

The Department for Work and Pensions (DWP) is responsible for the child maintenance system in Great Britain. It funds information and support for separating parents and runs the three statutory child maintenance schemes, which calculate how much maintenance should be paid and assist with collection arrangements.

Main stories as of March 2017

This publication contains the most up-to-date tables and breakdowns on the **1993 and 2003 schemes operated through the Child Support Agency (CSA) only**. Case Closure continues to have a big effect on the figures as more cases are closed and all new applications are now being processed on the 2012 scheme. The order in which cases are selected within segments as part of the case closure process particularly impacts on the figures; more information on segments can be found in the definitions section at the end of this publication.

Cases contributing towards
current liability has
decreased for the second
time since September 2013

1.0

Percentage
Point



Total Cases with arrears
has decreased

4.5%



Children benefiting from
maintenance has
decreased by 32.2%



167,200 Children benefitted from
Maintenance



At a glance

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Live Caseload has decreased by 56,300

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Children Benefitting from maintenance down 32.2%

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Case Contributing has decreased to 90.2% down 1 percentage point

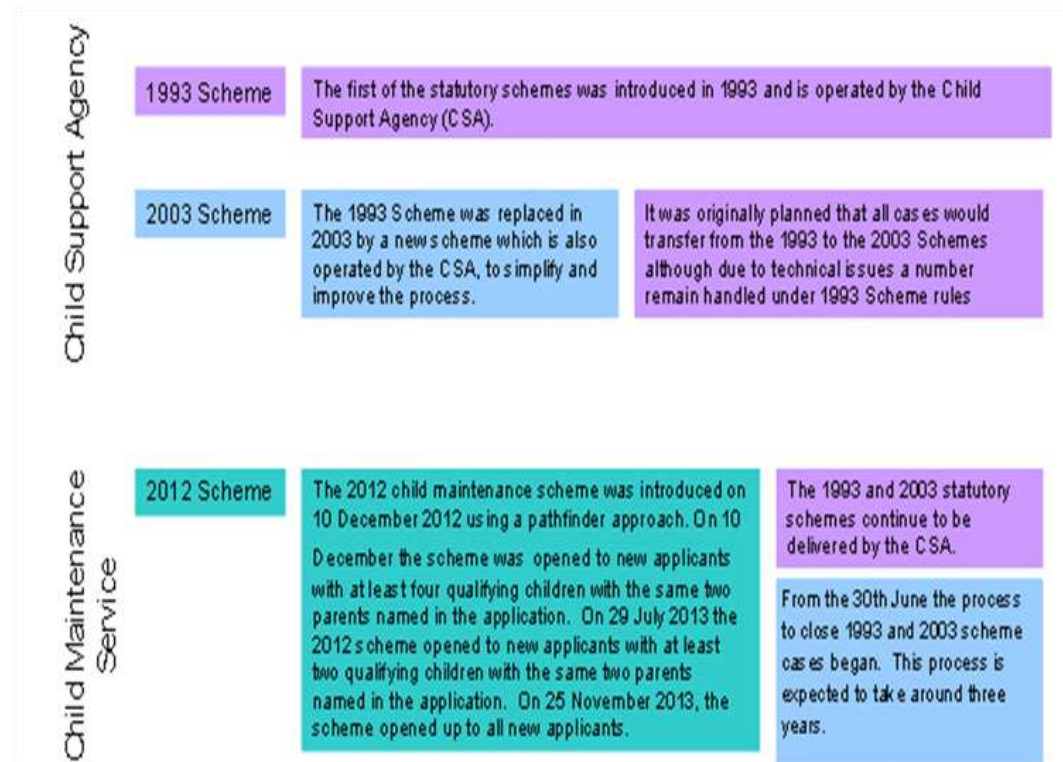
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700 cases have transferred to Maintenance Direct

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Background

This publication contains the most up-to-date tables and breakdowns on the **1993 and 2003 schemes operated through the Child Support Agency (CSA) only**. The publication does not cover statistics on the 2012 Scheme operated by the Child Maintenance Service which are [published separately](#), in line with our [strategy for publication](#) of 2012 Scheme information because of the differing intents of the two services. This publication also does not cover statistics on 1993 and 2003 Scheme arrears that have transitioned to the 2012 IT System, which are [published separately](#) in the Client Funds Account.



For more information please see the background information document [here](#).

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Comments? Feedback is welcome

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Summary of Key Measures for March 2017

The table below reflects the performance of cases managed on the CSA Systems.

	Key Measures				
	March 2013	March 2014	March 2015	March 2016	March 2017
Proportion of cases making a contribution towards current liability in the quarter^(1,2,4)	83.7%	85.6%	87.9%	92.1%	90.2%
Number of Cases Contributing towards Current Liability^(1,2,4)	646,400	631,900	557,900	379,300	125,000
Number of Cases with a Current Liability^(1,2,4)	772,600	738,500	634,900	411,700	138,600
Proportion of Cases paying Full Liability (90% or more)^(1,3,4)	59.4%	64.0%	68.4%	74.3%	71.7%
Number of Children Benefiting at quarter end^(1,2,4)	905,400	871,800	762,100	517,400	167,200
Maintenance Collected and arranged^(1,2,4) (12 month rolling figure)	£1,229.9m	£1,270.5m	£1,177.2m	£999.5m	£569.7m
Outstanding Arrears^(1,4)	£3,806.1m	£3,849.0m	£3,850.3m	£3,708.1m	£3,240.8m

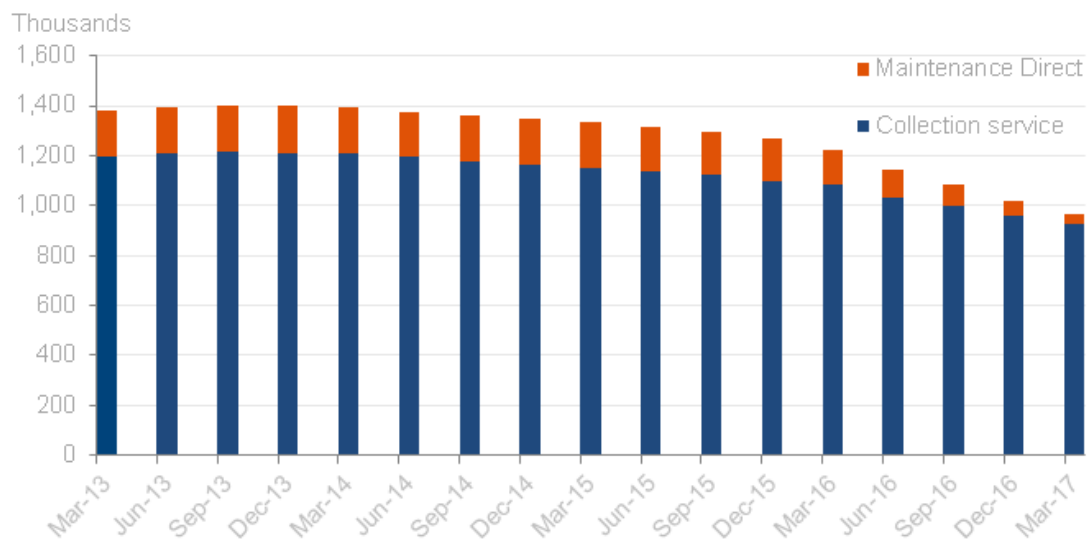
Notes:

