED

{if CMBrok =Yes}

## Survey of Child Support Agency Case Closure Outcomes

### **CBLeng**

And, how long had this arrangement been in place, before it broke down?

ENTER NUMBER THEN CODE UNIT OF MEASUREMENT AT NEXT QUESTION

IF RELATIONSHIP WAS LESS THAN 1 WEEK, ENTER '0' HERE AND CODE 'WEEKS' AT NEXT QUESTION

{if CMBrok =Yes}

### **CBLengU**

ENTER UNIT

1. Years.
2. Months.
3. Weeks.

### **For those with C&P arrangements, how easy is it to afford the ongoing charge**

{If CMhave=Yes, has a new arrangement AND CMCMS = Yes, made through the CMS AND CMCPDP=Collect and Pay}

### **CCPAffR [ECPAffr]**

How easy or difficult is it for you to afford the ongoing 4% charge for using Collect and Pay?

Is it ...

READ OUT

1. Very easy?
2. Quite easy?
3. Quite difficult? or
4. Very difficult to afford?

### **For those with a FBA, whether charges influenced decision to have a FBA arrangement**

If CMhave=Yes, has a new arrangement AND if CMFBA=Yes}

### **CFBACHgA [EFBACHgA]**

To use the new Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision to make a family-based arrangement, instead of using the Child Maintenance Service, influenced by the £20 application fee?

## Survey of Child Support Agency Case Closure Outcomes

INTERVIEWER: CODE 'NOT AT ALL' IF:

- CHARGES WAIVED BECAUSE OF DOMESTIC VIOLENCE
- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the application fee.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

**For those with a DP arrangement, whether charges influenced decision to have DP arrangement**

If CMhave=Yes, has a new arrangement AND CMCMS = Yes, made through the CMS AND CMCPDP=Direct pay }

### **CDPChrg [EDPChrg]**

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he/she pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision to use Direct Pay, instead of Collect and Pay influenced by the charges for using Collect and Pay?

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

## Survey of Child Support Agency Case Closure Outcomes

### Influence of charges on decision to have no maintenance

{If CMhave =no arrangement in place and CMPro=2, no not in process of setting one up}

#### CNoChgA [ENoChgA]

To use the Child Maintenance Service to set up a child maintenance arrangement, parents need to pay a £20 application fee.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the £20 application fee?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, IE CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW HE/SHE WOULD NEVER PAY

Was your decision influenced ...

READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the application fee?
5. SPONTANEOUS: Did not know about the application fee.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

#### CNoChrgB [ENoChrgB]

The Child Maintenance Service, provides a service called Collect and Pay. In Collect and Pay, the Child Maintenance Service would collect the maintenance from {TEXTFILL Paying Parent's name} and pay it directly to you.

There are additional charges for using Collect and Pay: {TEXTFILL Paying Parent's name} would need to pay an extra 20% on top of the maintenance amount he pays, and then another four per cent would be taken out of the amount of maintenance you would be getting.

Can I check, to what extent was your decision not to have a child maintenance arrangement, influenced by the charges for using Collect and Pay?

INTERVIEWER: CODE 'NOT AT ALL' IF:

- THEY DID NOT MAKE THE DECISION, E.G. IF CMS SAID THEY COULD NOT HAVE COLLECT AND PAY
- THEY SAY QUESTION IS NOT APPLICABLE OR IRRELEVANT BECAUSE THEY KNEW EX WOULD NEVER PAY

Was your decision influenced ...

## Survey of Child Support Agency Case Closure Outcomes

### READ OUT

1. A lot?
2. to some extent?
3. not much? or
4. not at all, by the charges for using Collect and Pay?
5. SPONTANEOUS: Did not know about the charges for using Collect and Pay.
6. SPONTANEOUS: Not relevant because the decision was made mainly by {TEXTFILL Paying Parent's name}.

## Section D: Previous Child Maintenance Arrangement

### Aims:

To establish how well the previous CSA arrangement was working.

### Effectiveness of previous arrangement

{Ask all}

### DWell [GWell]

Did your previous CSA arrangement with {TEXTFILL Paying Parent's name} work ...

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

1. ... very well?
2. fairly well?
3. not very well? or
4. not at all well?

### How the current arrangement compares to previous CSA arrangement

{ask everyone that has a financial maintenance arrangement, i.e. CMHave=yes, but excluding CBFBATyp=3. non-financial contribution, CBFBATyp =4 both look after child, CBFBATyp =6 other non-financial support, CBFBATyp =7 another type of support}

### DCSAMor [FCSAMor]

Overall, do you get more or less money with your current {TEXTFILL ARRANGEMENT TYPE}, compared to your previous CSA arrangement?

1. Receives MORE money with current arrangement.
2. Receives LESS money with current arrangement.
3. Receives about the same.
4. Has not been paid yet in new arrangement
5. Not possible to compare the two arrangements.

{if FCSAMore=receives more, less, about the same, or has not been paid yet}

### DCSABett [FCSABett]

And, overall do you think that your current {TEXTFILL ARRANGEMENT TYPE}, works ...

READ OUT ...

1. ... better?
2. about the same? or
3. worse than your previous CSA arrangement?



