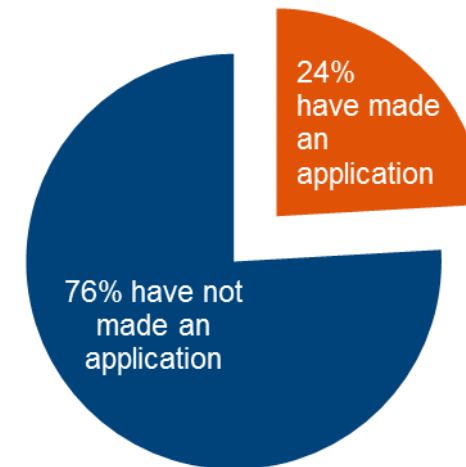
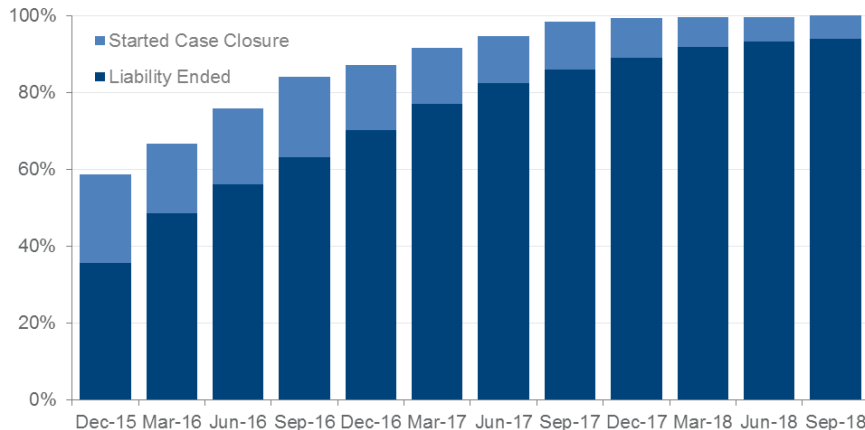


Child maintenance is financial support between separated parents to help with the everyday costs of looking after children. The Child Support Agency (CSA) was set up in 1993 to calculate how much child maintenance parents should pay and if necessary manage the payments between the parents. In 2012 the Child Maintenance Service was created to replace the CSA.

In June 2014, DWP began to close the cases managed by the CSA. As part of the closure process, parents are advised to contact Child Maintenance Options to help them choose whether they are able to make their own family-based arrangements or if they need to make an application with the Child Maintenance Service. This publication details the progress of closing the cases managed by the CSA.

Main stories as of September 2018

Percentage (%) that have started the closure process



Almost ALL (99.9%) cases which are eligible for Proactive Case Closure have started the closure process.

730,300 (94%) have had their liability ended.

24% of proactive and reactive cases that have had their liability ended have applied to the Child Maintenance Service.

At a glance

99.9% of cases have started the proactive Case Closure process	3
The number of cases on CSA has decreased to 632,800 from 1.53 million before Case Closure began	3
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Author: Jennifer Gibson

Lead Statistician: Matthew Edmundson

cm.analysis.research@dwp.gsi.gov.uk

DWP Press Office: 0203 267 5144

Feedback is welcome.

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What you need to know

This publication contains the most up-to-date statistics on the progress of the Child Support Agency (CSA) Case Closure programme. **Full data are available in the accompanying published tables:**

www.gov.uk/government/statistics/child-support-agency-case-closures-june-2014-to-september-2018

The Child Maintenance Service was introduced in 2012 to replace the CSA. In order to close the CSA we are contacting parents who have a **current liability** (a legal requirement to pay child maintenance) and encouraging them to contact Child Maintenance Options for advice on setting up a new child maintenance arrangement.

Cases have been closed in a structured process called **Proactive Case Closure**. All the cases managed by the CSA were put into one of five segments based on their characteristics and the selection of each segment was staggered over time.

Some cases have not gone through the Proactive Case Closure process:

1. When an application is made to the Child Maintenance Service which relates to a Paying Parent who has a live CSA case with a different Receiving Parent. The application to the Child Maintenance Service will trigger the process of ending the liabilities on the Paying Parent's existing CSA cases. This is called "**Reactive Case Closure**".
2. When the youngest child on the case will have reached the age of 20 before the 31st December 2018. These cases will not be proactively selected because the liability will come to a natural end. These cases are called "**Age Out**".
3. Some cases managed by the CSA are **not eligible for case closure**. These cases may have already been cancelled or withdrawn.