- 1) Measures are against the 1993 and 2003 statutory maintenance services only, including cases managed off system.
- 2) Maintenance Direct is where, following a maintenance calculation by CSA, the non-resident parent pays child maintenance directly to the parent with care. Cases which are recorded as Maintenance Direct, approximately 4% of the live caseload, are assumed to be fully meeting their current liability since clients can come back to the CSA if there is a default on their payment or to request a new calculation.
- 3) Following internal analysis of child maintenance systems and external consultation it was agreed to move to report cases paying full liability as those cases paying 90% of their liability, as it provides a more accurate and meaningful measure. Maintenance direct cases are not included in the full liability columns as it is assumed money is flowing between parents.
- 4) As new applications are no longer being received onto 1993/2003 schemes and the case closure process continues, comparison of the indicators over time is becoming less meaningful. We do, however, continue to monitor these performance measures.

Live Caseload March 2013 – March 2017

The numbers of live cases have decreased by 56,300 in the quarter to March 2017 with 80% of those cases being from the 2003 scheme.

The number of live cases currently being handled by the Agency from March 2012 to March 2017.



- In the quarter to March 2017 the live caseload stood at 965,200. This is a decrease of 56,300 when compared to December 2016. The Collection Service caseload saw a greater reduction in volume than the Maintenance Direct caseload.
- There has been a continued decrease in the number of cases in the Clerical Case Database. As of March 2017, there were 27,700 cases being managed off system.



- The proportion of male to female non-resident parents in March 2017 is in line with previous quarters, with a male non-resident parent in 9 out of 10 live cases¹.

The decrease in the live caseload following March 2013 has been expected due to the fact that new cases are no longer being processed on the 2003 Scheme, after the introduction of the 2012 Scheme, and as cases close as part of the CSA case closure process.

About the Clerical Case Database

A number of Agency cases are being maintained on the Clerical Case Database and managed off system. These are defined as cases which, due to technical issues, cannot be processed on the core computer systems. Such technical issues arise from cases where either a calculation cannot be accurately maintained on the 2003 scheme, or where a calculation can be maintained on regular systems but problems have prevented other activities from being carried out on the system.

For the full breakdown of caseload see **Table 1** in the supplementary tables.

For data on the Clerical caseload see **Table 2** in the supplementary tables.

1) The proportion of cases where the non-resident parent is male excludes cases managed off-system, which accounts for approximately 4% of the live caseload. The calculation is based on the live cases on 1993 and 2003 schemes, excluding cases managed off system.

Caseload Status March 2012 – March 2017

The number of cases paying the full liability owed on the Collection Service has decreased by 11.9% in the quarter to March 2017.

The status of all cases with an assessment or calculation from March 2012 to March 2017.



There has been a moderate decrease in cases paying nothing; this is likely due to the closure of non-compliant cases as part of the case closure process.

- Cases paying nothing have decreased from 17,600 in December 2016 to 13,600 in March 2017. This is a 22.7% decrease.

The number cases paying more than liability with arrears have decreased the most in the latest quarter, from 64,900 in December 2016 to 37,400 in March 2017, a decrease of 42.4%. This decrease has been observed since the end of 2015, when the case closure process for segment 4 cases began (these are compliant cases and are more likely to be paying more than their liability). The variations between 2012 and 2014 are likely due to seasonal changes in DWP resourcing.

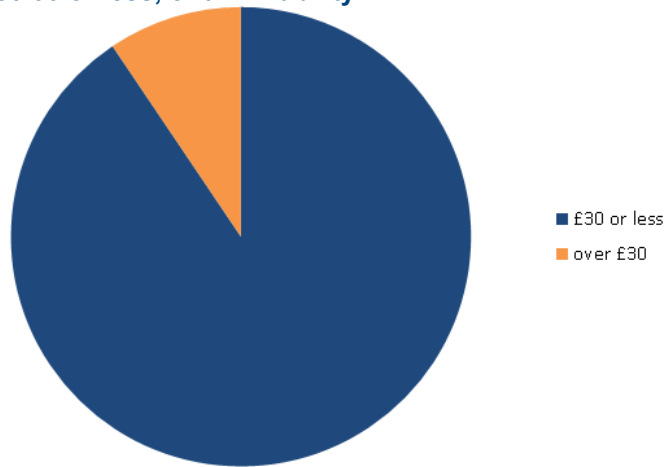
A full breakdown of the caseload status is available in **table 3** of the supplementary tables. There is also a full breakdown of each scheme. The 2003 scheme breakdown of caseload status is in **table 4** and the 1993 scheme in **table 5** in the supplementary tables.

More Information on Caseload Status

The increase in the proportion of cases contributing towards current liability is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. Since segment 4 cases have started to close, the number of cases contributing towards liability have been decreasing since the end of 2015. Full definitions of segments can be found at the back of this document.

Caseload by Weekly Liability Value

Of the live caseload 90.5% have an assessment of £30.00 or less, or a nil liability.

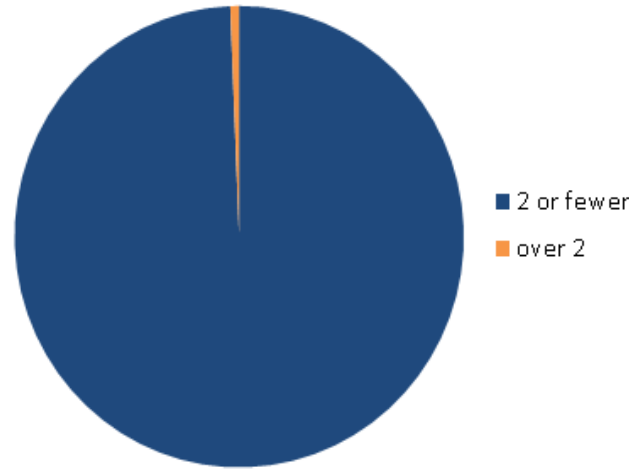


- The average weekly maintenance liability (including nil liability-cases that have been assessed and their assessment value is 0) stands at £6.04, excluding nil liability the average is £42.07.
- As of March 2017, 90.5% of the live caseload had a maintenance assessment of £30 or less, or a nil liability.

For the full breakdown of the caseload by weekly liability value see **Table 6** in the supplementary tables.

Caseload by Number of Qualifying Children

Of the live caseload 99.4% of cases have 2 or fewer qualifying children.



For the full breakdown of the caseload by number of qualifying children see **Table 7** in the supplementary tables.

Children Benefiting from Maintenance

The number of children benefiting has been on a downward trend since June 2013. The change in trend can be attributed to the fact that all new applications are now being processed on the 2012 scheme. The CSA Case Closure process has added to the continued reduction.