## Section E: Reasons for current maintenance situation

### Aims:

***If current arrangement has been in place for nine months or more (i.e. since the last interview)***

- What has made it sustainable NEW

***If they had an arrangement that broke down in the last nine months:***

- Reasons why the arrangement broke down NEW
- What support, if any, would have helped to prevent the arrangement from breaking down? NEW

***If they don't currently have an arrangement, and didn't have one that broke down in the last nine months:***

Reasons why they don't currently have a maintenance arrangement.

**If current arrangement has been in place for nine months or more) what has made it sustainable**

{if CMHave=yes has an arrangement, AND the arrangement has been in place for nine months or more (date of interview-date arrangement from CDateC CDateMY) }

### **ESus NEW**

Which of the things I'll read out, are reasons why you think you and {TEXTFILL Paying Parent's name} have been able to keep your maintenance arrangement going since {TEXTFILL Month and Year from CDateMY}?

INTERVIEWER: WE WILL BE ASKING RESPONDENTS ABOUT HOW WELL THE ARRANGEMENT IS WORKING LATER.

Is it because ...

READ OUT EACH CODE AND WAIT FOR RESPONSE BEFORE CONTINUING

CODE ALL THAT APPLY

1. {TEXTFILL Paying Parent's name} can afford to pay?
2. he/she is happy with the amount the he/she pays?
3. {TEXTFILL Paying Parent's name} and your child/children have regular contact?
4. you and {TEXTFILL Paying Parent's name} have regular contact?
5. you and {TEXTFILL Paying Parent's name} can talk about money?
6. you and {TEXTFILL Paying Parent's name} have a good relationship now?
7. you have to put a lot of work into the arrangement to make it work?
8. is there any other reason? (please specify)

{if ESus=any other reason}

## Survey of Child Support Agency Case Closure Outcomes

### ESusO **NEW**

ENTER OTHER REASONS. PROBE FOR MORE REASONS.

**If they had an arrangement that broke down in the last nine months () reasons why it broke down and what would have helped to prevent it from breaking down**

{if CMBrok=Yes}

### EBrekWhy [similar to DBrekwhy]

Which of the things I'll read out are reasons why your child maintenance arrangement with {TEXTFILL Paying Parent's name} broke down?

Was it because ...

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. he/she wouldn't pay?
2. he/she could not afford to pay?
3. he/she is paying for children in his/her new family?
4. you don't want to have contact with him/her?
5. you don't know how to contact him/her?
6. there are disagreements about contact with your child/children?
7. you prefer not to receive maintenance?
8. you don't know why he/she stopped paying?
9. you got back together?
10. there was a domestic violence issue? or
11. any other reason? (please specify)

{if EBrekWhy=any other reason}

### EBrekO

ENTER OTHER REASONS HERE. PLEASE PROBE FOR MORE REASONS.

{if EBrekWhy=You got back together}

### ERecon [CRecon]

Can I check, to what extent was your decision to get back together with {TEXTFILL: Paying parent name} influenced by the charges to use the Child Maintenance Service? Was your decision influenced ...

## Survey of Child Support Agency Case Closure Outcomes

### READ OUT

1. A lot?
2. To some extent?
3. Not much? or
4. Not at all, by the charges for using the Child Maintenance Service?
5. (SPONTANEOUS) Didn't know there were charges.

{if CMBrok=Yes}

### **ECMhelp [same as ENBrek from DP 13+month questionnaire]**

Which of the things I will read out, if any, would have helped you and {TEXTFILL Paying Parent's name} to make your child maintenance arrangement work?

1. if you could have set it up without having contact with {TEXTFILL Paying Parent's name}?
2. if the amount {TEXTFILL Paying Parent's name} had to pay could be flexible?
3. if we could have got some help to sort out other issues, like contact with the children?
4. if there was someone else monitoring if he/she paid or not?
5. if there were some kind of repercussions, when he/she didn't pay? or
6. something else would have helped? (please specify) or
7. you don't know what would have helped? or
8. nothing would have helped?

{if ENBrek=something else would have helped}

### **ECMhelpO NEW**

ENTER WHAT ELSE WOULD HAVE HELPED PARENTS TO MAKE DIRECT PAY ARRANGEMENT WORK

**If no arrangement in place, and didn't have one that broke down in the last nine months, reasons for no arrangement.**

{If no maintenance arrangement in place, or in progress and didn't have one that broke down: CMhave=No AND CMPro=NO And CMBrok=No}

### **ENoCM [Similar to DTryNo]**

Which of the things I'll read out are reasons why you don't have a child maintenance arrangement with {TEXTFILL: Paying Parent's name}?

Is it because ...

## Survey of Child Support Agency Case Closure Outcomes

READ OUT EACH CODE AND WAIT FOR A RESPONSE

CODE ALL THAT APPLY

1. you are planning to set up an arrangement but have not done it yet?
2. ... he/she just won't pay?
3. he/she cannot not afford to pay?
4. he/she is paying for children in his/her new family?
5. you don't **want to** have contact with him/her?
6. you don't **know how to** contact him/her?
7. you have disagreements about contact with your child/children?
8. you prefer not to receive maintenance?
9. you got back together?
10. there is a domestic violence issue? or
11. any other reason why you did not try? (please specify)

{if ENoCM=You got back together}

### **ENoRec [CRecon]**

Can I check, to what extent was your decision to get back together with {textfill: Paying parent name} influenced by the charges to use the Child Maintenance Service? Was your decision influenced ...