Note to users

We currently produce two statistical publications about the Child Support Agency (CSA); Quarterly Summary of Statistics about the performance of the CSA, and this separate publication covering the progress of the CSA Case Closure Programme.

The CSA caseload is declining as we have now ended liabilities on the majority of CSA cases and will be taking steps to conclude the remaining cases before the end of 2018. Because of this we anticipate that these two publications will contain less relevant information going forward. Our future publication strategy for the CSA is being reviewed.

The CSA is continuing work to prepare for closure. Between July and September 2018 this has involved an operational exercise to correct the amount of arrears held on cases remaining on the CSA and to move arrears only cases to the Child Maintenance Service.

Case Closure process

Ending the liability on a CSA case is where the need to pay on-going child maintenance is stopped. It happens 6 months after the case has been selected for **Proactive Case Closure** and 38 days after a case has joined **Reactive Case Closure**. Once the liability has been ended on a CSA case, there is likely to be a final payment for on-going maintenance after the end liability date and payments towards **arrears** (unpaid child maintenance) should continue until the case is fully closed. Once the liability has been ended, parents are contacted about any arrears that might be on the case. After this the case is classed as **Closed** and has **completed the Case Closure process**.

On the 30 November 2017 it was announced that all current CSA liabilities must be ended by the 31 December 2018. We are on track to meet this deadline.

99.9% of cases eligible for Proactive Case Closure have started the closure process and 94% have already had their liability ended.

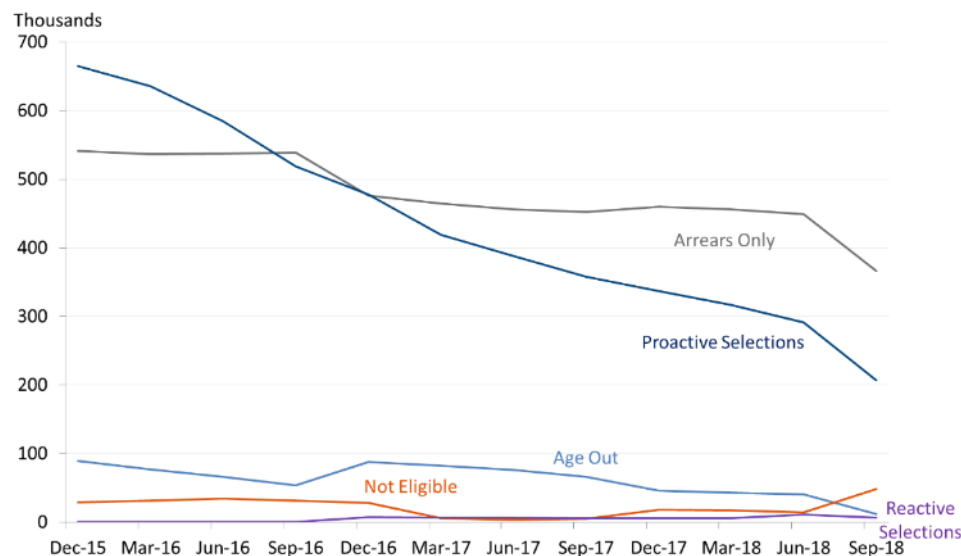
At the end of September 2018, only **400 cases have yet to be selected for the case closure process**. This has fallen from **4,000** at the end of June 2018 and is due to cases being identified as already closed or withdrawn, cases closing naturally, for example where the qualifying child may no longer qualify for child support payments.

9,000 proactive cases have started the process but not yet had their CSA liability ended and **730,300** (94%) cases have had their **liability ended** through the **proactive CSA Case Closure process**. An additional **30,200** cases have had their liability ended through **Reactive Case Closure**. A total of **541,100** (66%) CSA cases have been fully **closed** as a result of either proactive or reactive Case Closure process, some reactive cases will not have had a liability to end. There are also cases that have ended liability but are not yet fully closed.

See **Tables 1 and 4** for full data.