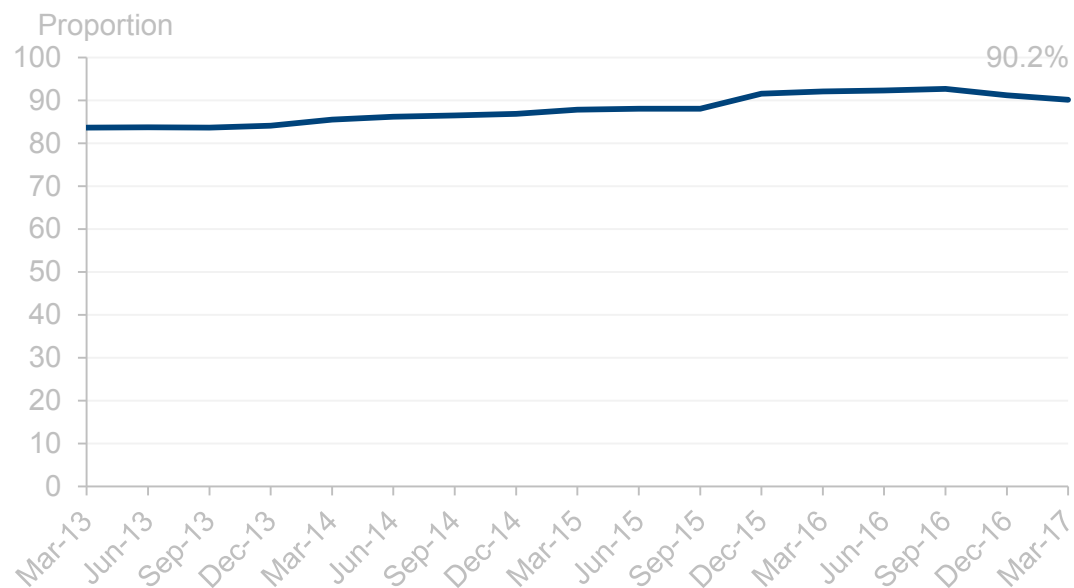
The number of children benefiting has decreased from 246,600 in December 2016 to 167,200 as of March 2017. This is a 32.2% decrease from the previous quarter.

For the full breakdown of children benefiting from maintenance see **Table 8** in the supplementary tables.

Cases Contributing towards Current Liability

The proportion of cases contributing has decreased for a second successive quarter since September 2013.

The proportion of cases contributing towards Current Liability from March 2013 to March 2017.



For the full data see **Table 9** in the supplementary tables.

Both the number of cases with a current liability and the number of cases with a contribution towards current liability have been on a downward trend since June 2013.

Despite this, the proportion of cases contributing towards a current liability has increased since September 2013 until the latest two quarters. This has been driven by the order of the Case Closure process.

- In the quarter to March 2017, 125,000 (or 90.2%) cases were paying towards their maintenance out of 138,600 cases with a child maintenance liability. This is compared to 182,700 (or 91.2%) out of 200,300 cases with a child maintenance liability in the quarter to December 2016.
- The proportion of cases contributing towards current liability assumes 100% compliance for Maintenance Direct. For illustrative purposes, if this assumption was to change to show Maintenance Direct with the same compliance as the Collection Service then there would be on average a 5 percentage point reduction in compliance.

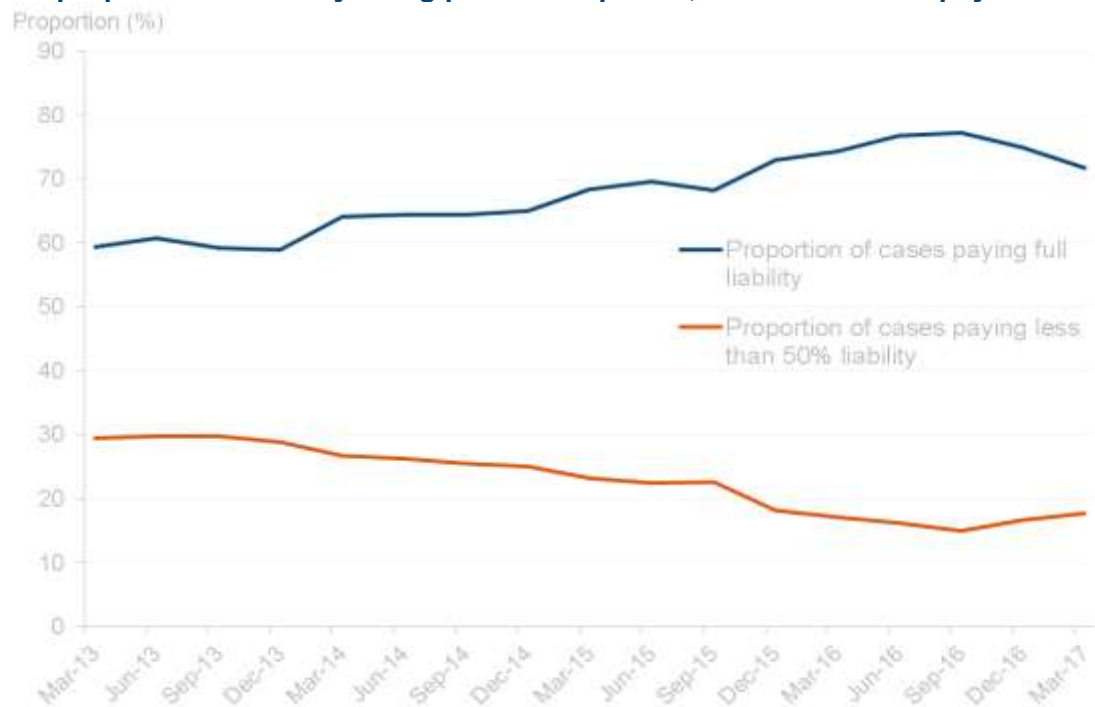
More Information on Cases Contributing towards Current Liability

The increase in the proportion of cases contributing towards current liability, until this quarter, is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As segment 4 cases continue to close, the proportion of cases contributing towards liability is starting to decrease. Full Definitions of Segments can be found at the back of this document.

Proportion of Liability Paid in the quarter to March 2017

The proportion of cases paying their full liability via the collection service has decreased for two consecutive quarters since September 2015.

The proportion of liability being paid each quarter, for cases due to pay via the collection service from March 2013 to March 2017.



The proportion of cases paying their full liability via the Collection Service has generally increased since March 2014. The latest quarter recorded a 3.2 percentage point drop in the proportion of cases paying full liability via the Collection Service. The proportion of cases with a 0% contribution towards their liability and those paying less than 50% is no longer on a downward trend.

- Of cases due to pay via the Collection Service 71.7% paid their full liability in the quarter to March 2017, which is a decrease from 74.9% in December 2016.
- The number of cases paying less than 50% of their liability via the Collection Service has increased from 16.7% in the quarter to December 2016 to 17.7% in the quarter to March 2017.