READ OUT

1. A lot?
2. To some extent?
3. Not much? or
4. Not at all, by the charges for using the Child Maintenance Service?
5. SPONTANEOUS Didn't know there were charges.

## Section F: How the current arrangement works

### Aims:

- Effectiveness of arrangement (using the three criteria all/most of payment received; payment always/usually on time, RP thinks it is working very/fairly well).
- For those whose arrangement doesn't work well, why not.

{if has a maintenance arrangement, CMHave=yes}

### FIntro [FIntro]

I would now like to ask you a few more questions about the {TEXTFILL TYPE OF ARRANGEMENT} arrangement you have with {TEXTFILL Paying Parent's name} for {TEXTFILL your 'child's age' year old }?

{ask everyone that has a financial maintenance arrangement, i.e. CMHave=yes, but excluding CMFBA=3. non-financial contribution, CMFBA=4 shared care, CMFBA=6 other non-financial support, CMFBA=7 another type of support}

### FAI

Thinking about the amount you are supposed to receive from {TEXTFILL Paying Parent's name}, do you usually receive?

READ OUT

1. ... all of it?
2. most of it?
3. some of it? or
4. none of it?
5. (SPONTANEOUS) it varies.
6. (SPONTANEOUS) Have not yet been paid.

{if Fall=all, most, some or varies}

### FTim [FTim]

Thinking about how often you should be paid by him/her, how often are the maintenance payments on time?

Are they ...

READ OUT

1. ... always on time?
2. usually on time?
3. varies?
4. usually late? or
5. always late?

## Survey of Child Support Agency Case Closure Outcomes

### How well the respondent thinks the arrangement is working

{if has a maintenance arrangement, CMHave=yes}

#### **FWell [FWell]**

And, overall how well do you think your arrangement with {TEXTFILL Paying Parent's name} works ...

READ OUT

1. ... very well?
2. fairly well?
3. not very well? or
4. not at all well?
5. (SPONTANEOUS) too early to say.

### Why the arrangement is not working well

{if arrangement does not work well FWell=not very well or not at all well}

#### **FNWell [FNWell]**

Which of the following are reasons why you think your arrangement doesn't work well? You can answer yes or no.

READ OUT EACH CODE AND WAIT FOR A RESPONSE.

CODE ALL THAT APPLY

1. Is it because he/she just doesn't pay?
2. Is it because you are not happy with the amount of maintenance you receive?
3. Is it because he/she is not happy with the amount of maintenance he/she should pay?
4. Is it because he/she can't afford to pay?
5. Is it because the two of you do not have a good relationship now?
6. Is it because of disagreements about contact with the children?
7. Is it because {TEXTFILL Paying Parent's name} changes when he/she pays, or how much he/she pays?
8. Is there any other reason why your arrangement doesn't work well? (please specify)

{if FNWell=any other reason}

#### **FNWellO [FNWell]**

ENTER OTHER REASONS, PLEASE PROBE FOR MORE REASONS.

## Section G: Relationship between Paying Parent and children

### Aims:

- Level and type of contact between Paying Parent and child.

### Whether Paying Parent is in contact with child/ren

FOR THESE QUESTIONS THE PROGRAMME WILL SELECT ONE CHILD IF THERE ARE MULTIPLE CHILDREN WHO QUALIFY FOR CHILD MAINTENANCE WITH THE PAYING PARENT

{ask if respondent has more than one child with the named Paying Parent}

### GSeI [HSeI]

For the next set of questions we will just be asking about the contact, if any, that you and your {TEXTFILL selected child's age } have with {TEXTFILL Paying Parent's name}.

I know sometimes these situations can be quite complicated, but I just want to briefly find out what your situation is. My first question is...

### Type of contact between Paying Parent and selected child

{ask all}

### GFace [HFace]

In the last year, how often has {TEXTFILL Paying Parent's name} had face-to-face contact with your child , including meeting up and staying overnight?

IF SEPARATION WAS LESS THAN A YEAR AGO ASK THE RESPONDENT TO THINK ABOUT THE TIME SINCE THE SEPARATION.

WE ARE INTERESTED IN WHEN THEY ACTUALLY HAD CONTACT, SO DO NOT INCLUDE SEEING THEM IN THE STREET OR OUT OF THE WINDOW.

PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. No face-to-face contact.

## Section H: Past and current relationship between respondent and Paying Parent

### Aims:

Establish:

- Type and length of relationship with PP.
- Estimated time since separation.
- Bitterness of separation.
- Domestic violence.
- Level of contact between parents, if any.
- Quality of current relationship.

### Type of relationship with Paying Parent

{ask all}

#### HReIM [HReIM]

I'd like to ask you a couple of questions about your relationship with {TEXTFILL Paying Parent's name}.

