

20 November 2013

Coverage: Great Britain

Theme: Social and Welfare

## CHILD SUPPORT AGENCY QUARTERLY SUMMARY OF STATISTICS

### Introduction

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 statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

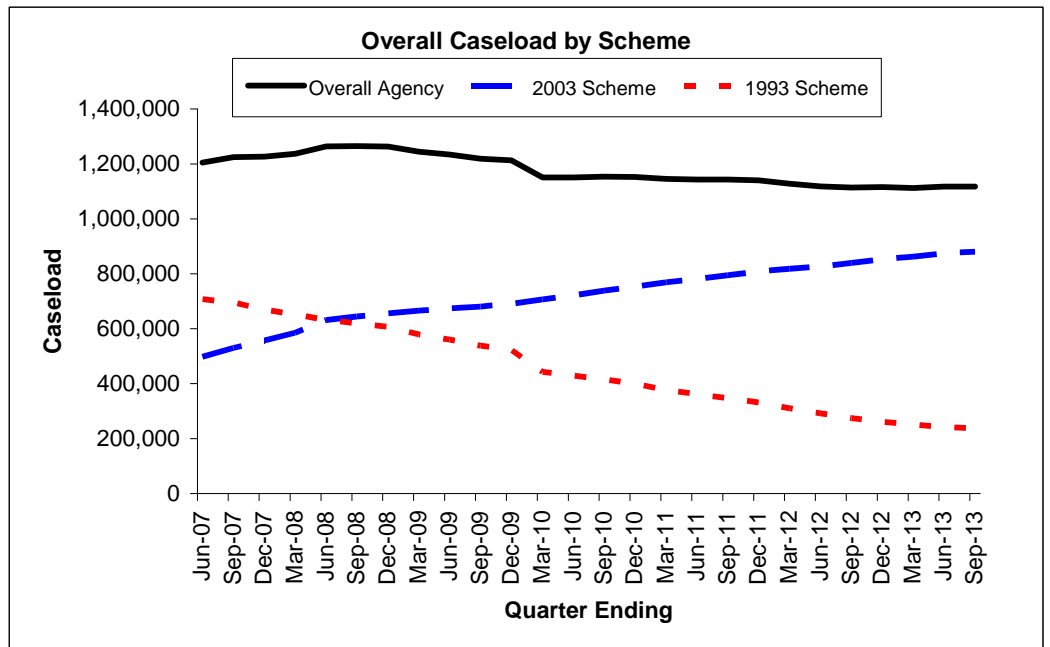
DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

The figures presented include cases managed off system.

On the 10 December 2012 a new Child Maintenance Scheme was launched. The scheme was introduced on a pathfinder. All new applications with two or more children relating to the same Non Resident Parent and Parent with Care are being accepted onto the 2012 scheme. The CSA QSS excludes cases on the 2012 scheme.

### Main Findings

- At the end of September 2013, the CSA live and assessed caseload stood at 1.12 million.



- In the quarter ending September 2013, 81.4% of all cases in which maintenance was due had either received maintenance via the CSA collection service, or had a maintenance direct arrangement in place.
- In the quarter to September 2013, maintenance had been collected or arranged by the CSA via the statutory maintenance service on behalf of 924,700 children.
- In the quarter to September 2013, the CSA collected or arranged £321.3m in child maintenance (regular and arrears), of which £27.8m was arrears.



**Issued by:**  
Management Information and  
Performance Reporting Team,  
Department for Work and Pensions

Telephone:  
Press Office: 0203 267 5144

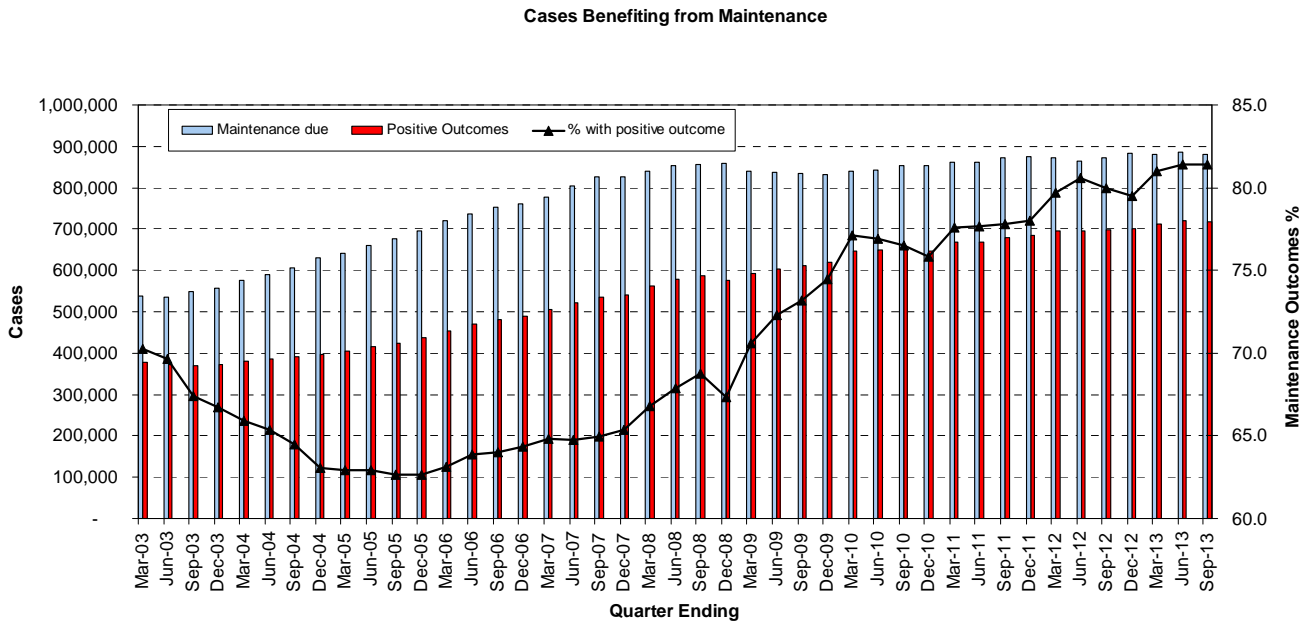
Website:  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Statistician:**  
Gemma Stewart