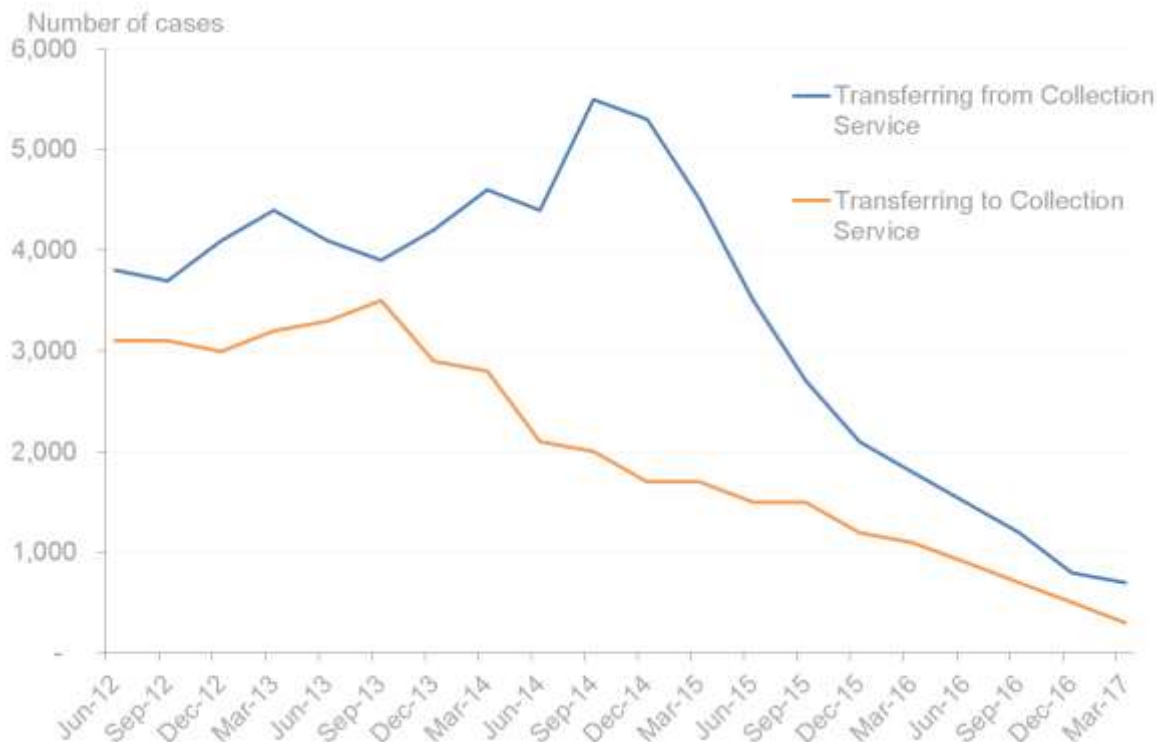
For a full breakdown of the proportion of liability paid in quarter please see **table 10** in the supplementary tables.

More Information on Proportion of Liability Paid in quarter to March 2017

The increase in the proportion of liability paid, until this quarter, is likely due to the order in which cases are selected for case closure. Nil assessed (segment 1) and non-compliant (segment 2) cases have been selected before compliant cases (Segments 3 and 4). The closure of segment 1 cases will reduce the number of cases with a liability. The closure of segment 2 cases will increase average compliance in the pot of cases that are left. As segment 4 (compliant) cases continue to close, segment 5 cases (those with enforcement action) make up a larger portion of the caseload, therefore decreasing the proportion of cases paying full liability. Full Definitions of Segments can be found at the back of this document.

Maintenance Direct Cases

Both the number of cases transferring from and to the collection service has decrease over the last 2 years due to case closure. Greater reductions can be seen in cases transferring from the Collection Service to Maintenance Direct, although there continues to be a net movement of cases out of the Collection service.



- In the quarter to March 2017, 700 cases transferred from the Collection Service to Maintenance Direct, while 300 cases transferred from Maintenance Direct to the Collection Service.

For the full data on the number of cases transferring to and from Maintenance Direct each quarter see **Table 11** in the supplementary tables.

Liability and Credits

Liability and Credits are the total amount of money due and of this, how much was received or adjusted. The closing balance is the difference between the two at the end of the period.

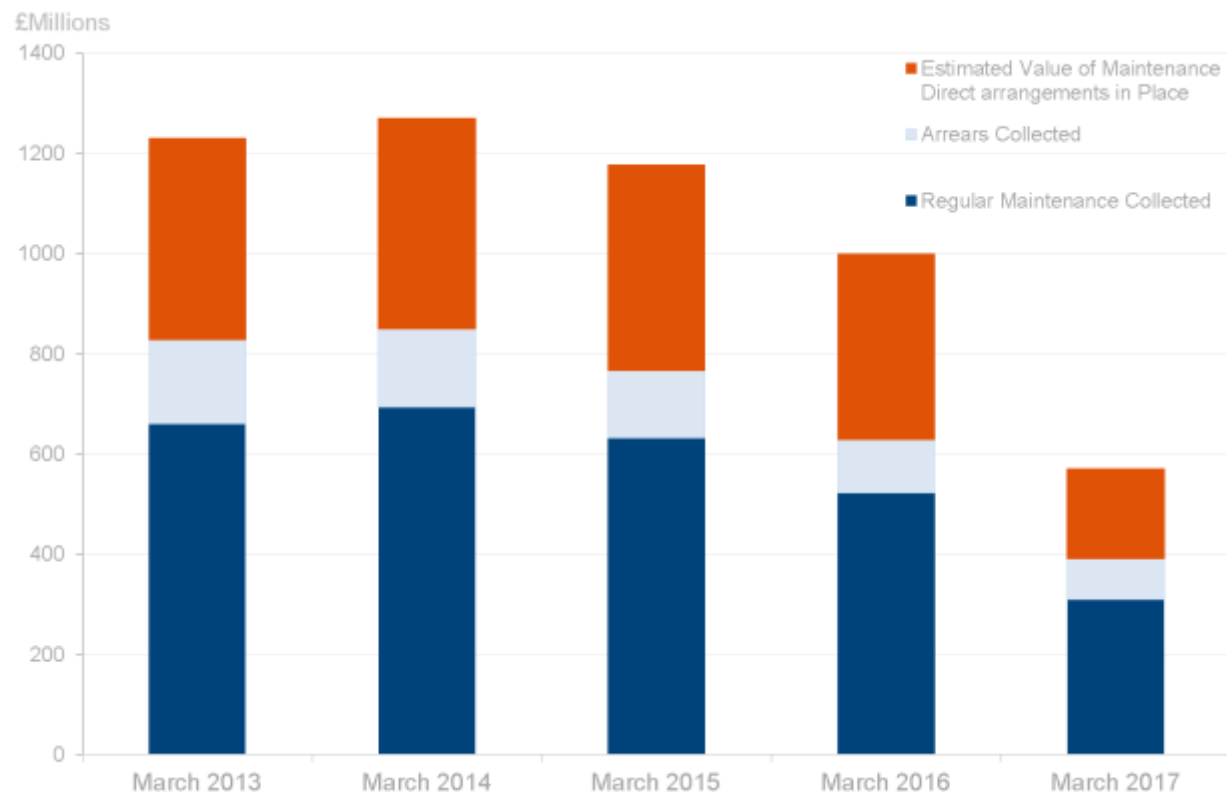
- The total Credits as a proportion of Liabilities has been increasing every quarter since September 2015; this is likely due to the case closure process. The position at the end of March 2017 stood at 99.8% which is an increase of 0.3 percentage points from the end of December 2016 where the position was 99.5%.
- The difference between the liability accrued and the total credits in the quarter to March 2017 stands at £0.2m. This is a decrease compared to the previous quarter where the difference stood at £0.5m, and also £26.3m lower than the biggest difference in December 2013.