Were you and {TEXTFILL Paying Parent's name} married/in a civil partnership?

1. Yes.
2. No.

{ask if HReIM=No}

#### HReIL [HReIL]

And, did you ever live together?

1. Yes.
2. No.

{ask if not married/civil partnership and not living together, HReIM and HReIL=No}

#### HReIC [HReIC]

Could I just check, did you consider yourself and {TEXTFILL Paying Parent's name} to be a couple?

1. Yes.
2. No.

### Length of relationship with Paying Parent

{ask if was in a relationship with Paying Parent, HReIM=yes, HReIL= yes or HReIC=yes}



## Survey of Child Support Agency Case Closure Outcomes

### **ILength [HLength]**

At the time your relationship with {TEXTFILL Paying Parent's name} ended, how long had you been together?

ENTER NUMBER THEN CODE UNIT OF MEASUREMENT AT NEXT QUESTION

IF RELATIONSHIP WAS LESS THAN 1 WEEK, ENTER '0' HERE AND CODE 'WEEKS' AT NEXT QUESTION

{ask if was in a relationship with Paying Parent, HRelM=yes, HRelL= yes or HRelC=yes)

### **HLengU [ILengU]**

ENTER UNIT

1. Years.
2. Months.
3. Weeks.

### **Time since separation Paying Parent**

{ask if was in a relationship with Paying Parent, HRelM=yes, HRelL= yes or HRelC=yes)

### **HsepM [IsepM]**

Could I check when you and {TEXTFILL Paying Parent's name} separated? Please could you tell me the month and the year?

INTERVIEWER: ENTER MONTH AT THIS QUESTION AND YEAR AT NEXT. IF CAN'T REMEMBER ENCOURAGE BEST GUESS.

IF CAN REMEMBER SEASON USE THE FOLLOWING: WINTER= JANUARY, SPRING=APRIL, SUMMER= AUGUST, AUTUMN= OCTOBER

### **HsepY [IsepY]**

ENTER YEAR

### **How acrimonious the break-up was**

{ask if was in a relationship with Paying Parent, HRelM=yes, HRelL= yes or HRelC=yes)

### **HBrek [IBrek]**

This is quite a personal question, which you don't have to answer if you don't want to, but how would you describe the break-up of your relationship?

Was it ...

READ OUT

1. very bitter?
2. quite bitter?
3. neither bitter nor friendly?

## Survey of Child Support Agency Case Closure Outcomes

4. quite friendly? or
5. very friendly?

### Whether experienced domestic violence with Paying Parent

{ask all}

#### HDV [IDV]

Again, this is quite a personal question, but have you ever been concerned that you were unsafe or at risk of harm when with {TEXTFILL Paying Parent's name}?

1. Yes.
2. No.

### Whether any current contact with Paying Parent

{ask all}

#### HExCh [IExCh]

Thinking about the last year, how often did you see {TEXTFILL Paying Parent's name}?

INTERVIEWER: IF SEPARATED IN THE LAST YEAR PLEASE ASK THEM TO THINK ABOUT THE TIME SINCE THE SEPARATION

WE ARE INTERESTED IN WHEN THEY ACTUALLY HAD CONTACT, SO DO NOT INCLUDE SEEING THEM IN THE STREET OR OUT OF THE WINDOW.

PROMPT TO PRECODES

1. Once a week or more often.
2. Once or twice a month.
3. A few times a year or less often.
4. Not at all.

### Friendliness of current relationship with Paying Parent

*{if HExCh does not equal not at all}*

#### HPRelF [IPRelF] ]

How would you describe your relationship with him/her these days? Is it ...

READ OUT AND CODE FIRST TO APPLY

1. ... friendly?
2. neither friendly nor unfriendly? or
3. unfriendly?

## Section I: Socio demographics

### Aims:

Establish:

- Economic status of parent and Paying Parent.
- Household income.

### Economic status of respondent and partner

{ask all}

#### IWYN [JWYN]

We just have a few questions about you and your household. Can I just check, are you currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.

{ask if respondent lives with a partner, BParLiv= yes}

#### IParW [JParW]

Can I just check, is your husband/wife or partner currently in paid work?

INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.

### Economic status of Paying Parent

## Survey of Child Support Agency Case Closure Outcomes

{ask all}

### IExJYN [JExJYN]

Is {TEXTFILL Paying Parent's name} currently in paid work? INCLUDE PAID MATERNITY LEAVE, OTHER PAID LEAVE AND SELF EMPLOYMENT AS PAID JOB.

IF UNPAID MATERNITY LEAVE, CODE AS PAID WORK IF EXPECTS TO RETURN TO JOB WITH SAME EMPLOYER

TEMPORARY ABSENCES FROM WORK (E.G. DUE TO SICKNESS OR PAID LEAVE) SHOULD BE CODED AS WORK

1. Yes.
2. No.
3. Don't know

### Ethnicity

{ask all}

### IEthnic [JEthnic]

What is your ethnic group?