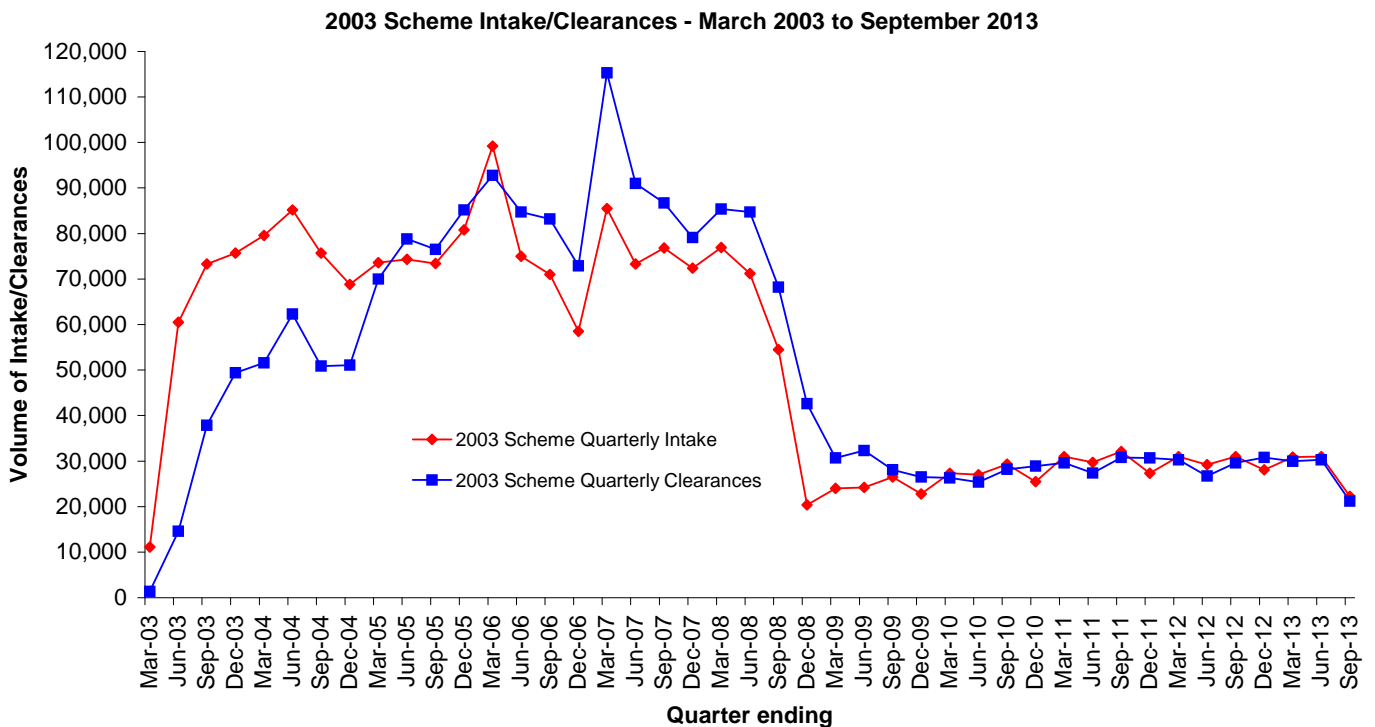
Telephone: 0191 2162098  
Email:  
[gemma.stewart@dwp.gsi.gov.uk](mailto:gemma.stewart@dwp.gsi.gov.uk)

**Next Publication:**  
February 2014

- In the year to September 2013, the CSA collected or arranged £1,253.5m in child maintenance (regular and arrears), of which £111.7m was arrears.



- 84.2% of intake received in June 2013 was cleared within 12 weeks.
- 93.4% of intake received in April 2013 was cleared within 18 weeks.
- Uncleared work has increased by 1,200 to 15,200. This represents an increase of 8.6% since June 2013.