Collections versus Liability data, which does not include technical adjustments (e.g. voluntary payments), can be found in table 13.

For the full data on liability and credits see **Table 12** in the supplementary tables. *For credits without voluntary payments, please see table 13.*

Maintenance Collected and Arranged to March 2017

The total amount of maintenance collected by the CSA Collection Service, and the estimated value of Maintenance Direct arrangements.



- In the year to March 2017, the overall maintenance collected and arranged fell to £569.7m, of which £81.9m was arrears. This is compared to a December 2016 figure of £695m, of which £89.5m was arrears and a March 2015 figure of £1,177.2m, of which £135.3m was arrears.
- In the quarter to March 2017, £92.2m was collected and arranged, of which £18m was contribution towards arrears. When compared to December 2016, the amount collected or arranged has decreased by £34.3m and the amount of arrears collected has decreased by £2.0m.

For the full data on maintenance collected and arranged see **Table 14** in the supplementary tables.

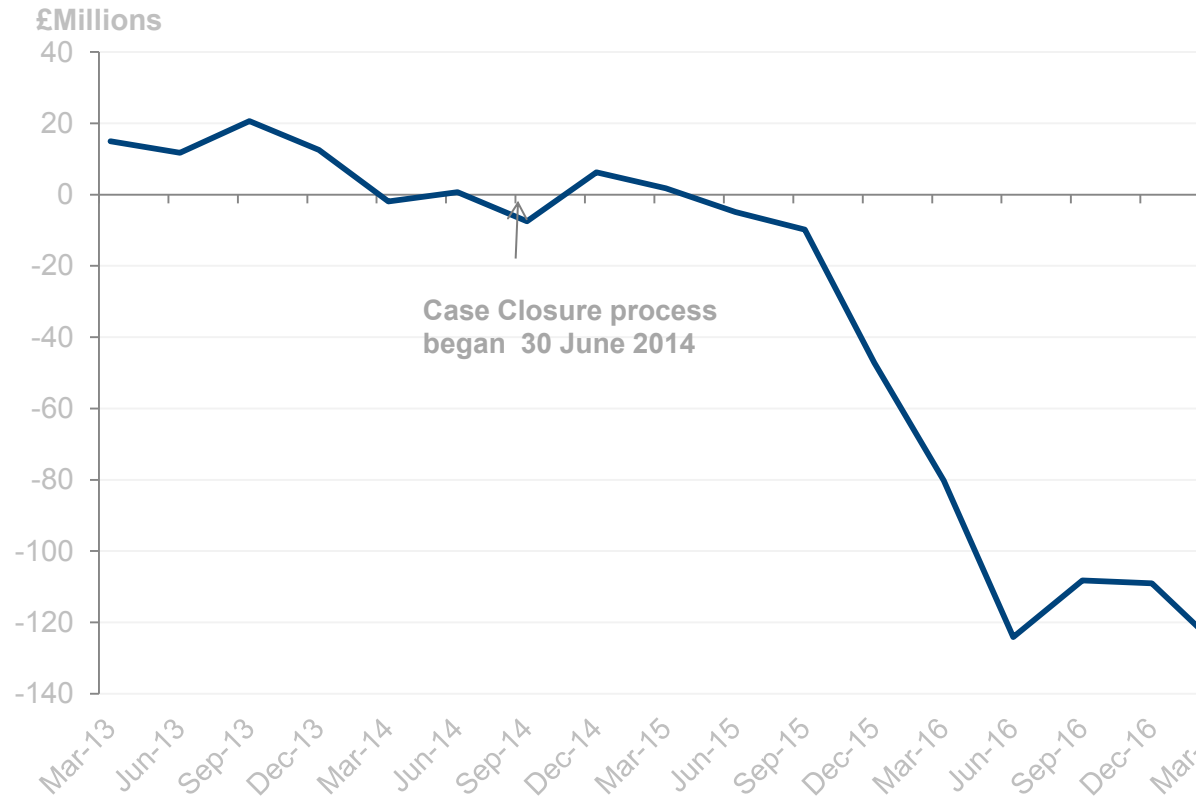
More information on Maintenance collected and arranged

The total amount Collected and Arranged on a 12 month basis to March had previously increased each year, however the latest two years have shown a reduction. Regular maintenance and the amount of arrears collected have reduced over recent years, while yearly Maintenance Direct arrangements have increased until the last three years. The decrease in child maintenance collected or arranged is in part due to cases closing as part of the CSA case closure process and in part due to no new CSA applications as any new applications are going onto the 2012 Scheme.

Outstanding Maintenance Arrears - December 2016

Outstanding maintenance arrears have decreased to £3,241 million in March 2017, a drop of 3.7% when compared to the previous quarter.

Quarterly change in Outstanding Maintenance Arrears from March 2013 to March 2017



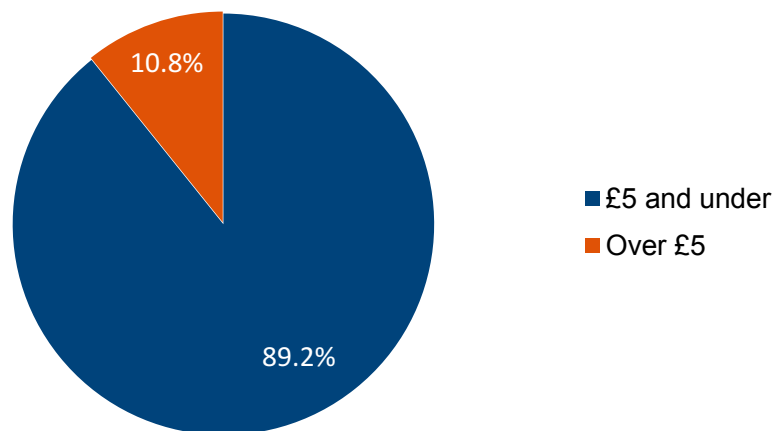
Prior to the case closure process the amount of arrears increased each quarter, with the exception of December 2012, which was due to a change in the methodology. The decrease in arrears is due to cases closing as part of the case closure process; this effect has generally been increasing month on month since June 2015. The [Case Closure](#) process takes a number of months to be completed; this is why the effect on arrears did not begin as soon as the process began in June 2014. As part of Case Closure, cases can either transfer arrears to the CMS System or choose to have them written off.