CODE AS APPROPRIATE: PROMPT TO SPECIFY IF NEEDED:

1. White English/Welsh/Scottish/Northern Irish/British.
2. Irish.
3. Gypsy or Irish Traveller.
4. Other white.
5. Mixed white and black Caribbean.
6. Mixed white and black African.
7. Mixed white and Asian.
8. Other mixed.
9. Black Caribbean.
10. Black African.
11. Other black/black British.
12. Indian.
13. Pakistani.
14. Bangladeshi.
15. Chinese.
16. Other Asian.
17. Arab.
18. Other ethnic group (please specify).

**Income**

{Ask All}

**Inc [JInc]**

I am now going to ask you some questions about your household income.

{Ask all}

**IncBP [JIncBP]**

I will read out some different levels of income for you to choose from. Please could you tell me if you'd prefer me to read out weekly, monthly or annual amounts.

1. weekly.
2. monthly.
3. yearly.

{Ask all}

**IncBW [JIncBW]**

Thinking of your household's total [weekly/monthly/annual] income from all sources, before any deductions for income tax, National Insurance, and so on, is it £[500 per week/2,167 per month/26,000 per year] or more?

1. Yes.
2. No.

{If IncBW=Yes}

**IncUp [JIncUp]**

And is it £[770 per week/3,334 per month/40,000 per year] or more?

1. Yes.
2. No

{If IncUp=Yes}

**IncUp1 [JIncUp1]**

And is it ... READ OUT

1. between [£770 and £899/£3,334 and £3,899/£40,000 and £46,799]?
2. between [£900 and £999/£3,900 and £4,332/£46,800 and £51,999]? or
3. [£1000/£4,333/£52,000]and over?

{If IncUp=No}

## Survey of Child Support Agency Case Closure Outcomes

### **IIncUp2 [JIncUp2]**

And is it ... READ OUT

1. between [£500 and £599/£2,167 and £2,599/£26,000 and £31,199]?
2. between [£600 and £699/£2,600 and £3,032/£31,200 and £36,399]? or
3. between [£700 and £769/£3,033 and £3,333/£36,400 and £39,999]?

{If IIncBW=No}

### **IIncDw [JIncDw]**

Is it less than £[200 per week/867 per month/10,400 per year]?

1. Yes.
2. No.

{If IIncDw=Yes}

### **IIncDw1 [JIncDw1]**

And is it ... READ OUT

1. up to [£49/£216/£2599]?
2. between [£50 and £99/£217 and £432/£2,600 and £5,199]? or
3. between [£100 and £199/£433 and £866/£5,200 and £10,399]?

{If IIncDw=No}

### **IIncDw2 [JIncDw2]**

And is it ... READ OUT

1. between [£200 and £299/£867 and £1,299/£10,400 and £15,599]?
2. between [£300 and £399/£1,300 and £1,733/£15,600 and £20,799]? or
3. between [£400 and £499/£1,734 and £2,166/£20,800 and £25,999]?

## Section J: Recontact and data linkage

### Aim:

- Gain permission for data linkage and recontact and details for recontact.

### Consent to data linkage

#### Jlink [Klink]

The information we've collected from you today is really important in helping the Department for Work and Pensions, the DWP, to understand how well the closing down of the CSA is working for parents. The DWP would like to add information they hold on your child maintenance records to your answers to this interview, this will give them a better picture of how well the closure of the CSA has worked for different kinds of people.

If you agree, we will pass DWP a code that links your answers in this interview to your government records. They would do this for research and statistical purposes only. Your answers would only be seen by a small number of specialist researchers within the DWP and no-one else, and would be kept confidential to the research team. So any dealings you might have with the DWP, Child Maintenance Service, or any other government agencies will not be affected at all, in any way.

Would it be ok for us to let DWP match your answers to your records?

1. Yes.
2. No.

{ask all}

#### JSupport [KSupport]

Thank you for talking to us, as we know it's not always easy to talk about personal issues like this. I have some contact details of organisations that can offer support. I need to tell everyone about the National Domestic Violence Helpline on 0808 2000 247. And, I must tell you that if you are at all concerned for the safety of yourself or your children you should call the police on 999. I'd also just like to check if you think you might need any contact details of organisations that offer support to separated and lone parents?

ADD IF NECESSARY

CM Options provide information and support about child maintenance, you can contact them on

0800 988 0988 or their website is [www.cmoptions.org](http://www.cmoptions.org)

For more information and support for separated parents, the Sorting Out Separation website has links to a wide range of approved organisations and services. Their website is [www.sortingoutseparation.org.uk](http://www.sortingoutseparation.org.uk)

{ask all}

#### JThank

That is the end of the interview, thank you very much for your time.

# Appendix D

## Topic Guide

### **P11540 CSA case closure – Paying Parents topic guide**

#### **Aims of the research:**

- Understand experiences of the case closure process.
- Understand decision making processes when choosing alternative arrangements.
- Understand experiences of making alternative arrangements.
- Explore the facilitators and barriers to sustaining arrangements from the paying parent's perspective.

#### **Overview of topics to be covered in interviews:**

1. Introduction.
2. Background information about the participant.
3. Previous CSA arrangement.
4. Experience of CSA case closure.
5. Setting up a new arrangement.
6. Experiences of new arrangement.
7. Future plans and final reflections.