The number of open cases managed by the CSA has decreased to 632,800 from 1.53 million

The number of cases managed by the CSA, June 2014 to September 2018



The cases still managed by the CSA are:

- Cases that have been selected and are in the process of having their liability ended;
- Cases that have not yet been selected for Case Closure;
- All cases which have ended their liability but are not yet closed.

Once a case is closed it is no longer counted in the caseload, so the caseload consistently declines.

The majority of cases on the CSA are now **Arrears Only cases**. There are **365,900** Arrears Only cases at September 2018.

See **Table 2** for full data.

Applications to the Child Maintenance Service

Parents whose CSA cases are being closed are advised to contact Child Maintenance Options to discuss their child maintenance needs. They may decide to make their own child maintenance arrangements or decide to apply to the Child Maintenance Service.

Parents who make an application to the Child Maintenance Service before their CSA liability ends will not have any break in their child maintenance liability. Their child maintenance liability will continue but the amount of child maintenance due and when it is to be paid may change. Parents can also arrange continuing payments themselves through a family-based arrangement.

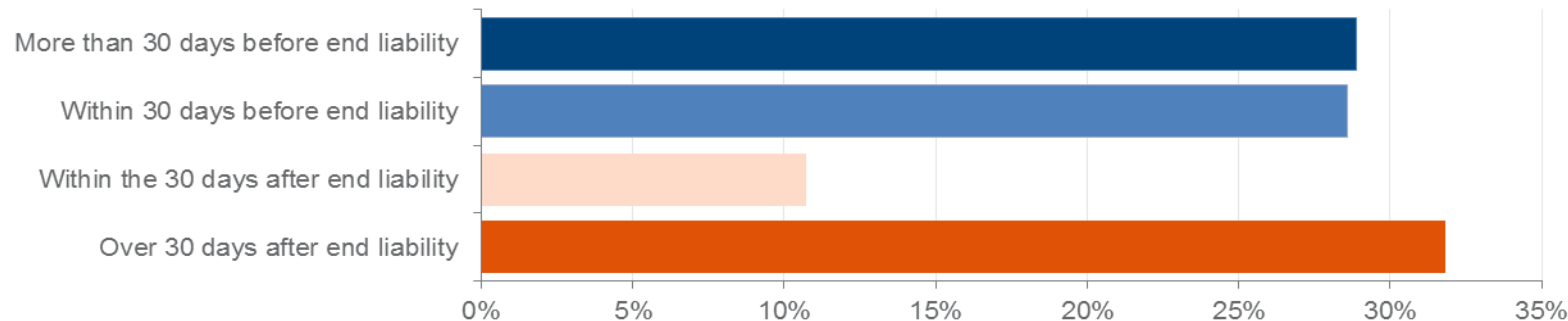
24% of all cases that have had their CSA liability ended by Case Closure have made an application to the Child Maintenance Service

183,600 CSA cases have had their liability ended through either proactive or reactive Case Closure and have made an application to the Child Maintenance Service.

These figures do not count “arrears only” cases where the parents have not made an application to the Child Maintenance Service but the arrears on their CSA case have been transferred to the Child Maintenance Service.

Of the parents who went through proactive Case Closure and made an application to the Child Maintenance Service 57% did so before their CSA liability had ended

Percentage of cases making an application to the Child Maintenance Service by their end of liability date, at the end of September 2018



At the end of September 2018, **163,800** CSA cases have had their liability ended through proactive Case Closure and made an **application to the Child Maintenance Service**.

- **94,100 (57%)** made an application to the Child Maintenance Service before their CSA liability had ended.
- **17,600 (11%)** made an application to the Child Maintenance Service in the month after their liability.
- **52,100 (32%)** made an application more than a month after their liability ended through proactive Case Closure.

See **Tables 5 and 6** for full data on applications to the Child Maintenance Service following Case Closure.