- Outstanding maintenance arrears have decreased to £3,241 million in March 2017 compared to its peak of £3,851 million in December 2013.
- Compared to December 2016, outstanding maintenance arrears have decreased by £126 million or 3.7%.
- The number of cases with arrears at the end of the quarter has decreased from December 2016 when it was 960,200, to 917,400 in March 2017.

During the case closure process, Parents with Care (PWC) are given the option to transfer the outstanding arrears on their case over to the 2012 scheme. Therefore, of this reduction in outstanding maintenance arrears on the CSA legacy scheme, some may have been written off with consent of the PWC, and some will have been moved onto the 2012 scheme.

For the full data on outstanding maintenance arrears see **Table 15** in the supplementary tables.

Further Arrears Breakdown



The majority of the amount of arrears owed is on cases with no assessment, i.e. cases assessed as having a nil liability or no liability at all (Arrears only cases), or an assessment of under £5.

In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

For a full breakdown of the number of cases with outstanding arrears please see **table 16** in the supplementary tables.

The number of cases with an arrears liability had gradually increased since March 2012 but has been on a downward trend since March 2014. This is in line with the decrease in the caseload which is reducing as new applications are processed on the 2012 Scheme and cases are closed as part of the CSA Case Closure process.

- There were 105,100 cases paying towards arrears as of March 2017, which is a decrease of 37,400 on the December 2016 figure of 142,500.

The proportion of cases paying towards arrear in the quarter to December 2016 has decreased: 10.9% of cases with arrears made a contribution in the quarter to March 2017 compared with 14.0% in the quarter to December 2016.



3.1 percentage points

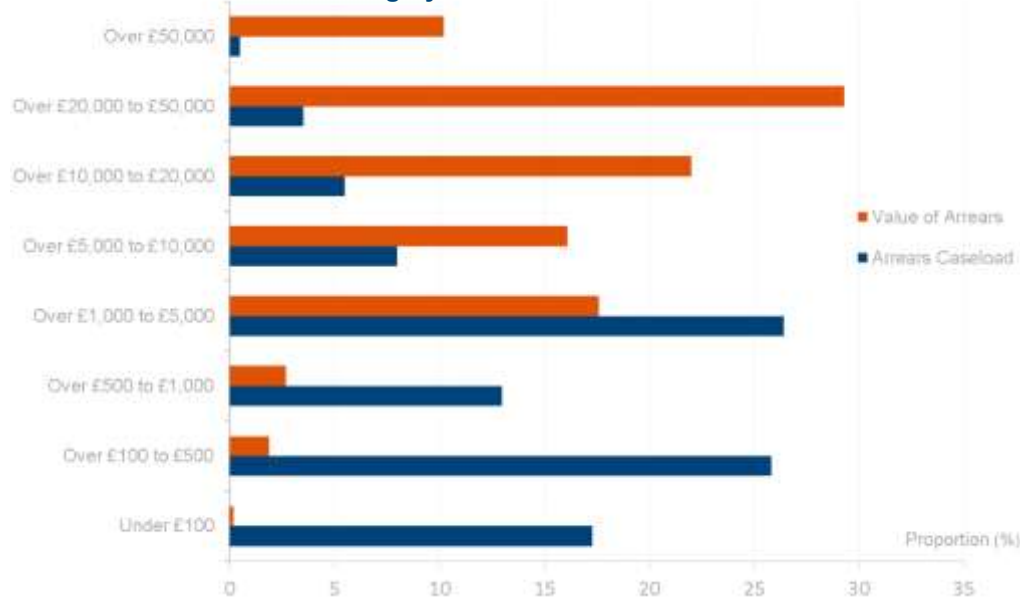
For further information on cases contributing to towards arrears, please see **table 17** in the supplementary tables.

The proportion of cases that have not made a payment towards outstanding arrears since January 2012 has increased to 58.7% as of March 2017, up from 57.6% in the quarter to December 2016.

For a full breakdown of the amount of outstanding arrears date of last payment, please see **table 18** in the supplementary tables.

Arrears distribution and Arrears segmentation

Arrears banding by caseload and value

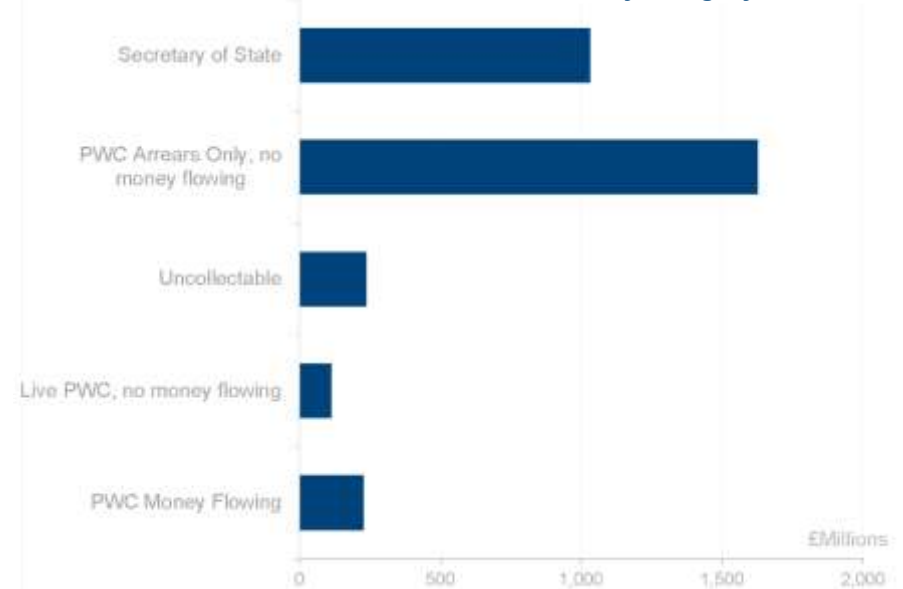


- The distribution of arrears by caseload and value in the quarter to March 2017 has remained consistent with previous quarters.
- 56.1% of the arrears caseload owes less than £1,000; this makes up 4.8% of the total value of arrears owed.
- 9.5% of the arrears caseload owes more than £10,000, making up 61.5% of the total value of outstanding arrears.

For a full breakdown of the arrears distribution, please see **table 19** in the supplementary tables.

For a full breakdown of the amount of outstanding arrears by weekly liability, please see **table 20** in the supplementary tables.

Distribution of arrears by category



- The level of arrears on priority cases where a child could still benefit has decreased from £431m in the quarter to December 2016 to £340m in the quarter to March 2017. These are the bottom two bars in the chart above, and represent the priority cases where money could potentially still benefit children.
- Arrears owed to the Secretary of State are on a continued downward trend. This is due to the removal of the compulsion on parents with care, who are claiming benefits to use the CSA to collect maintenance payments. Outstanding arrears are decreasing across categories as cases are transferred to the 2012 scheme as part of Case Closure.