#### **The topic guide**

The topic guide does not contain follow-up probes and questions like 'why', 'when', 'how', etc. as participants' contributions will be explored fully using prompts and probes to understand how and why views, behaviours and experiences have arisen.

## **1 Introduction**

- Thank respondent for agreeing to take part.
- Introduce yourself and NatGen.
- Introduce the study:
  - Funded by DWP.
  - Exploring experiences of CSA case closure and child maintenance.
  - Interviewing Paying Parents and a survey of Receiving Parents.



## Survey of Child Support Agency Case Closure Outcomes

- Topics covered:
  - ~ Your experiences of CSA case closure.
  - ~ What alternative arrangements you have put in place.
  - ~ How well the arrangement works.
  - ~ What else could be done to support parents to set arrangements up.
- Digital recording – check OK.
- Reassure re confidentiality – if you say something which indicates that you or someone else might be at risk of significant harm, we might have to tell someone else.
- Data kept securely in accordance with Data Protection Act.
- How we will report findings- anonymous, DWP, CMS and other parents will not know who has taken part.
- No impact on child maintenance case.
- Reminder of interview length (45 minutes), check OK.
- Right to not discuss any issue, have a break, and withdraw during/after the interview.
- £20 High Street shopping voucher sent after the interview, as a thank-you gift. Will not affect any benefits or tax credits.
- Any questions or concerns?

## START RECORDING

### 2 Background information

**Aim: to explore the parent's relationship with their ex, their children and their current household situation and employment status**

**(Keep brief as some information will be gathered during screening)**

- Current circumstances:
  - Respondent household composition – e.g. new partner, new/other children?
  - Work status (remind that answers are anonymous and won't 'get back' to CMS).
- Relationship with ex-partner:
  - Length of separation from named parent (if ever a couple).
  - Number of children with ex-partner and ages.
  - Contact with children – frequency.
  - Whether 'shared care'.
  - Relationship with ex-partner:
    - ~ Levels of contact.
    - ~ Ease/difficulty of speaking about financial issues.

### 3 Previous CSA arrangement

**Aim: to understand their previous experience of child maintenance under CSA (as context for discussion of post-closure arrangements)**

**[NOTE: nil-assessed respondents may have had limited contact with CSA. If this is the case, this section can be brief]**

- Nature of previous CSA arrangement.

For those who paid maintenance:

- Maintenance Direct or Collection Service.
- Length of time arrangement in place.
- Level of maintenance paid under this arrangement.
- Reasons the arrangement worked well/didn't work well.

For those who did not pay maintenance (nil-assessed/nil compliant):

- Reasons why no maintenance paid.
- Financial circumstances.
- Relationship with ex-partner.
- Contact with children.
- Other.

### 4 Experiences of CSA case closure

**Aim: to understand their experiences of CSA case closure, including their awareness of case closure, views on how this was communicated, sources of information and understanding of next steps.**

- Level of awareness of CSA case closure:
  - Whether they were aware of the closure of their CSA case.
  - How case closure was communicated to them:
    - ~ By letter from CSA.
    - ~ By being telephoned by DWP about case closure.
    - ~ By ex-partner.
    - ~ Friends and family.
    - ~ Internet e.g. Gov.uk.
    - ~ Social media e.g. DWP Facebook page, Twitter.
    - ~ Other media?
    - ~ By being telephoned by DWP about case closure.
  - Views on whether/how communication could be improved:
    - ~ Ease/difficulty of understanding communication.

## Survey of Child Support Agency Case Closure Outcomes

- Views on CSA case closure:
  - Views on CSA case closure administration.
  - Nature of any concerns/issues regarding administration of case closure:
    - ~ In general.
    - ~ For their individual case.
- Understanding of next steps and how to set up a new arrangement:
  - Whether they knew how to set up a new arrangement.
  - Views on information provided by CSA on next steps:
    - ~ Usefulness.
    - ~ Any additional information needed.
  - Other sources of information/guidance on next steps:
    - ~ Other organisations.
    - ~ Ex-partner.
    - ~ CM Options:
      - Views on usefulness/quality of information.

### 5 Setting up a new arrangement

**Aim: to explore the decision making process when setting up a new arrangement, including who was involved, types of arrangements considered and sources of support/guidance. For those with no arrangement in place, explore the reasons for this in-depth.**

- Whether they have a new maintenance arrangement in place

#### **FOR RESPONDENTS WHO DO (OR ARE IN PROCESS OF SETTING ONE UP):**

- Type of arrangement in place/planned:
  - CMS Direct Pay (CMS make calculation and payment organised between parents).
  - CMS Collect and Pay (CMS collects payment and pays receiving parent – ongoing charge for this service).
  - Family-based arrangement (no involvement of CMS – can include non-financial contributions e.g. clothes; irregular payments; pocket money etc).
  - Court order.
- Length of time arrangement has been in place.
- Decision making process:
  - Who initiated process e.g. them/ex-partner:
    - ~ Whether they took lead in initiating new process.