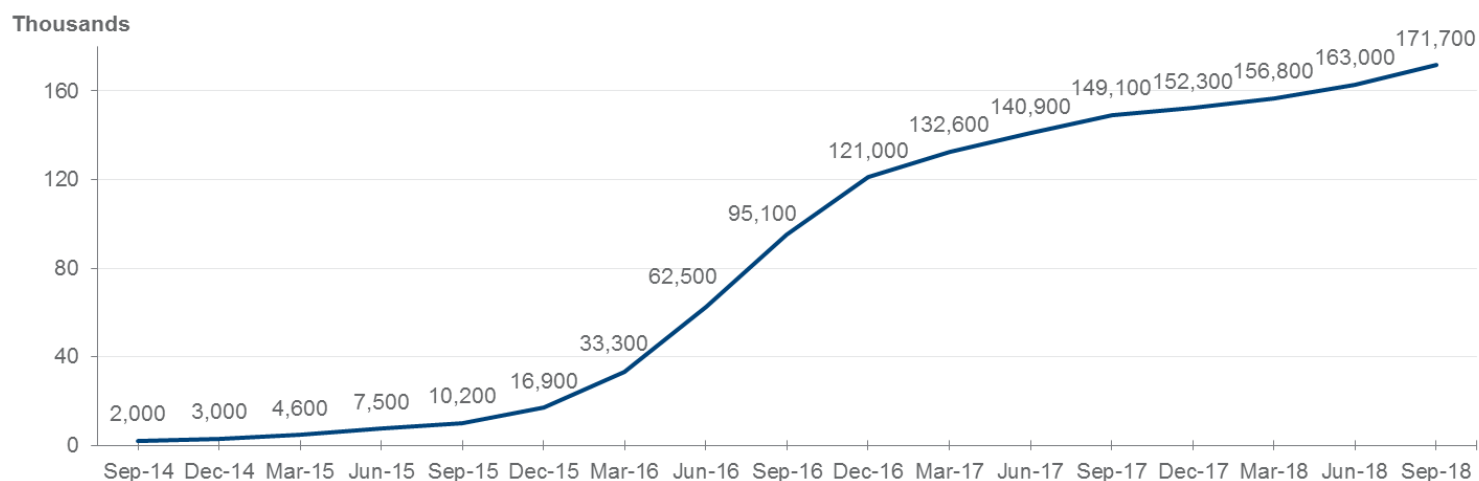
CSA arrears only cases on the Child Maintenance Service

When cases that have arrears but no current liability to pay child maintenance are closed on the CSA, the CSA will discuss with parents what they want to do about any arrears. The arrears can be automatically moved to the Child Maintenance Service without anyone having to make an application to the Child Maintenance Service. This includes cases where the liability has been ended by the Case Closure process. More information on arrears only cases that have been transitioned to the Child Maintenance Service can be found in the ad-hoc statistical publication “Child Support Agency arrears transitioned to the Child Maintenance Service”:

<https://www.gov.uk/government/statistics/child-support-agency-arrears-transitioned-to-the-child-maintenance-service-system-november-2014-to-june-2017>

The Child Maintenance Service has 171,700 arrears only cases from parents who went through the Case Closure process

The number of CSA arrears only cases on the Child Maintenance Service, September 2014 to September 2018



As of September 2018, there were **171,700** cases on the Child Maintenance Service where the parents have not made an application to the Child Maintenance Service but an **arrears only** case has been set up after the case closure process, this is a **5 percent increase** from June 2018.

The number of arrears only cases joining the Child Maintenance Service has been steady for the past few quarters due to changes in the types of cases that were selected for the Case Closure process and decreasing the rate at which cases were selected. The sharp increase seen in the graph from November 2015 was due to more cases beginning the case closure process leading to an increase in cases joining the Child Maintenance Service. As we are very close to the end of the Case Closure process we are seeing an increase in arrears only cases on CSA, as liabilities are ended. This is leading to an increase in arrears only cases joining the Child Maintenance Service.

See **Tables 7 and 8** for full data.

About these statistics

Figures contained within this publication are rounded to the nearest hundred or percent. Percentages are calculated prior to rounding.

These statistics have been developed using guidelines set out by the UK Statistics Authority.

Where to find out more

Further details of the CSA caseload and the performance of the Child Support Agency can be found in the Child Support Agency Quarterly Summary Statistics here: <https://www.gov.uk/government/statistics/child-support-agency-quarterly-summary-of-statistics-september-2018>

For more information on CSA Case Closure please see the “Child Maintenance: Ending Liability” publication here: <https://www.gov.uk/government/publications/child-maintenance-ending-liability-scheme>

For statistics on the performance of the Child Maintenance Service please see: <https://www.gov.uk/government/collections/statistics-on-the-2012-statutory-child-maintenance-scheme>