For a full breakdown of the arrears distribution and to see the downward trends, please see **table 21** in the supplementary tables.

Enforcement, Appeals and Complaints

Enforcement

There has been a reduction across enforcement activities in the last year. In line with our Arrears Strategy: [Preparing for the future, tackling the past: Child Maintenance – Arrears and Compliance Strategy 2012 – 2017](#), our operational priority of the statutory service is to collect money for children who will benefit from regular on-going maintenance payments today, rather than prioritising the pursuit of historic arrears in cases where the children have now grown up.

- The number of deduction from earnings orders/requests issued between April 2016 and February 2017 was 11,945 compared to 23,040 between April 2015 and February 2016.
- The number of lump sum and regular deduction orders authorised has decreased. 1,260 were authorised during the period April 2016 to February 2017 compared to 1,455 for the period April 2015 to February 2016.

For a full breakdown of enforcement data please see **table 22** in the supplementary tables.

Appeals

From 28 October 2013 mandatory reconsiderations have been introduced into the appeals process. This is where the Child Maintenance Service will look again at the entire decision before a client can appeal against it. More details on the change to the appeals process can be found in the background information document [here](#).

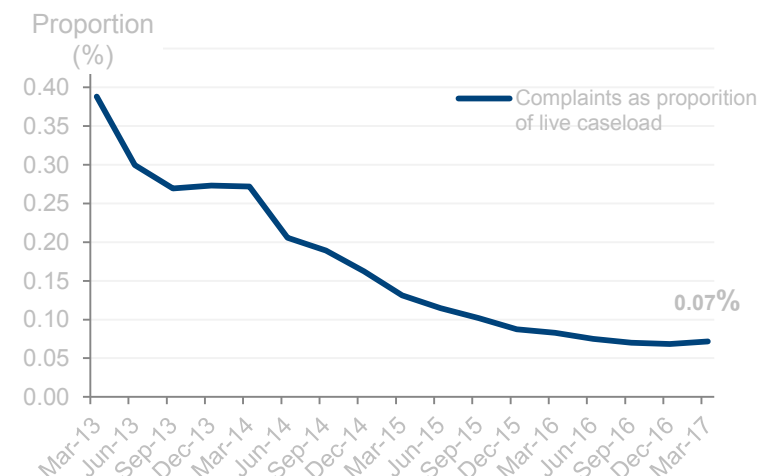


- The number of appeals received between April 2016 – March 2017 was 760, a decrease of 570 on the number received between April 2015 – March 2016.
- The number of appeals being submitted to the tribunal service of decisions made before the 28th October 2013 was 35 between April 2016 and March 2017, down from 115 in the year to March 2016.

For a full breakdown of appeals data please see **table 23** in the supplementary tables.

Complaints

There has been an overall decrease in proportion of complaints to live caseload since March 2012.



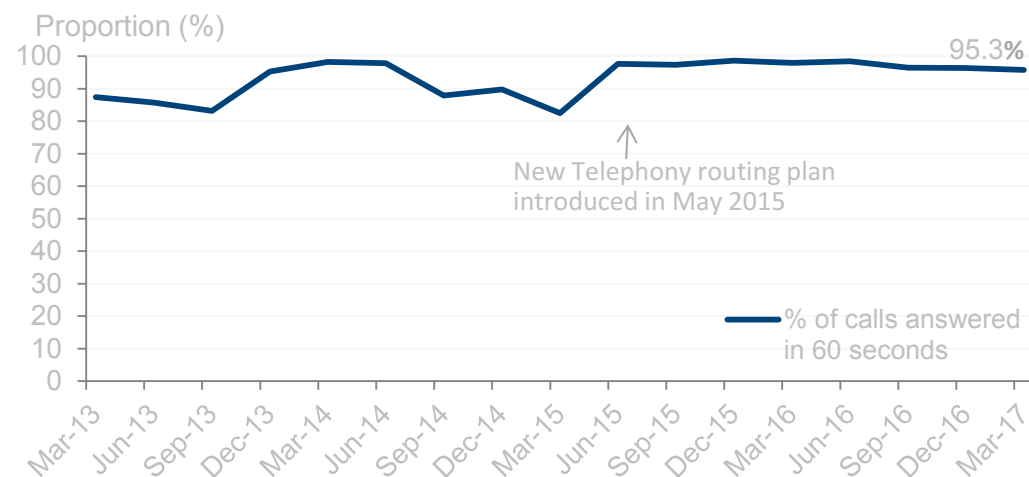
- In the quarter to march 2017, 690 complaints were received, a decrease of 10 when compared to the quarter to December 2016.

For a full breakdown of complaints data please see **table 24** in the supplementary tables.

Service levels - Telephony, Accuracy and Staffing

Service levels have been maintained whilst there has been a 3% reduction in number of staff

The proportion of calls answered in 60 seconds has remained consistent in recent quarters.



Telephony

- 123,500 telephone calls were answered in the 3 months to March 2017, with the calls answered with an average waiting time of 14 seconds. This compares to the 3 months to March 2016 where 225,600 telephone calls were answered, with an average waiting time of 14 seconds. In response to customer feedback we introduced a new telephony routing plan in May 2015. The new plan has allowed us to route more customers to caseworkers with the appropriate knowledge and skills to deal with their enquiry or progress their case. This change has improved the in-month time taken to answer calls.
- The in-month proportion of calls answered within 60 seconds was 95.3% for March 2017. This was a decrease of 1.1 percentage points on the December 2016 figure and a decrease of 2.6 percentage points compared to March 2016.
- The year to date position of calls answered within 60 seconds as at March 2017 was 97.2%. This compares to a year to date position at March 2016 of 93.8%.

For the full data on calls answered in 60 seconds please see **table 25** in the supplementary tables.

Accuracy

The rolling 12 month accuracy measures have decreased in the quarter to March 2017. The department continues to monitor and take on-going performance improvement action to improve accuracy levels. The proportion of new assessments that were accurate to within £1 or 2% of the maintenance calculation decreased to 91.6% in the quarter to March 2017, compared to 93.3% in the quarter to December 2016.

When compared to December 2016, the cash value accuracy measure has decreased by 1.4 percentage points to 93.6%. The cash value accuracy is calculated on the total cash value of errors against the total cash value of correct calculations; expressed as a percentage. This measure considers whether the maintenance calculation is correct to the nearest penny and the effective date has been applied from the correct date.