## Survey of Child Support Agency Case Closure Outcomes

- Who was involved in the decision:
  - ~ How involved they were.
  - ~ Role of ex-partner.
  - ~ Role of CMS (e.g. Unlikely to Pay check).
- Satisfaction with decision:
  - ~ Whether it was their first choice option.
  - ~ Why/why not.
- Role of Child Maintenance Options in decision making:
  - Experiences/use of website:
    - ~ Ease/difficulty of access.
    - ~ Views on usefulness/quality of information.
    - ~ Improvements.
  - Experiences/use of Child Maintenance Options helpline:
    - ~ Ease/difficulty of access.
    - ~ Views on usefulness/quality of advice.
    - ~ Improvements.
  - Whether used on-line maintenance calculator:
    - ~ Views on usefulness.
  - Other sources of support/guidance.

### **FOR RESPONDENTS WHO DO NOT:**

- Whether they have explored setting up a new arrangement:
  - If yes, what options they have considered:
    - ~ Family-based arrangement:
      - Views on pros/cons.
      - Barriers to setting up a family-based arrangement.
  - Whether considered applying to the CMS:
    - Influence of £20 fee.
  - ~ Direct Pay:
    - Understanding of Direct Pay.
    - Views on pros/cons.

## Survey of Child Support Agency Case Closure Outcomes

- ~ Collect and Pay:
  - Understanding of Collect and Pay.
  - Views on pros/cons.
  - Influence of 20% fee on decision making not to use Collect and Pay.
  - Influence of 4% fee for receiving parent on decision not to use Collect and Pay.
- If no, barriers to setting up a new arrangement:
  - ~ Relationship with ex-partner.
  - ~ Financial situation.
  - ~ Contact with children.
  - ~ Other barriers.
- Are there any other reasons why you haven't set up a new arrangement.
- Facilitators to setting up a new arrangement:
  - Ways in which barriers to setting up an arrangement could be overcome.
  - Views on information/support available.

Recommendations for any additional support/information that would be helpful.

- Views on likelihood that arrangement will be made in the future:
  - What changes would need to happen for this to be feasible.

## 6 Experiences of new arrangement

**Aim: to explore their experiences of their new arrangement, including reasons for arrangement chosen (compared to alternative options), their experiences of setting up their new arrangement and whether the arrangement is being adhered to.**

**[ROUTE TO RELEVANT SECTION DEPENDING ON RESPONSES IN SECTION 5]**

### Direct Pay

- Why they chose Direct Pay over other types of arrangement:
  - Collect and Pay:
    - ~ Explore awareness of 'Collect and Pay'.
    - ~ Awareness of fees and the impact of fees on decision to use Direct Pay.
  - Family-based arrangement;
    - ~ Reasons for Direct Pay rather than family-based arrangement.
    - ~ Awareness of £20 fee for Direct Pay service – views on this.
  - Sources of information/advice on Direct Pay.

## Survey of Child Support Agency Case Closure Outcomes

- Setting up the Direct Pay arrangement:
  - Experience of Direct Pay calculation process e.g. when the CMS looks at your income and how many children you have and calculates the amount of maintenance that should be paid:
    - ~ What was involved.
    - ~ Timescales.
  - Understanding of calculation:
    - ~ The amount of maintenance CMS said was due.
    - ~ Views on fairness/affordability.
  - Next steps after receiving the calculation:
    - ~ Length of time from calculation to setting up arrangement.
    - ~ Awareness that CMS can act as intermediary to collect bank details from ex-partner.
  - Issues with getting the arrangement in place:
    - ~ Any issues with sharing bank details and how resolved.
    - ~ Awareness that CMS can act as intermediary to collect bank details from ex-partner.
  - Process of deciding method of payment.
  - Involvement of CMS after the calculation.
- Whether payments are being made (explore sensitively, remind confidentiality):
  - Views on how well the arrangement is working:
    - ~ How compares to previous CSA arrangement (more or less effective).
      - Administration.
      - Level of maintenance.
  - Whether they pay the amount the CMS calculated.
  - Frequency of payments:
    - ~ How frequency was decided.
  - Whether they pay on time:
    - ~ Extent to which possibility of Collect and Pay arrangement influences compliance.
  - Whether payments have been missed:
    - ~ Extent to which possibility of Collect and Pay arrangement influences compliance.
- Nature of any changes to arrangement since set-up:
  - Change of circumstances/income.
  - Ease/difficulty of making change.

### Family-based arrangement

- Nature of their family-based arrangement:
  - Whether includes financial payments:
    - ~ Levels and how these were agreed.
    - ~ Frequency – regular or ad-hoc.
  - Whether includes non-financial contributions:
    - ~ What form these take e.g. clothes, food, etc.
    - ~ How agreement was reached on non-financial contributions.
  - Level of shared care:
    - ~ Extent to which care is shared.
- Why they chose family-based arrangement over other types of arrangement:
  - Collect and Pay:
    - ~ Explore awareness of ‘Collect and Pay’.
    - ~ Reasons for FBA rather than ‘Collect and Pay’.
    - ~ Awareness of fees and the impact of Collect and Pay fees on decision to have a FBA.
  - Direct Pay:
    - ~ Reasons for family-based arrangement rather than Direct Pay.
    - ~ Awareness of £20 fee for Direct Pay service – influence on decision to have FBA.
  - Sources of information/advice on family-based arrangement.
- Setting up the FBA:
  - Ease/difficulty of agreeing FBA with ex-partner:
    - ~ Satisfaction with agreement reached.
- Whether FBA arrangement has been maintained (explore sensitively, remind confidentiality):
  - Views on how well the arrangement is working:
    - ~ How compares to previous CSA arrangement (more or less effective):
      - Administration.
      - Level of maintenance.
  - Nature of any issues/concerns with FBA:
    - ~ Ease/difficulty of discussing these with ex-partner.
  - Whether payments have been missed:
    - ~ Reasons for missed payments.
    - ~ How/if issues have been resolved with ex-partner.