- Outstanding child maintenance arrears have increased from £3.867bn in June 2013 to £3.886bn in September 2013<sup>1</sup>.
- At the end of September 2013, the average maintenance calculation was £24.15 per week (including zero calculations).
- In September 2013, 83.1% of the telephone calls received were answered within 60 seconds.
- In September 2013, there were 7,400 full time equivalent people working to support the Child Maintenance system.

Latest statistical data available from <https://www.gov.uk/government/publications/child-support-agency-quarterly-summary-statistics>

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<sup>1</sup>Figures for 11/12 onwards have yet to be audited and finalised. Following publication of the 2008/09, 2009/10 and 2011/12 Client Fund Accounts, outstanding arrears figures have been adjusted. See accounts publications for further detail on changes:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/221407/cmec-client-funds-account-2011-12.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/221407/cmec-client-funds-account-2011-12.pdf)  
Adjustments have also been made from 2012/13 onwards which are yet to be agreed with National Audit Office.

## Notes to Editors

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 statutory child maintenance schemes, currently operated through the Child Support Agency (CSA).

DWP assumed responsibility for the CSA from the Child Maintenance and Enforcement Commission on the 1 August 2012, following an announcement on 14 October 2010 that the Commission would become an executive agency of DWP as part of the Public Bodies Reform. The Commission had responsibility for the CSA between the 1 November 2008 and the 31 July 2012, prior to that DWP had responsibility for the CSA.

This publication, produced in conjunction with DWP Information, Governance and Security Directorate, contains the most up-to-date tables and breakdowns on the CSA's 1993 and 2003 statutory child maintenance schemes. It does not include information on the 2012 statutory scheme which was launched with a pathfinder approach on 10 December 2012.

The data covers the periods when DWP had responsibility for the CSA, and when the Commission had responsibility. The data also covers the period both before and after the removal of the compulsion on parents with care who are claiming income based benefits to use the CSA to collect or arrange maintenance payments. The change, which came into force on 27th October 2008, affects CSA clients who can now choose to make private maintenance arrangements with the non resident parent.

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

## Current and Future Changes

### Data Issue Update

During quality assurance of the June 2013 QSS there was a potential issue identified with arrears distribution figures. Investigations into the issue are now complete and there was no affect on the original figures. The regional tables affected have now been re-issued and can be found at: <https://www.gov.uk/government/publications/child-support-agency-quarterly-summary-statistics-june-2013>

### Changes in this QSS

In response to customer feedback, notes have been improved and expanded to make clearer where maintenance direct cases have been included in the measure.

### Upcoming Changes for Future Releases

#### New Methodology

On 15 May 2013 a consultation was launched seeking views on changes to existing tables and proposed new tables, which would incorporate new methodologies and data sources.

A copy of the consultation document can be found at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/207393/csa\\_qss\\_consultation\\_2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207393/csa_qss_consultation_2013.pdf)

A response to this consultation was published on 19 September 2013 which can be found at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/243678/csa-qss-changes-consultation-response.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/243678/csa-qss-changes-consultation-response.pdf)

#### 2012 scheme

The 2012 Scheme was successfully introduced on the 10 December 2012. This scheme delivers two critical changes; material changes to the policy and regulations which simplify the approach to child maintenance calculations and a new IT system to administer the 2012 Scheme that seeks to improve our ability to deliver good service.

We have introduced the 2012 Scheme in a way that works best for clients and avoids the mistakes of 2003. We are currently only accepting new applications onto the 2012 Scheme where two or more qualifying children are named in the application, and at least two of the children relate to the same alleged non-resident parent.

Once we are confident the Scheme is running well we will open it up to all new applicants.

It is expected that over the next few years the 2012 Scheme will replace the current statutory schemes and the systems on which they are administered.

Performance relating to the 2012 Scheme is not included in this publication.

### **Changes to the Appeals process**

A DWP wide change to the way in which clients can appeal against decisions will be introduced under Section 102 of the Welfare Reform Act, these changes became effective from 28 October 2013.

The main Appeal Reform changes that will impact Child Maintenance are:

- Mandatory Reconsideration from 28 October - where the Child Maintenance Service will look again at the entire decision before a client can appeal against it
- Direct Lodgement from 28 October 2013 - where it is appropriate for clients to appeal, they must appeal direct to HMCTS instead of to the Child Maintenance Service

The changes will be reflected in future statistics.

### **Upcoming Releases**

The next QSS containing data on 1993/2003 Schemes up to December 2013 is due to be released in February 2014. The exact date will be announced at least four weeks in advance on the [UKSA Publication Hub](#).

This QSS will be in the new format, with more detailed analysis and based on the updated methodology as described in the consultation response.

Experimental Statistics on the 2012 Scheme administered by the Child Maintenance Service covering the period of Aug 13 - Sep 13 will be published on 25 November 2013, which will be available at: <https://www.gov.uk/government/collections/ad-hoc-statistical-analysis-2013-quarter-4>