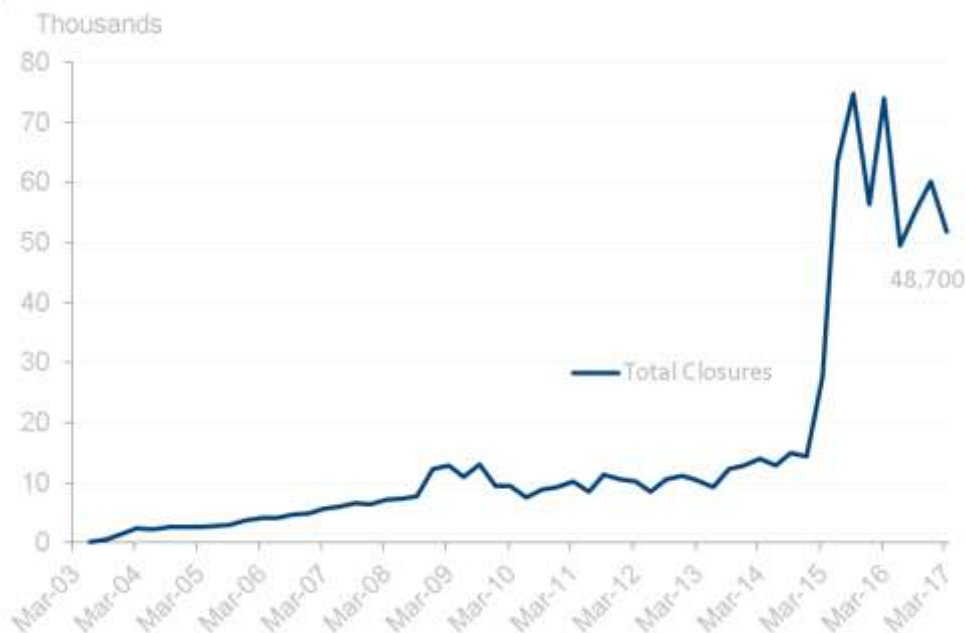
Staffing

As of March 2017, 5,860 full time equivalent staff were employed to support the Child Maintenance system, across the Child Support Agency and the Child Maintenance Service. This is 180 fewer than in December 2016 which is a decrease of 3%. Service Levels have been maintained.

Reasons for Closure

The number of 2003 Scheme closures decreased from 60,100 in the quarter to December 2016 to 51,900 in the quarter March 2017.

The start of the Case Closure process can be observed from mid-2014 with a rapid increase in the number of cases closing. More recently, there has been fluctuations but a general decrease in monthly closures.



Up until December 2014, the number of 2003 scheme case closures had remained moderately stable. There was a significant increase in the number of closures from the quarter to June 2015.

- The number of applications not eligible or no longer valid and those not pursued by the applicant has decreased from 5,000 in December 2016 to 3,200 in March 2017.
- The number of 2003 scheme closures decreased from 60,100 in the quarter to December 2016 to 51,900 in the quarter to March 2017. This is a decrease of 13.6%.

Experimental statistics on the [Case Closure](#) process covering the period from June 2014 to December 2016 were published in January 2016. Case Closure statistics covering the period to March 2017 are to be published on 7th June 2017.

Proactive Case Closure, of the 1993 and 2003 Scheme cases began on 30 June 2014 and refers to the structured process of selecting cases for CSA cases for closure. The Case Closure process takes around six months from initial notifications to ending the on-going liability for child maintenance. From March 2015 the impacts of Case Closure on the overall caseload and the volumes of case closures are visible.

A more detailed breakdown of closures **following** calculation can be seen in **table 26** in the supplementary tables.

Further Information

Previous versions of the Child Support Agency Quarterly Summary of Statistics can be found on the [DWP pages of the Gov.uk](#) website.

Data Conventions

Caseload figures are rounded to the nearest 100.

Enforcement figures are rounded to the nearest 5.

Appeals figures are rounded to the nearest 5.

Complaints figures are rounded to the nearest 10.

Collections figures are rounded to the nearest £0.1m.

Outstanding arrears figures are rounded to the nearest £1m.

Definitions

Collection Service

A case is classed as 'Collection Service' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance to the CSA. The CSA then sends this money to the parent with care.

Children Benefitting

'Children benefiting' includes all children of a qualifying age on cases that have paid in the previous quarter. This includes all children on Maintenance Direct cases.

Current Liability

A case is classed as having a 'Current Liability' if it is open, has children of a qualifying age and has a positive liability (i.e. assessment to pay maintenance).

Live Caseload

The total caseload minus cases with no current or on-going liability, no arrears and no payments are being made.

Maintenance Direct

A case is classed as 'Maintenance Direct' when the maintenance calculation has been derived by the CSA (after assessment of the case) and the non-resident parent pays child maintenance directly to the parent with care. These cases are assumed to be fully meeting their current liability (since clients can come back to the CSA if there is a default on their payment or to request a revised calculation).

This option allows the non-resident parent to make agreed child maintenance direct to parent with care instead of formal collection through the CSA. In the 12 months to March 2017, around £178.2m (31.3%) of maintenance received was due to be paid this way.

The assumption is 100% compliance for Maintenance Direct. For illustrative purposes, if this assumption was to change to show Maintenance Direct with the same compliance as the Collection Service then there would be on average a 5 percentage point reduction in compliance.

A full list of definitions can be found in the Child Support Agency (CSA) Quarterly Summary of Statistics (QSS) [metadata](#).

No Current Liability

A case is classed as having 'No Current Liability' if it is open and currently has a nil liability but has at least one child of qualifying age, and therefore could have a positive liability in the future.

No On-going Liability

A case is classed as having 'No On-going Liability' if there is no longer a child maintenance interest on the case i.e. the case has been cancelled/withdrawn, or there are no longer any children of a qualifying age remaining on the case.

Paying Towards Arrears

To be classed as paying towards arrears a case must have made payments in the previous quarter that were above the liability due in that quarter.

Paying Towards Liability

A case is classed as paying towards their liability if a payment has been received in the previous quarter, or the case is classed as Maintenance Direct at the end of the quarter.

Segment 1 – Nil Assessed cases

These are all cases where liability is assessed as nil. Cases from this segment were selected from June 2014.

Segment 2 – Non compliant cases

These are cases where the non-resident parent is not complying with his/her obligation to pay child maintenance or is assessed and non-charging. This segment excludes cases which are subject to a deduction from earnings order, a regular deduction order, where a deduction from earnings request has been granted and where enforcement action is on-going. Cases from this segment were selected from January 2015.

Segment 3 – Clerical Compliant cases

Segment 3 are all clerical cases (these are cases that are not managed on the main computer systems) that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings request and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.

Segment 4 – Complaint cases

Segment 4 are all non-clerical cases that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings requests and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.

Segment 5 – Enforced cases

Segment 5 are all cases where:(a) the method of payment of child maintenance is by-(i) deduction from earnings order; (ii) deduction from earnings request; or (iii) regular deduction order; and (b) all cases 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. Cases from this segment were selected from August 2016 for Clerical cases and September 2016 for on system cases.

Total Caseload

The total number of cases on the CSA 2003 and 1993 Schemes.

The number of appeals received between April 2016 – March 2017 was 760, a decrease of 570 on the number received between April 2015 – March 2016.

The number of appeals being submitted to the tribunal service of decisions made before the 28th October 2013 was 35 between April 2016 and March 2017. In the year to March 2016 it stood at 115. This reduction is in line with the decrease of appeals received in respect of decisions made before 28th October 2013.