## Survey of Child Support Agency Case Closure Outcomes

- Nature of any changes to arrangement since FBA set-up:
  - Change of circumstances/income.
  - Ease/difficulty of making change.
- Views on what support families need to help them make family-based arrangements.

### Collect and Pay arrangement

- Why they have a 'Collect and Pay' arrangement over other types of arrangement:
  - Direct Pay:
    - ~ Explore awareness of 'Direct Pay'.
    - ~ Reasons for 'Collect and Pay' rather than 'Direct Pay'.
  - Family-based arrangement:
    - ~ Reasons for 'Collect and Pay' rather FBA.
    - ~ Barriers to FBA.
  - Sources of information/advice on Collect and Pay.
  - Views on fees for use of Collect and Pay:
    - ~ 20% fee for paying parent, 4% fee for receiving parent.
    - ~ Extent fees have influenced decision to have 'Collect and Pay' arrangement.
    - ~ Affordability of 20% fee.
- Setting up the 'Collect and Pay' arrangement:
  - Experience of setting up 'Collect and Pay' arrangement:
    - ~ What was involved.
    - ~ Timescales.
    - ~ Ease/difficulty of setting up arrangement.
  - Understanding of calculation:
    - ~ The amount of maintenance CMS said was due.
    - ~ Views on fairness/affordability.
  - Next steps after receiving the calculation:
    - ~ Length of time from calculation to setting up arrangement.
  - Experiences of 'Collect and Pay' administration e.g. process of taking and transmitting money:
    - ~ Whether paying via Direct Debit or Deduction from Earnings.
      - Views on this.
    - ~ Any issues/concerns with Collect and Pay administration.



## Survey of Child Support Agency Case Closure Outcomes

- Whether payments are being made (explore sensitively, remind confidentiality):
  - Views on how well the arrangement is working:
    - ~ How compares to previous CSA arrangement (more or less effective).
      - Administration.
      - Level of maintenance.
  - Whether payments have been missed:
    - Reasons for missed payments.
    - Experience of enforcement action.
- Nature of any changes to arrangement since set-up:
  - Change of circumstances/income.
  - Ease/difficulty of making change.

## 7 Future plans and final reflections

**Aim: to explore any plans to change their child maintenance arrangement in the future. Also to gather their final reflections on child maintenance arrangements and nature of any further support/guidance they would like to help sustain maintenance arrangements**

- Any plans to change arrangement in the future:
  - What alternative arrangement they would like to put in place:
    - ~ Family-based arrangement.
    - ~ Collect and Pay.
    - ~ Direct Pay.
    - ~ Other.
  - Views on likelihood of alternative arrangement being put in place:
    - ~ What would help/support alternative arrangement being made.
    - ~ Nature of barriers to alternative arrangement.
- Final reflections on current maintenance arrangements:
  - What works well.
  - What doesn't work well.
- What the government could do to support separated parents to sustain child maintenance arrangements.
- For 'Collect and Pay' cases only:
  - Awareness that they can request a change to Direct Pay:
    - ~ After 6 months for those paying by Direct Debt.
    - ~ After 12 months for those initially paying by Deduction from Earnings.

## **Survey of Child Support Agency Case Closure Outcomes**

- Whether they plan to request this change:
  - ~ Reasons.
- Views on timescales for changes to Direct Pay.

**Any other comments or questions before we finish?**

**Thank you very much for your help.**

# References

- DWP, (2006a). *Recovering child support: routes to responsibility*. Cm 6894. London: TSO.
- DWP, (2006b). *A fresh start: child support redesign – the Government’s response to Sir David Henshaw*. Cm 6895. London: TSO.
- DWP, (2012a). *Supporting separated families: securing children’s futures*. CM8742, London: TSO.
- DWP, (2012b). *Estimating the impact of CSA case closure and charging*.
- DWP, (2016). *Survey of Child Maintenance Service Direct Pay clients*. London: TSO.
- Ireland, E., Poole, E, Armstrong, C and Purdon, S.(2011). Evaluation of the Child Maintenance Options Service. Child Maintenance and Enforcement Commission.
- Wikeley, N., Ireland, E., Bryson, C., and Smith, R. (2008). *Relationship Separation and Child Support*, DWP Research Report No: 503.
- Wikeley, N. (2006). *Child Support Law and Policy*. Oxford: Hart Publishing.
- Wikeley, N. (2007). *Contact and Child Support – Putting the horse before the cart*, Family Law, 343-346.